

Department of Chemistry
BSc/MSci/MChem



UNIVERSITY OF
BATH

Undergraduate Programmes Handbook
2020-21

CONTENTS

About this handbook	3
Important links and information.....	5
University information online.....	5
About the Department 2020/21	7
Key contacts/staff list.....	8
About Your Programme.....	10
Programme description: structure of your programme	12
Unit and Programme Catalogues.....	13
Professional body accreditation	14
Your learning.....	14
Your Timetable	14
Physical study space – 2020/21	14
Option choices.....	14
Placement Support.....	15
Student exchange/study abroad	16
Unit and programme changes 2020/21	16
Giving feedback on your programme to the University.....	17
Disclosure and barring service (DBS) checks	17
Assessment.....	18
Submission deadlines.....	18
Late submission of coursework	18
Word counts	18
Feedback on assessment.....	18
Academic Integrity	19
If circumstances impact on your assessment attempt.....	21
Assessment processes.....	21
Assessment Regulations.....	24
Your programme and how you are assessed.....	24
Supplementary assessment	25
Exit awards – CertHE and DiplHE	26
Academic Appeals.....	26
Core University information	27
University Regulations for students	27
Accessing university email.....	27
Students' Union membership.....	27
Data protection	27
Registration status.....	28
Academic engagement monitoring for Tier 4 students	28
Change in your circumstances	28
Dissatisfaction with a university service or facility (Complaints)	28

ABOUT THIS HANDBOOK

This Handbook is intended for all students commencing the BSc(Hons) Chemistry, BSc(Hons) Chemistry for Drug Discovery, BSc(Hons) Chemistry with Management, MChem(Hons) Chemistry, MChem(Hons) Chemistry for Drug Discovery, and MSci(Hons) Chemistry with Management (some courses have the option of a Study Year Abroad or placement year in industry) in the academic year 2020/2021.

Please note that the contents of this Handbook are accurate at November 2020 but that information 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). 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 **As an alternative to the placement** scheme, students have the option of undertaking their third year at an overseas university. For MChem students, the study year abroad contributes towards the degree classification, and is accompanied by some distance learning. For BSc students, the study year abroad is pass or fail and does not count towards the degree classification. MChem students must carry out a research project as part of their year abroad.

We currently have links with universities in Europe (France, Germany, Spain, Finland) Australia, New Zealand, the USA, Canada and Singapore. The application procedure starts at the beginning of Year 2. Support is provided from the Study Year Abroad Tutor (Dr Ruth Webster).

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) 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 (for example if you are returning from a suspension of study, or transferring to a different programme) please contact your Director of Studies [Dr Claire McMullin year 1, Dr Gan Shermer year 2 and Dr Mary Mahon year pa3-5} 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 your Director of Studies 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

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



CORE UNIVERSITY SERVICES / INFORMATION

Dissatisfaction with a University service or facility (Complaints)
www.bath.ac.uk/guides/student-complaints-policy-and-procedure

Health and Safety
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

Skills Support and Development
<http://go.bath.ac.uk/my-skills>
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

Data Protection
www.bath.ac.uk/guides/data-protection-guidance

Bullying, harassment and victimisation
<https://www.bath.ac.uk/campaigns/report-and->

[young-child/](#)

Disabilities, long-term illness, and specific learning difficulties

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

SUPPORTING YOUR LEARNING

Your Learning

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

Withdrawing from or suspending your studies

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

Units and Programmes

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

[support/](#)

SU Code of Practice and membership

www.bath.ac.uk/corporate-information/code-of-practice-for-the-students-union-su

Assessment

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

Assessment Regulations

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

Academic Appeals

www.bath.ac.uk/guides/appealing-against-an-academic-decision

ABOUT THE DEPARTMENT 2020/21

Introduction to the Department and Undergraduate Programmes

This handbook contains important information about the Department of Chemistry and the University of Bath. You will need to consult it throughout the year. It contains details of the teaching programme(s), examination procedures and requirements for qualification to progress to the next year of study. ***If you have any questions regarding procedural or other aspects of the course, please look in this handbook first – you may well find the information you need.***



An extremely important source of information is “**Moodle**”, the University’s Virtual Learning Environment (VLE). This can be accessed via the following link: <https://moodle-ro.bath.ac.uk/> or from the University’s WWW home page. A copy of this handbook is available on Moodle on the *Chemistry Undergraduate Information Hub* in the *Useful Documentation* section. This version may be updated throughout the year so it is strongly recommended you look at it regularly.

In addition to the online resources such as Moodle, it is really important that you check your Bath University e-mail regularly (daily) this will be the main source of communication.

During registration online (ROL), you will be given a University username and password to enable you to access the computer network for e-mail and other computing services, including World Wide Web access and Moodle. We make extensive use of these forms of communication (including using some computer based learning activities). You will need to regularly check your university e-mail account for messages – typically on a twice daily basis, once in the morning and once in the evening. Your tutors and lecturers will use e-mail to tell you about times for tutorials and meetings as well as any lectures or workshops which have to be rearranged at short notice. Note that we will only use your university e-mail address, not any other account that you may have with a different ISP. If you send an e-mail to a member of staff **please sign your email with your name and surname as well as your year and programme of study** (*i.e.* Year 1 Chemistry, Year 2 Chemistry for Drug Discovery etc). While some members of staff may respond to e-mails out of normal work hours, this should not be expected.

KEY CONTACTS/STAFF LIST

All staff are in 1 South unless indicated otherwise. The telephone numbers listed can be dialled from any internal University telephone. From outside the University, add (01225) 38 to the number (e.g. x 6504 becomes 01225 386504). However, since there are reduced staff numbers on campus at present, we recommend you generally contacting staff in the first instance by email or via MS Teams.

Key Staff	Title	Room	Tel.	E-mail
Professor Andrew Burrows	Head of Department	0.08	6529	a.d.burrows@bath.ac.uk
Professor Matthew Jones	Director of Teaching	1.21	4908	m.jones2@bath.ac.uk
Dr Claire McMullin	Director of Studies for Year 1	WH 1.24	4428	c.mcmullin@bath.ac.uk
Dr Gan Shermer	Director of Studies for Year 2	WH 1.20	6382	g.shermer@bath.ac.uk
Dr Mary Mahon	Director of Studies for Years 3, 4 and 5	1.09	3752	m.f.mahon@bath.ac.uk
Dr Mary Mahon	Senior Tutor	1.09	3752	m.f.mahon@bath.ac.uk
Shula Dennard Kate Remington,	Departmental Coordinators	WH 3.33	6815	chem-adminoffice@lists.bath.ac.uk
Sarah Knedel	Departmental Secretary	WH 3.33	6444	chem-adminoffice@lists.bath.ac.uk
Steph Skaife (Undergraduate Enquiries)	Undergraduate Administrator (Chemistry)	UG Hub 4South 0.03	4879	chemistry-ugadmin@bath.ac.uk

In Years 1 and 2 you are allocated a subject tutor for each of Inorganic (I), Organic (O), and Physical (P) chemistry, and you will have a tutorial with one of your subject tutors every week, virtually.

In addition, you have a **Personal Tutor** in the Department. If you are unsure of who this is, contact Dr Mary Mahon (the Senior Tutor of the Department) or the Undergraduate Programmes Administrative Team located in 4S 0.03, or the Director of Studies for your year of study. The responsibility of your Personal Tutor is to monitor your academic progress (they will *normally* be one of your three subject tutors) and he/she will ask you to attend short meetings to discuss progress. It is a regulation of the University that you attend these meetings. In addition, and perhaps, more importantly, your Personal Tutor also acts in a pastoral role. **If you have a problem, your Personal Tutor should be the first person you approach.** If he/she feels that your problem cannot be directly solved, you may be recommended to seek further advice from another source within the Department or the University.

Who's Who

You will be taught by the following members of academic staff in the Department of Chemistry:

Academic Staff	Room	Tel.	E-mail prefix (@bath.ac.uk)
Dr Antoine Buchard	5W 2.28	6122	a.buchard
Prof Steven Bull	0.20a	3551	s.d.bull
Prof Andrew Burrows	0.08	6529	a.d.burrows
Dr Petra Cameron	0.18	6116	p.j.cameron
Dr David Carbery	1.17	6144	d.carbery
Dr Jonathan Cox	1.10	6548	j.p.l.cox
Dr Alex Cresswell	0.9	5382	a.j.cresswell
Prof Matthew Davidson	1.05	6443	m.g.davidson
Dr Fiona Dickinson	WH 1.18	6414	f.dickinson
Prof Carmen Domene	0.11	6172	c.domene
Prof Karen Edler	1.02	4192	k.edler
Dr Steve Flower	WH 1.22	4881	s.e.flower
Dr Simon Freakley	4S 0.12	5150	s.freakley
Prof Christopher Frost	1.16	6142	c.g.frost
Dr Matthew Grayson	1.25S	4964	m.n.grayson
Prof Mike Hill	1.23	3394	m.s.hill
Dr Ulrich Hintermair	WH 1.27	6682	u.hintermair
Prof Saiful Islam	1.23a	4938	m.s.islam
Prof Tony James	0.21	3810	t.d.james
Prof Toby Jenkins	0.12	6118	a.t.a.jenkins
Dr Andrew Johnson	1.03b	4467	a.l.johnson
Prof Matthew Jones	1.21	4908	m.jones2
Prof Barbara Kasprzyk-Hordern	1.12	5013	b.kasprzyk-hordern
Dr Randolf Köhn	1.03a	3305	r.d.kohn
Dr Maciek Kopec	1.54b	6504	m.kopec
Dr Simon Lewis	0.20	6568	s.e.lewis
Dr David Liptrot	1.54C	5432	d.j.liptrot
Dr Mary Mahon	1.09	3752	m.f.mahon
Prof Frank Marken	0.05	3694	f.marken
Dr Barrie Marsh	1.25A		bm250
Dr Claire McMullin	WH 1.24	4428	c.mcmullin
Dr Ben Morgan	0.13	6128	b.j.morgan
Dr Alex O' Malley	4S 0.11	4968	a.o'malley
Dr Dan Pantos	1.54a	4376	g.d.pantos
Prof Steve Parker	1.24	6505	s.c.parker
Prof Sofia Pascu	1.11	6627	s.pascu
Prof Paul Raithby	WH 1.19	3183	chspr
Dr Asel Sartbaeva	1.13	5410	a.sartbaeva
Dr Gan Shermer	WH 1.20	6382	g.shermer
Dr Adam Squires	1.34	6569	a.squires
Dr Elizaveta Suturina	WH 1.28	6426	e.suturina
Dr James Taylor	0.9	4533	j.e.taylor
Dr Ruth Webster	1.04	6103	r.l.webster
Prof Michael Whittlesey	1.20	3748	m.k.whittlesey
Prof Chick Wilson	0.02	6143	c.c.wilson

Instrument Specialists

Staff Member	Room	Tel.	E-mail prefix (@bath.ac.uk)
Dr Remi Castaing	WH 2.31A	4485	r.castaing
Dr Gabriele Kociok-Kohn (X-ray)	1.35A	6520	g.kociok-kohn
Dr John Lowe (NMR)	0.46	3474	<u>j.lowe</u>
Dr Anneke Lubben	5W 2.33	4173	a.t.lubben
Dr Catherine Lyall (NMR)	9W 0.02	5555	c.l.lyall
Dr Shaun Reeksting (MS)	5W 2.31A	4485	s.b.reeksting

The building is 1 South unless otherwise stated. For the most up-to-date information on offices, please check person finder on <https://www.bath.ac.uk/contact/>

ABOUT YOUR PROGRAMME

The structure for your programme year for 2020/21 can be found in the 2020/21 Unit and Programme Catalogues (see below). 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 **As an alternative to the placement** scheme, students have the option of undertaking their third year at an overseas university. For MChem students, the study year abroad contributes towards the degree classification, and is accompanied by some distance learning. For BSc students, the study year abroad is pass or fail and does not count towards the degree classification. MChem students must carry out a research project as part of their year abroad.

We currently have links with universities in Europe (France, Germany, Spain, Finland) Australia, New Zealand, the USA, Canada and Singapore. The application procedure starts at the beginning of Year 2. Support is provided from the Study Year Abroad Tutor (Dr Ruth Webster).

Unit and programme changes 2020/21 in this Handbook).

All courses at the University of Bath consist of **programmes of study**. For example, the BSc in Chemistry with Industrial Training is one programme, as is the MChem in Chemistry for Drug Discovery. Each programme consists of a number of **units** – some mandatory, some optional – each of which has a credit rating. All lecture-based units in Chemistry are worth 3, 6 or 12 credits.

In the modular system, you have to study a minimum of 60 credits per year. You can study additional units if you wish, such as a language, but the permitted maximum is 66 credits per year.

The first two years of the degree programmes are designed to give a good grounding in a range of important topics and are common to both BSc and MChem (or MSci) programmes. The choice between BSc and MChem (or MSci) programmes is primarily determined at the end of Year 2. However, there is a 50% overall average threshold at the end of Year 1 to stay on, or transfer to, the MChem (or MSci) programme. Students who fail to meet this threshold are not precluded from the MChem (or MSci) courses, provided they meet the Year 2 threshold of 55% overall average. It is also permissible to transfer onto the MChem/MSci programme in Year 3 provided the appropriate optional units have been selected and an average mark in Semester 1 of 60% has been obtained. Any student interested in changing programme at this stage should discuss it with the Year 3/4 Director of Studies.

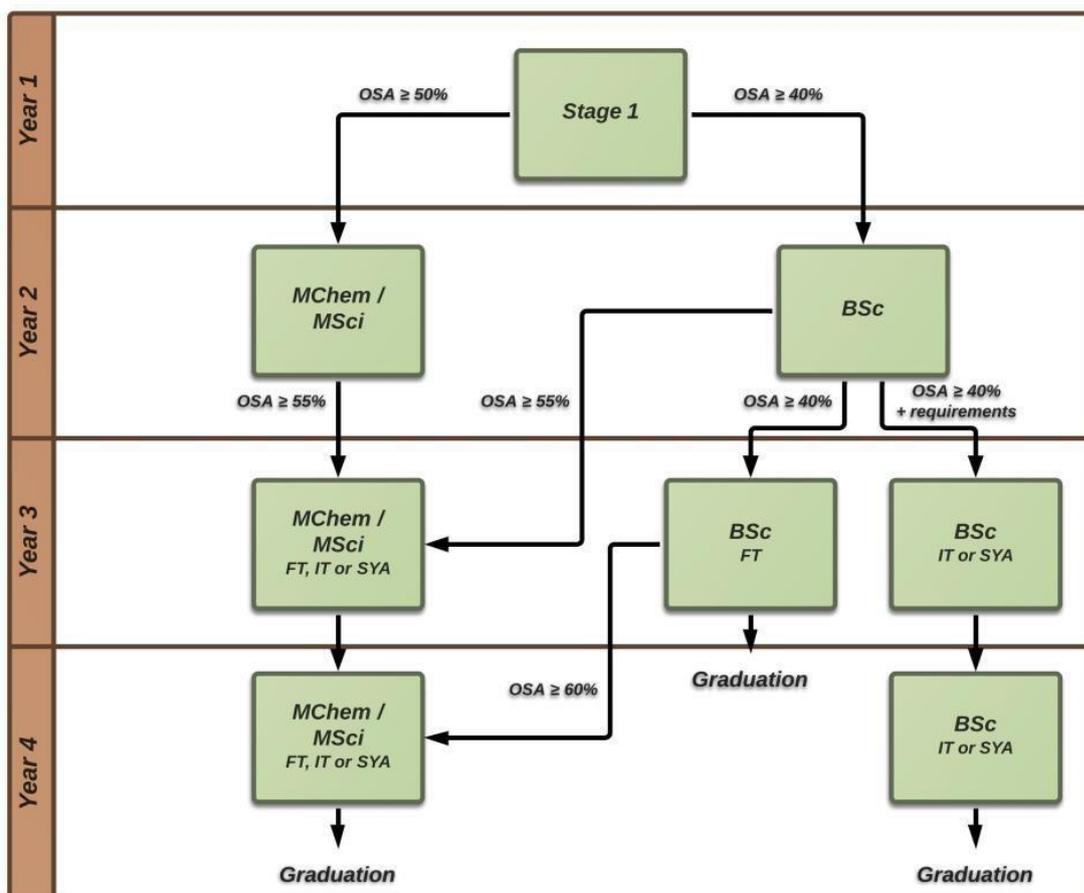
The current Placement and Study Year Abroad (SYA) threshold requirement is a weighted average mark for Year 1 of at least 40%; for some SYA partner universities where demand is high (e.g. USA) and for Industrial Placements an average higher than this will be required. There are additional Departmental requirements to undertake to be allowed to proceed with a placement or SYA application – these will be explained in a briefing towards the end of Year 1.

Those students studying chemistry who intend to make their career in the professional practice of the subject will have the opportunity of studying for MChem (MSci in Chemistry with Management) rather than BSc if they maintain a performance at the appropriate level. The implications of this and the variations of the MChem/MSci courses will be explained during the year. In the Final Year of the BSc and Years 3 and 4 of MChem/MSci, there is a wide range of options for you to choose from so that you can follow the branches of the subject(s) which interest you most.

Minor changes between programmes will occur either by choice or because you have failed to meet the requirements for a particular programme of study; e.g. changing from year abroad to placement, or moving off the MChem/MSci programme if you do not attain a weighted average mark 50.00% average for Year 1, and/or a 55.00 a weighted average mark for Year 2.

This is summarised in the following flowchart:

OSA is overall stage average (i.e. credit-weighted average for the year of study) FT is full-time, IT is industrial training and SYA is study year abroad.*



* This above text and flowchart use “Year” where some University documentation uses “Stage”: there is a subtle distinction between these terms which is most relevant for part- time programmes. Within the Department of Chemistry, the two terms may be considered synonymous for most purposes and usually we use “Year”.

Other University documents (in particular “NFAAR” – see below) also mention “Parts” of a programme. In the context of Chemistry programmes, the first year is Part 1 (which does not contribute to the final degree classification) and the final year is Part 3; all years that come between these together make up Part 2.

Programme Structure

Full time programmes (USCH-XXXXX is the programme code and used at Bath for us to know the programme you are on)

USCH-AFB01	BSc (hons) Chemistry
USCH-AFB07	BSc (hons) Chemistry for Drug Discovery
USCH-AFB03	BSc (hons) Chemistry with Management
USCH-AFM02	MChem (hons) Chemistry
USCH-AFM05	MChem (hons) Chemistry for Drug Discovery

USCH-AFM07 MSci (hons) Chemistry with Management

Study Year Abroad Programmes

USCH-AAB02 BSc (hons) Chemistry with Study Year Abroad
USCH-AAB08 BSc (hons) Chemistry for Drug Discovery with Study Year Abroad
USCH-AAB04 BSc (hons) Chemistry with Management with Study Year Abroad
USCH-AAM03 MChem (hons) Chemistry with Study Year Abroad
USCH-AAM06 MChem (hons) Chemistry for Drug Discovery with Study Year Abroad

Thick Sandwich Programmes

USCH-AKB02 BSc (hons) Chemistry with Industrial Placement
USCH-AKB08 BSc (hons) Chemistry for Drug Discovery with Industrial Placement
USCH-AKB04 BSc (hons) Chemistry with Management with Industrial Placement
USCH-AKM02 MChem (hons) Chemistry with Industrial Placement
USCH-AKM03 MChem (hons) Chemistry for Drug Discovery with Industrial Placement
USCH-AKM07 MSci (hons) Chemistry with Management with Industrial Placement

To find the most up to date information about the content of your programme and any current unit options go to go.bath.ac.uk/catalogue = and select the current year of study and Chemistry. Unit availability may change from year to year.

Units may be removed or added from time to time and the online programme catalogue will be updated accordingly.

Note: University documentation uses the following terms in relation to programmes.

Designated Alternative Programme (DAP): failure to meet the threshold to continue on (say) an MChem programme may lead to a student being transferred to a BSc programme, which is the DAP for the MChem. The MChem is said to be “coexistent” because it has a DAP. The BSc is sometimes said to be “standalone” because it has no DAP: failure to meet the threshold to continue on the programme leads to withdrawal from the University.

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**.

PROFESSIONAL BODY ACCREDITATION

All programmes are accredited by the Royal Society of Chemistry.

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

Programme and unit timetable information can be found online at:

www.bath.ac.uk/timetable

You can also use MyTimetable to create a customised programme timetable that can be downloaded into an electronic calendar: www.bath.ac.uk/timetable/MyTimetable

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.

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:

www.bath.ac.uk/catalogues/information/students/online-unit-selection

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 the 'key contacts' 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.

Chemistry students have the option of undertaking their third year on a professional placement. The placement scheme aims to show students chemistry in a real-life setting and to enforce the lectures that you will receive in the first two years of your studies here in Bath. For MChem students, the placement contributes towards the degree classification, and is accompanied by some distance learning. For BSc students, the placement is pass or fail and does not count towards the degree classification.

The majority of placements are in the UK although we also have links with companies based in Europe and further afield. The application procedure starts at the end of Year 1. Support is provided from the Placements Tutor (Dr Stephen Flower) and the Faculty Placements Team (Helen Edwards, Esther Reeves and Matt Lewis) during the application process and whilst on placement. The assessment of the placement occurs in various ways - you will be required to write a report, your placement supervisor completes two questionnaires about your performance, and

you are required to give a presentation at the placement conference (held at Bath in the February of your placement), social distance regulations permitting.

It is our experience that, in the increasingly competitive market for placements, students with an average of less than 50% may struggle to find places. The better you do in Year 1 the more likely it is you will land a placement. If you want a good placement, don't try to coast through the first year!

STUDENT EXCHANGE/STUDY ABROAD

As an alternative to the placement scheme, students have the option of undertaking their third year at an overseas university. For MChem students, the study year abroad contributes towards the degree classification, and is accompanied by some distance learning. For BSc students, the study year abroad is pass or fail and does not count towards the degree classification. MChem students must carry out a research project as part of their year abroad.

We currently have links with universities in Europe (France, Germany, Spain, Finland) Australia, New Zealand, the USA, Canada and Singapore. The application procedure starts at the beginning of Year 2. Support is provided from the Study Year Abroad Tutor (Dr Ruth Webster).

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. We continually look for ways to develop and improve our programmes. For example:

- it might be desirable to make some updates to the content of the curriculum to reflect the latest developments in a particular field of study
- a review of the assessments across a programme (including feedback received) might identify that changes to an assessment would better support student learning.

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.

DISCLOSURE AND BARRING SERVICE (DBS) CHECKS

For Chemistry with Education **only** You will be required to undergo a DBS check in order to undertake practice-based units in your final year (semester 1). If the results of this check prove to be unsatisfactory then you may be unable to undertake the units and may be required to transfer to an alternative programme.

Overseas applicants and UK applicants who have lived abroad for a period of six months or more, within the last five years, will also be required to produce a criminal records check, or "certificate of good character" from those countries that they have lived in.

Further information:

www.gov.uk/government/organisations/disclosure-and-barring-service

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 by your Unit Convenor or Programme Lead.

LATE SUBMISSION OF COURSEWORK

You will be expected to hand in all assessed coursework and dissertations/projects by a specified date and time. This is to ensure fairness to all students.

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 your Department. You will need to provide a description of the circumstances which you feel support your request. Your Director of Studies may ask you to produce supporting evidence.

Please note that:

- if you submit a piece of work after the submission date, and no extension has been granted, the maximum mark possible will be the pass mark
- if you submit work more than five working days after the submission date, you will normally receive a mark of 0 (zero), unless you have been granted an extension.

It is not usually possible to mark coursework anonymously if it is submitted after the deadline.

It is important that you speak to your Director of Studies as soon as possible if you become concerned about your submission deadlines.

See also the section in this Handbook on **Submission deadlines**.

WORD COUNTS

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.

The Department's Feedback Policy has been approved by the Faculty of Science Learning, Teaching and Quality Committee and is available on the Chemistry Undergraduate Information Hub on Moodle.

ACADEMIC INTEGRITY: REFERENCING AND PLAGIARISM

Plagiarism is the use of any published or unpublished work without proper acknowledgement in your references. Plagiarism occurs when a student 'borrows' or copies information, data, or results from an unacknowledged source, without quotation marks or any indication that the presenter is not the original author or researcher.

Another form of plagiarism (and hence cheating) is auto-plagiarism or self-plagiarism. This occurs when a student submits work (whether a whole piece or part of a piece) without acknowledging that they have used this material for a previous assessment.

If you use someone else's work – say, by summarising it or quoting from it – you must reference the original author. This applies to all types of material: not only text, but also diagrams, maps, tables, charts, and so on. Be sure to use quotation marks when quoting from any source (whether original or secondary). Fully reference not only quotations, but also paraphrases and summaries. Such references should then be included in a bibliography or reference list at the end of the piece of work. Note that the need for referencing also applies to web-based material; appropriate references according to the type of work or image should always be given.

There are several acceptable styles for referencing material, within two general systems: Name/date (e.g. Harvard) and Numeric. Ask your Director of Studies or Personal Tutor for further information and advice on the referencing style used on your programme.

Guidance on referencing and plagiarism is available through skills training run by the University and the Students' Union, as well as online resources. Information guides and style sheets are available from the Library, and your Subject Librarian will be able to help with any questions. 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. The training and test are accessed from Moodle by clicking on the link entitled 'Academic Integrity Initiative': <http://moodle.bath.ac.uk> If you have any access problems, then please contact the Year One Director of Studies (DoS) Dr Claire McMullin in the first instance.

When you have completed the training tutorial and are confident that you have understood it, you should undertake the test.

To pass the test you will need to achieve a mark of 85%. You can take the test as many times as necessary until you pass.

If you do not pass the test, you will need to re-visit the training and/or look at the other guidance available to you or as required by your Director of Studies, and then take the test again.

You will not be able to progress beyond the next progression point in your studies, irrespective of your programme marks, until you pass this test.

Ultimately this means that, if you have not passed the test, you will not be able to receive your award. Your Director of Studies will be able to confirm when the next progression point occurs for your stage of your programme.

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.

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).

Selected marking criteria for coursework and projects will be made available on Moodle. If in doubt please contact the lecturer or unit coordinator.

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 always possible to mark all assessment 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 if your assessment is not able 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(s) for your programme is (are):

Inorganic Chemistry - Prof Eva Hevia, University of Strathclyde

Physical Chemistry – Dr Robert Jackson, Keele University

Organic Chemistry - Prof Tom Sheppard, University College London

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.

PRIZES:

The Department of Chemistry has a number of prizes associated with its programmes including best first year, second year, third year and final year performance.

ASSESSMENT REGULATIONS

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. For the Chemistry programmes, the stand-alone practical units in Years 1 and 2 are DEUs.

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.

The rules differ slightly between 'Coexistent Master Programmes' (which lead to a Master's degree but have an associated programme leading to a Bachelor's degree) and other programmes.

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 (and, in a Coexistent Master programme, reach any OSA requirement set in addition), you will progress (or, after the final stage, be recommended for an award).

If you fail a large number of units (or, in a Coexistent Master programme do not reach any OSA requirement set in addition), 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.