



University Student Handbook

FOR

TAUGHT PROGRAMMES –

**UNDERGRADUATE, DEGREE APPRENTICESHIPS AND
POSTGRADUATE**

2017/18 Handbook

Please note that whilst every care has been taken to ensure that the information in this Handbook is accurate, it must be read as subject to change over the coming year. The Handbook is intended as a guide only. Full reference should be made to the University's web pages for the full rules and regulations and updated information.

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1 This Handbook

This handbook is for all students studying on undergraduate and postgraduate taught programmes, including those who are on degree apprenticeship programmes. It aims to give both new students to the University and those continuing their studies a central reference point for University-wide regulations, processes and guidance to help and support you through your studies. You will also receive course-specific information from your School of Study.

If you are studying for a research degree, further information is available at:

www.uea.ac.uk/pgresearch

2 Schools of Study and Faculties

As a student at the University of East Anglia, you will be a member of a School of Study. Your School provides a range of academic courses including the one you are registered on. Each School has a Head of School who is responsible for the academic and strategic management of the School. In addition there is a Senior Adviser who is responsible for the management of the Student Advising System within your School and a Director of Teaching and Learning (sometimes known as a Teaching Director) who is responsible for the academic quality of courses within the School.

Your School of Study belongs to one of four Faculties; details are available at the following websites:

[Faculty of Medicine and Health Sciences \(FMH\)](#)

[Faculty of Arts and Humanities \(HUM\)](#)

[Faculty of Science \(SCI\)](#)

[Faculty of Social Sciences \(SSF\)](#)

Each Faculty is managed by a Dean of Faculty who is responsible for the academic and strategic management of the Schools that fall within his/her Faculty. The Dean is supported in this by a number of Associate Deans who have specific areas of responsibility (e.g. Admissions; Learning and Teaching; Research and Innovation) together with an administrative team headed up by a Senior Faculty Manager.

3 Your Adviser

The UEA Advising System aims to support students in achieving their academic and personal development and prepare students for graduate employment or further study by offering academic, professional and personal advice, guidance and support. Each student is allocated a member of academic staff who will be their Adviser; usually you will have the same person for the entire time that you are studying on a programme. Advisers will invite students to meet with them at the start of their course and regularly through their period of study.

If you are studying on a Degree Apprenticeship programme, you will be allocated a Degree Apprenticeship Adviser. Depending on your School of Study, your Degree Apprenticeship Adviser will either:

- a) carry out all of the duties of a UEA Adviser as outlined below in the 'Role of the Adviser' plus those specifically required for the Degree Apprenticeship programme;
or
- b) you will have two Advisers, one for your study area and one for your Degree Apprenticeship. Your School will make it clear to you which model is in operation as well as what your Degree Apprenticeship Adviser does.

3.1 Role of the Adviser

You can arrange to meet with your Adviser during timetabled advising sessions or at other times by arrangement. Your Adviser is someone to whom you can turn with any problem, academic or not. Your Adviser will offer advice and guidance to support your academic, personal and professional development. This will include helping you to reflect on and benefit from the feedback you receive on your work. On the personal side, you can discuss with your Adviser, in confidence, any matter - from health problems to relationship break-ups, whether or not it affects your ability to study. Your Adviser will be able to offer initial support on a range of issues and will also be able to direct you to the professional services offered by the Student Support Services and the Student Union Advice Centre, where appropriate.

When you first meet your Adviser, they will let you know how best to contact them, and how future meetings will be arranged. If you need to see your Adviser urgently, don't be afraid to ask. Leave a note, or send an e-mail, and you will be contacted as soon as possible. If your Adviser has alternative arrangements for organising meetings, such as the provision of booking forms which may be completed on/by their door, then they will let you know in your first meeting.

If you are having serious medical or personal problems, you may be able to take a break from your studies or repeat a semester or year. Please discuss your situation with your Adviser as soon as you can if this happens, so that we can give you the best advice and make a request for you to take break in your studies if that is the best way forward for you. Such requests are referred to as 'concessions for an interruption to your period of study' – see also [Section 10.5](#)

If you are a student on a Degree Apprenticeship programme and your employment circumstances change then your Degree Apprenticeship Adviser will discuss the options available to you, depending on your apprenticeship status. You can take a break in learning through agreement with your employer and this could be because of medical treatment or parental or personal reasons. If you wish to take a break in your learning you must speak to your employer at the earliest opportunity. You must also discuss this with your Degree Apprenticeship Adviser at the same time.

In some Schools your Adviser may fulfil a slightly different role as other academic staff may also be involved in an academic advisory capacity – your Course Handbook will make this clear to you if this is the case.

If you are a postgraduate taught student and are required to complete a dissertation as part of your programme then you will also be assigned a Supervisor as your academic mentor for this piece of work.

Further information about the Advising system is available at:

portal.uea.ac.uk/learningandteaching/students/gettingstarted/adviser

3.2 Senior Adviser

Each School has a Senior Adviser who has overall responsibility for matters related to student welfare within your School. If, for any reason, you wish to change your Adviser, then you should arrange this with your School's Senior Adviser, or else inform the Learning and Teaching Service who will contact the Senior Adviser on your behalf.

If you are a student on a Degree Apprenticeship programme and you are want to change your Degree Apprenticeship Adviser please contact the Learning and Teaching Service in the first instance.

4 The Learning and Teaching Service

Although all students belong to a specific School, your everyday support for your learning and teaching is provided by an integrated Learning and Teaching Service, operating out of three Hubs across the campus. Your Hub will depend on the Course you are studying:

Learning and Teaching Hub Location	Courses supported	Schools supported
Elizabeth Fry Building (EFB), Chancellors Drive	Undergraduate (UG) & Postgraduate Taught (PGT) courses, including Integrated Masters	Biological Sciences (BIO) Chemistry (CHE) Computing Sciences (CMP) Environmental Sciences (ENV) Norwich Medical School (MED) Mathematics (including Engineering) (MTH) Norwich Business School (NBS) Pharmacy (PHA) Natural Sciences (NTA)
Zuckerman Institute Building (ZICER), Chancellors Drive	UG and PGT courses & Placements on professional courses and Degree Apprenticeships	Education and Lifelong Learning (EDU) Health Sciences (HSC) Psychology (PSY) Social Work (SWK) Placement support for: EDU, HSC, MED, PHA, PSY, SWK
ARTS Building (ARTS), opposite 'Blend' cafeteria on the Teaching Wall	UG & PGT courses	Art, Media and American Studies (AMS, ART and FTM) International Development (DEV) Economics (ECO)

		History (HIS) Humanities (HUM) Law (LAW) Literature, Drama and Creative Writing (LDC) Politics, Philosophy and Language and Communication Studies (PPL)
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The Hubs are staffed from 08.00 to 18.00, Monday to Friday (except for University Closures, such as Bank Holidays).

The Learning and Teaching Hubs are there to help you and can assist with teaching-related matters such as:

- Production of 'confirmation of study' letters
- Production of letters of recommendation to enable you to open a bank account on campus
- Timetables
- Registration
- Module enrolments
- Course and module queries and information
- Queries about your marks
- Coursework submission
- Coursework deadline extension requests
- Advice on University regulations, policies and procedures
- Applying for concessions against University regulations, e.g. requests to interrupt your period of study.
- Information about what to do if you wish to raise a concern about your academic results, or if you wish to make a complaint
- Advice about what to do if you miss an examination, a course test or an assessed practical
- Advice about what to do if you are experiencing difficulties with your studies or have to miss teaching sessions

To contact your specific hub or to e-mail specific hub teams please see the relevant LTS hub web page via: [Learning & Teaching Hubs](#)

4.1 The Learning & Teaching Service Website

The [Learning and Teaching website](#) is an excellent source of information in support of your learning (and teaching) at the University. On these pages you will find information, documents and forms which cover University-wide processes, regulations and procedures.

4.2 Online Forms

During your time at UEA you may be required to fill out a variety of forms to give us information about your personal circumstances, to change courses or modules, or to request a formal letter from the University. The Learning and Teaching website holds a wide range of forms available as Adobe pdf files most of which can now be filled in on your computer, saved and emailed to your Hub. For more information, see [Forms](#).

5 Communication

5.1 Notices, letters and emails

Under the University's 'General Regulation for Students' you are required to respond to any notices or communication sent/directed to you within 48 hours of it being made available to you.

- **Email** is the main method of communication. **Official University emails will be sent to your UEA email account.** A weekly e-bulletin is sent out to all students on a Tuesday lunchtime, which contains information about University news and events specifically aimed at students, and you should take time to read it.
- **Notices** may be posted on University, Faculty or School notice boards. For example, School notice boards for general news, e.g., funding opportunities for higher degrees, open lectures, conferences and other outside events.
- **Internal mail** is placed in the **student letter boxes, known as pigeon holes, situated in each School.** This may include University letters, invoices or other official University communications. Please check your pigeon-hole regularly.
- In addition, messages may be posted on the **Student Portal**; details are given below.

You must, therefore, ensure that you are aware of the location of pigeonholes and notice boards, and that you check pigeonholes and your University email account on a regular basis, **at least every 48 hours, and preferably daily.** All communications will be assumed to be known to you within 48 hours of the date of issue.

If your programme or mode of study (e.g., distance learning, placement, part-time or degree apprenticeship) means that you are not on campus then the expectation remains that you will check your University email account and the Student Portal on the same sort of regular basis.

Every student must be in a position to respond to any notice or communication directed to him/her within 48 hours of it being made available to them. The expectation is that if a response is required from you that you will reply within 48 hours.

5.2 Accessing your UEA Email

Our email service at UEA is provided by Microsoft and Office 365. To log into your email go to outlook.office365.com/uea.ac.uk and sign in using your normal UEA username (in the format **abc17xyz@uea.ac.uk**) and password. From here you will be able to see all of your emails. Any changes you make to them on any of your devices will be instantly reflected on the web.

To log into your email on mobile devices it is strongly recommended that you access your UEA email using the Outlook app, and that you keep your UEA email separate from your personal email accounts; instructions can be found [here](#).

(You will need to have configured your UEA email via the Outlook app before you can add your UEA timetable to Office 365; instructions are available [here](#)).

5.3 External mail/post

If you are living in a student residence on campus your external mail should be addressed to your name, house and room number, **University of East Anglia, Norwich Research Park, NR4 7TJ**. Your mail may be collected from the University post room which is in the ARTS 1 building, lower ground floor, from 10.00-16.30, Monday-Friday. Further information on post can be found [here](#).

5.4 Change of address

It is very important that you keep your semester-time and out-of-semester-time addresses up-to-date, particularly if or when you move out of UEA Residences. You can change your address online via e-Vision eVision.uea.ac.uk/. Failure to do so will result in information being sent to your last known address and may result in you not receiving important information relating to your study.

Failure to immediately notify the University of a change to your semester time or permanent home address is a breach of the University's General Regulations for Students.

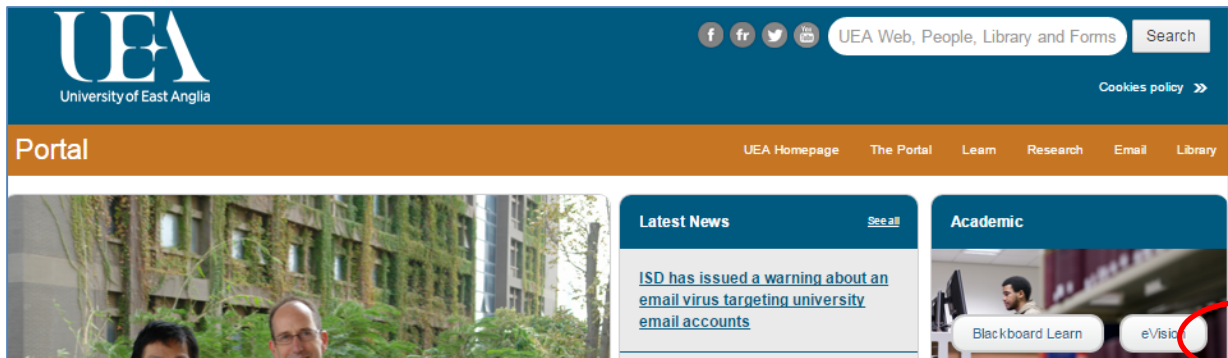
5.5 Communication by text and mobile phone

The University may contact you by SMS text message or ring you on your mobile telephone in the event of an emergency. It is very important that you keep your mobile phone number up to date on your student record. This can be updated via the portal on e:Vision.

6 The Student Portal and e:Vision

News items and University notices for students may be posted on the UEA intranet. The student view of this is called the **Student Portal**, and from your home page you can access a range of services and support, including **Blackboard** our Virtual Learning Environment, for course-specific learning resources, and **e:Vision** for your view of your student record.

1. In order to access e:Vision you will first need to open the UEA Portal. There are two ways to access the Portal:
 - a. **Using a UEA desktop PC on campus:**
 - Once you have logged onto the computer using your UEA username and password the Portal opens as your homepage.
 - Click the e:Vision link shown in the screenshot below.
 - b. **Using a non-UEA computer:**
 - Open a web browser such as Internet Explorer and type portal.uea.ac.uk into the address line.
 - Click the e:Vision link shown in the screenshot below then enter your UEA username and password at the login screen.



Click here to open e:Vision

e:Vision will open at the next screen as shown below:



If you do not have access to the Portal, e:Vision can be accessed directly by typing evision.uea.ac.uk into the address line of your web browser, then entering your UEA username and password at the login screen.

7 Campus Cards

Campus cards are issued to all UEA students. You will need a Campus Card to gain access to the following:

- The Library
- Car Park
- Sportspark
- Restricted access areas - Labs in some schools
- Student Union Membership (UEA & national membership)

The Campus Card service operates from the IT Service Desk in the Library from 09.00-19:00, Monday-Friday and 12:00 – 19:00 at weekends.

If you make a personal visit to the Library, staff at the IT Service Desk can assist you with all campus card-related queries. If you need a replacement card you can also fill in the following [online application form](#). The card can then be collected from the IT Service Desk. For online applications we will do our best to print your new card within 24 hours but please allow up to 48 hours at busy times.

Contact number for Campus Cards: extension 2419 (external callers 01603 592419)

8 Student Finances

Taking responsibility for your finances is an important part of your time at UEA. When you receive an invoice from the University, you must pay it within 28 days. If you cannot pay your invoice then you must go to the Cashiers Office in Registry as soon as possible to talk to someone about your difficulty in doing so. It may be possible for alternative arrangements to be made so that you avoid 'late payment' fees being added to your bill. Please make sure that you are aware of the consequences of not keeping up with payments to the University – for example, non-payment could lead to suspension from your studies.

The Student Support Service offers information and advice on all aspects of student financial support and administers the grants and loans available to eligible students:

www.uea.ac.uk/services/students/Fin

If you are studying on a Degree Apprenticeship programme your fees will be paid by your employer through the Apprenticeship Service, and you will not be liable for any payment of fees. If you are undertaking a Degree Apprenticeship you cannot under any circumstances apply for a Student Loan for any part of this programme.

9 Student Support Service: Students with disabilities, specific learning difficulties (SpLDs), long-term medical conditions and mental health concerns

The Wellbeing Service within the Student Support Service has specialist Disability, SpLD, Autism Spectrum and Mental Health Advisers. Advisers co-ordinate support and information for all students whose disability, SpLD or physical or mental health difficulty is impacting on their ability to achieve their academic potential and make the most of the opportunities available at UEA. You may have declared a disability, SpLD, Autism Spectrum condition (ASC) or mental health difficulty on your application form and already made contact with the Wellbeing Service prior to your arrival to discuss any particular requirements you have. If not, do not hesitate to contact the Wellbeing Service (email: studentsupport@uea.ac.uk; tel: 01603 592761) at any time while you are studying at the UEA, if you require advice, practical assistance or support for your studies.

Information can be found at the following website:

www.uea.ac.uk/services/students/wellbeing

9.1 Students with Specific Learning Difficulties (SpLDs): dyslexia, dyspraxia, dysgraphia, dyscalculia, AD(H)D or Autism Spectrum Conditions (ASC)

If you already have a diagnosis of a SpLD or an ASC, specialist study skills tutorials, advice and support for study and guidance related to any concerns that may arise are available from friendly and qualified staff in the Student Support Service. Appointments with a SpLD Specialist Tutor can be

booked by going to the Student Support Centre, by telephoning 01603 592761 or by emailing studentsupport@uea.ac.uk.

If you think you may have a SpLD or ASC, but have never been diagnosed, the Disability Service offers a screening and diagnostic service on campus. If this is a possibility for you, early contact with the Service is advised, but you can be assessed at any point in your course of study. However, please note that students in the last 3 months of their course of study will be screened but may not be able to access a diagnostic appointment.

If you think you may have a SpLD or an ASC please collect a pre-screening information and questionnaire pack from the Student Support Centre reception or download it from the website. You can also make an appointment to meet with an Adviser for assistance in completing the pre-screening pack or if you have any questions or concerns. To make an appointment you can go to the Student Support Centre, telephone 01603 592761 or email studentsupport@uea.ac.uk.

9.2 Mental Wellbeing

The Mental Health Advisers support students who have diagnosed and emerging mental health problems and wellbeing issues, including addictions, trauma, anxiety and mood disorders. They provide confidential advice, guidance and information, as well as short term support. Confidential one-to-one counselling is also available. Students who want to talk through personal issues on a regular basis may prefer to access this service. Students who have a diagnosed mental health condition may use both services. To make an appointment with a Mental Health Adviser or Counsellor, you can go to the Student Support Centre, telephone 01603 592761 or email studentsupport@uea.ac.uk.

9.3 Sticker system for students with Specific Learning Difficulties

The University has a voluntary sticker system for written assignments, formal University written examinations and some course tests for use by students who have an evidenced SpLD or an ASC. Use of stickers is optional. A 'virtual' sticker can be applied to electronic submission of work. A sticker will alert the marker to use marking criteria that have been adjusted to take into account a range of learning difficulties such as dyslexia, and to provide appropriate feedback on coursework. Stickers can be collected from reception in the Student Support Centre.

9.4 Individual arrangements for examinations and course tests

If you require 'individual arrangements' in respect of your teaching and learning and your assessments, you must contact the Student Support Service in the first instance. Reasonable adjustments must be applied for and are granted where appropriate evidence has been provided, for example, a medical certificate or a recent Educational Psychologist's report. For further information please contact the Student Support Service or your School's Disability Liaison Officer (see below).

9.5 Disability Liaison Officer

Each School has a Disability Liaison Officer who will provide staff and students with advice and guidance about disability issues and support. The Disability Liaison Officers liaise regularly with the Disability Co-ordinator in Student Support Services in relation to general policies and procedures and individual student requirements.

10 Regulations

10.1 General Regulations for Students

All students must abide by the **General Regulations for Students**. You should ensure that you are familiar with the regulations and conduct yourself accordingly. If you have any queries about any part of these regulations, please contact your Adviser, Student Support Services, or the Student Union's Advice Service for further advice.

General Regulations for Students are available [here](#)

Failure to abide by any University regulations may result in disciplinary action under the University's [Disciplinary Procedures](#). The General Regulations and Disciplinary Procedures are available [here](#)

10.2 Regulations for Awards

There are also regulations governing the award of degrees and other qualifications, which you have agreed to abide by when you registered as a student. The set of regulations governing your award may depend on the academic year in which you started your programme:

Postgraduate Masters Degrees for students commencing or continuing with their studies in 2017/18- [Common Masters Framework](#)

Undergraduate and Integrated Masters Degrees for students [Bachelors and Integrated Masters Regulations](#)

Graduate [Diplomas](#)

[Graduate Diploma in Legal Studies](#)

[Continuing Education Certificates](#)

[Certificate in Common Law](#)

10.3 Plagiarism and Collusion

Plagiarism and collusion are defined as follows:

Plagiarism:

- The reproduction without acknowledgement, of work (including the work of fellow students), published or unpublished, either verbatim or in close paraphrase. In this context, the work of others includes material downloaded from computer files and the internet, discussions in seminars, ideas, text and diagrams from lecture handouts
- Poor academic practice which is unintentional
- The reproduction, without acknowledgement, of a student's own previously submitted work

Plagiarism can occur in 'open-book' examinations and/or coursework assessments, which may take a variety of forms, including, but not exclusively confined to, essays, reports, presentations, dissertations, projects.

Collusion is a form of plagiarism, involving unauthorised co-operation between at least two people. Various forms of collaborative assessment undertaken in accordance with published requirements do not fall under the heading of collusion; please see further guidance on authorised collaboration in the *Guidance Note* – [Assessing Group Work](#) and [Guidance on the Use of Proofreaders](#)

Collusion can take the following forms:

- The conspiring by two or more students to produce a piece of work together with the intention that at least one passes it off as his or her own work.
- The submission by a student of the work of another student in circumstances where the latter has willingly provided the work and where it should be evident that the recipient of the work is likely to submit it as their own. In such cases, **both** students are guilty of collusion.
- Unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own.
- The commissioning and submission of work as the student's own, where the student has purchased or solicited another individual to produce work on the student's behalf.

By formally registering with the University, you sign to declare that any work handed in is your own and is free from plagiarism and collusion. All work, summative and formative, submitted for assessment by you is accepted on the understanding that it is your own effort without falsification of any kind. You are expected to offer your own analysis and presentation of information gleaned from research, even when group exercises are carried out. In so far as you rely on sources, you should indicate what these are in accordance with the appropriate convention in your discipline.

The University's [Policy and Procedures for Dealing with Suspected Cases of Plagiarism and/or Collusion](#).

If you have any questions relating to these procedures, please contact your Adviser, or the School Plagiarism Officer.

If you are deemed guilty of plagiarism and/or collusion your mark will be penalised. You may also be subject to disciplinary action in accordance with the University's [Disciplinary Procedures](#).

10.4 Attendance and Absence

You are required to attend all timetabled events as a compulsory part of your course. If you find that you are unable to attend, you must inform the University. To make this process easier for you, an **online absence reporting system** is available from your portal, under 'Personal and Course Details'. You should click on 'Report Absence' in the 'Course Information' container, this enables you to let us know when your period of absence starts, how long you think you may be absent and the reason for your absence. It will also let you know when you can report a period of absence and when supporting evidence will be required.

Wherever possible you should report your absence on the day it starts. If your absence continues you should return to the online system and extend your current absence record each day as necessary. Alternatively, if you know you will be away for a specific period, you may confirm this on the day it starts and amend if the period of absence turns out to be longer or shorter. The attendance register for any timetabled teaching events during the period of reported absence will then be automatically updated to show that you are not expected to attend; this also informs the lecturer/module organiser that you will not be present. Your lecturer/module organiser will take at least one register every week, and your absence records will be reviewed by the School at least twice per semester. Degree Apprentices should inform their employer of absences at University on the first day of absence, in addition to reporting the absence on the portal, as detailed above..

It is important that you document the occasions when you are absent, so that your School could support you if you are encountering difficulties with your studies. Your School may invite you to an initial meeting, to explore how it could help you if you have missed tuition, or it may refer you to other student support services at the University. It is important for you to talk to your School and make the most out of the guidance and support available. Your School may also refer to your record of absence and engagement when writing any future references for you, and if there are no valid reasons for your absence and you don't meet with/provide information to your School when asked to do so, it is possible that disciplinary action may be taken under the University's General Regulations. Degree Apprentice advisers will discuss absence with apprentices and employers at their regular review meetings.

Please see Section 13 in the following link for further details:

portal.uea.ac.uk/documents/6207125/7465906/Section+3+General+Regulations+for+Students.pdf

If you are an international student and hold a **Tier 4 Visa**, it is important for the University to check that you are attending regularly and are meeting expected contact points as this is essential to ensuring that your Visa remains valid.

If you are a PGT student with a Tier 4 Visa, it may be possible for you to complete your dissertation outside the UK during the writing-up period for your dissertation, but you must seek permission from your School. A form is available for this purpose from: portal.uea.ac.uk/learning-and-teaching/students/forms

If you are registered on a **course that leads to registration with a professional body** e.g. the Nursing and Midwifery Council, your School may have specific procedures for you to follow if you are absent, particularly while you are on placements. You must, therefore, always check whether your course

has any specific requirements. You must also check the arrangements for catching up with missed work.

If you report your absence for any reason, it does not exempt you from submitting coursework by the due date:

If you use the online facility to report your absence and you require an extension to the deadline for submitting your coursework, you must still submit a request for the extension. You must not assume that, by reporting your absence, you will have an automatic extension.

If you know that you will be absent and want to seek permission in advance:

If you know that you will have to be absent from your studies because of a specific event, e.g. a hospital appointment or job interviews, you should seek permission to be absent by using the online facility that is available from your portal. You will be asked to provide evidence to support your request within five working days, and should allow at least ten working days for your request to be considered AFTER you have submitted evidence. The maximum period that a Leave of Absence (i.e. your request to be absent in advance) can be granted is ten working days. If you think that you will be absent for a longer period then please talk to your Learning and Teaching Hub.

10.5 Interruption to your period of study

The General Regulations for students make provision for students who are facing particularly serious personal difficulties outside of their studies to interrupt a course of study for an agreed length of time. An interruption to a period of study could be granted for a variety of reasons, usually these are medical, financial, or personal, or it can be combination of all of these reasons. Often the factors which have led to the request will have affected academic progress.

If you think that you may need to interrupt your studies, you should contact your Adviser in the first instance, and then see someone in the Learning and Teaching Service to discuss your options. You must contact your Employer and your Degree Apprenticeship Adviser if you are student studying on a Degree Apprenticeship programme and think that you may need a break in learning. All the Learning and Teaching Hubs have meeting rooms where you can talk to staff confidentially about any such matters. **Please note that an interruption to your period of study requires the approval of the University and you should not assume that your request has been granted until you are formally notified by the University.**

10.6 Withdrawing from your course

If you decide that University study in general, or UEA in particular, is not right for you at present, please contact your Adviser to discuss this. If, after talking things over with your Adviser, you are sure that you wish to withdraw from the University, you should contact your Learning and Teaching Hub for information on what to do next. A form ([LTS016](#)) is available for this purpose, see: <https://portal.uea.ac.uk/learning-and-teaching/students/forms>

If you are a Degree Apprentice and you wish to withdraw you should speak to your Apprenticeship Adviser and to your employer before contacting your Learning and Teaching Hub as withdrawal

could have implications for your employment and you need to be clear regarding this before starting any withdrawal process.

11 Health and Safety

Regulation 12 of UEA General Regulations for Students states:

(1) A student shall exercise reasonable care:

- (a) for his or her personal safety
- and (b) for the safety of other persons who may be affected by his or her acts or omissions
- and (c) for the safety of the property of the University and of its students, staff and visitors.

(2) As regards any duty or requirement imposed on the University, its employees or any other person under the Health and Safety at Work Act or under any relevant statutory provisions relating to health and safety, a student shall co-operate with that body or person so far as is necessary to enable that duty or requirement to be performed or complied with.

(3) A student shall comply with the University's Health and Safety policy as published from time to time and with any health and safety procedures relating to the facilities which the student is using.

(4) A student shall not intentionally or recklessly interfere with or misuse anything provided by the University in the interests of health, safety or welfare in pursuance of the Health and Safety at Work Act or of any relevant statutory provisions relating to health and safety.

(5) Where a period of work experience/placement away from the University campus is an integral and required part of a student's course, attendance will be in accordance with the University's Code of Practice on Placement Learning.

See: portal.uea.ac.uk/learning-and-teaching/students/studying/placements

(6) It shall be a disciplinary offence to be in or on the Broad (the lake) except as may be expressly or by implication authorised by the University authorities concerned.

What this all means is that you have **Individual Responsibility**. You have a duty to 'exercise reasonable care for both your own health and safety and that of others who may be affected by your acts or omissions at work' (Management of Health and Safety at Work Regulations 1999).

Health and Safety may seem tedious until something goes wrong, often from the most apparently innocuous set of circumstances. In Schools which run practical sessions, field work or laboratory classes, you will be informed of the specific and appropriate safety measures.

Degree Apprentices should also discuss Health and Safety policies and procedures with their employer and familiarise themselves with workplace procedures.

12 Your Course

12.1 Course Directors

Each course has a member of academic staff who is responsible for the management of the course, usually called a Course Director, and you should consult the Course Director if you have queries about your course. If your School uses other another term for this role then you will be notified of this by your School.

12.2 Programme Specification

Each course also has a programme specification. This sets out the requirements for the course, the learning outcomes, the course profile, the assessment requirements and any specific requirements for progression and degree classification (or merit/distinction if you are a Masters student); a copy is available on the web at: portal.uea.ac.uk/learning-and-teaching/programme-specifications/

12.2.1 Course profile

Each course has a course profile, which provides an outline of what you are required to study to satisfy the requirements of your course. The course profile specifies the modules you must take in each year, the options available and the semester in which each module is offered. Your course profile is available via your student portal page.

12.2.2 Course and Assessment Definitions

Assessment	The process by which academic work is marked and overall progress monitored.
Compulsory module	A module designated as one which students must take in their chosen course – you will automatically be enrolled on modules which are compulsory for your course.
Core module	A module designated as one which students must take and pass in their chosen course You will automatically be enrolled on modules which are core for your course.
Course	A grouping of modules leading to an award.
Course code	The code which, with the title, defines a specific course or programme of study.
Course profile	The definition, for each course, of the modules which must be studied, and passed, for each stage of a specific course.
Coursework (CW)	Work of any type (essays, class presentations, course tests, practical laboratory work) excluding examinations, projects or dissertations.
Credit	An indicator of the volume of study associated with each module.
Dissertation (DS)	The module(s) representing independent research or investigation and assessed by a dissertation or its equivalent.

Examination (EX)	Examination which includes an element of the unseen and/or an element of strict time limitation.
Defined Choice module	A module that may be selected by students on certain programmes, within a defined range
FHEQ	Framework for Higher Education Qualifications http://www.qaa.ac.uk/en/publications/documents/qualifications-frameworks.pdf
Level	Modules shall be classified at one of the following levels: <ul style="list-style-type: none"> • Access level (FHEQ level 3) • Introductory degree level, not normally counting towards the final degree classification (FHEQ level 4) • Honours Degree level, counting towards the final degree classification (FHEQ level 5 and 6) • Masters Degree level (FHEQ level 7).
Mark	Marks are expressed as a percentage, except where approval has been granted for marks to be expressed as pass/fail.
Module	A discrete block of study for on which a student is enrolled. Each module is classified by its level and credit value.
Programme Specification	An outline of a degree course which specifies its content and requirements; similar to the course profile.
Project (PR)	A substantial piece of work, carried out by an individual student or group of students involving scholarly research and/or the analysis or application of data/knowledge in practical undertakings
Restrictions	Restrictions on enrolment for modules may take the form of: <ul style="list-style-type: none"> • Pre-requisites – a module which a student must have already completed before enrolling on a module • Co-requisites – a module on which a student must also enrol if taking a specific module • Post-requisite – a module which must be taken after the module on which the student is enrolled • Non-compatible – a module which may not be taken with a specified module
Summative Assessment	Summative assessment provides a measure of a student’s achievement of the intended learning outcomes of an assessed piece of work. It is therefore often described as ‘assessment of learning’
Formative Assessment	Formative assessment is ‘assessment for learning’, as opposed to summative assessment which is ‘assessment of learning’. At UEA we use formative assessment to describe assessments that do not contribute a mark that counts in the measuring of student attainment.

12.2.3 Degree Apprenticeship Assessment

There are a number of elements that make up assessment for degree apprenticeship programmes and your course-specific information will provide exact details of the assessment plan and requirements. The elements of assessment will include:

- degree assessment (formal assessment of the degree modules which could include work based assignments)
- formative assessment (assessment that does not contribute to your degree but provides you with an opportunity to develop skills and knowledge)
- a summative end-point assessment – where an apprenticeship standard specifies an End Point Assessment (EPA) the course team will contact you to ensure that this assessment takes place in a timely manner to support you to achieve. Where portfolios are required the course team will discuss this with you at an appropriate point in your programme. There will also be opportunities to discuss EPA at regular, tripartite reviews of your progress.

Your progress on your academic programme and your marks will be reported to your employer on a regular basis. If you make unsatisfactory progress (e.g. if inadequate preparation is evident, or if you miss multiple sessions or fail to submit coursework), the lecturer will advise your Academic Adviser, who will follow up with you and escalate the issue if necessary.

12.2.4 Modules

Each module has a **Module Organiser** who is an academic member of staff responsible for the management of the module. Details of the module, giving an outline of the content of the module and how it is assessed are available via your student portal. If you have any queries about a module please contact the Module Organiser.

12.2.5 Module Enrolment

You can see which modules you are enrolled on your student portal.

If you have a choice of modules to make for your first semester, you will be provided with guidance about how to do this and you should select your modules as soon as possible. If you are an undergraduate student, during Semester 2, you will be asked to select modules for the following academic year. When making module choices, you are recommended to discuss the options with your Adviser.

Changes to Module Enrolments are not normally permitted after week three of Semester one or week two in semester two. If you need to change your module enrolments you should contact your Learning and Teaching Hub as soon as possible to discuss your options. Schools may set an earlier deadline for module enrolment changes.

13 Marking Criteria

The University has 'Senate Scales' at both undergraduate and masters levels to aid the marking and feedback of assessed Coursework, Dissertations and Oral Presentations. The tables for the Senate Scales can be accessed via the links below:

Table 1: [Coursework at undergraduate level](#)

Table 2: [Dissertations at undergraduate level](#)

Table 3: [Oral Presentations at undergraduate level](#)

Table 4: [Coursework at masters level](#)

Table 5: [Dissertations at masters level](#)

Table 6: [Oral Presentations at masters level](#)

Note: Some Schools may provide their own versions of these, taking into account discipline requirements, via their course handbooks or Blackboard sites.

14 Timetables

To access your timetable online log in to e:Vision: eVision.uea.ac.uk using your individual university username and password and look for the Timetable Links section. You will need to have configured your UEA email via the Outlook app before you can add your UEA timetable to Office 365; instructions are available [here](#). There may be last-minute changes to your timetable, for example, a change of room, so you should check your online timetable regularly and not rely on a printed out copy which may become out of date. Hub staff will endeavour to inform you of late changes via email.

15 Coursework Submission and Return

The University's policy on Submission of Work for Assessment (Taught Programmes): Submission of Anonymised Work for Assessment, Word Limits and Penalties, Extensions and Penalties for Unauthorised Late Submission, Provisional Marks and Feedback, and Retention of Coursework is published in the Calendar, and is available at:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Submission+of+Work+for+Assessment+-+Taught+Programmes.pdf>

Useful information, such as how to submit your work and how you receive your marks and feedback, is available on the Learning and Teaching Service website at: portal.uea.ac.uk/learning-and-teaching/students/assessment/coursework/submission

A podcast on how to submit your course work electronically using e:Vision is available [here](#).

For electronic submission using Blackboard, please see information available at:

<https://portal.uea.ac.uk/learning-technology/assessment/students>

15.1 Word Limits and Word Count Penalties

If your assignment has a word limit, you will be penalised if you exceed the word limit. The policy, covered in the 'submission of work for assessment' regulation above, clarifies what should be included and excluded in the word count. You must include your word count on the coursework coversheet when you submit your work. Specifically, where appropriate:

- The word limit for assignments will be clearly published, normally in the assessment title.
- Word limits for written assignments, projects, reports and dissertations should include footnotes and endnotes, references (in the main text), tables and illustrations and if applicable, the abstract, title page and the contents page. Any appendicised material and the bibliography shall be excluded from the word count. Where it is agreed that bibliographic referencing will take the form of footnotes and/or endnotes this will not be included in the word count – any additional notes within the body of the text will be counted.

15.1.1 Penalties for exceeding the word limit

Less than 10% over word limit	No Penalty
10% or more over the word limit	Deduction of 10 marks from the original mark
Failure to provide an electronic copy when requested	Mark capped to the pass mark
Intentional misrepresentation of the word count on the coversheet	Mark capped to the pass mark
NOTE:	
1. When the original mark is within 10 marks of the pass mark, the penalty will be capped at the pass mark	
2. Original marks below the pass mark will not be penalised	

15.2 Deadlines

The deadline for submission of coursework is 15:00 (3.00 p.m.) on the submission/due day. This is for both electronic submission and paper copy submissions.

If you are sending coursework by post (please note that submission by post is only available for certain designated modules, for example some Distance Learning modules), you should plan for it to arrive at the Hub by the deadline day. You must retain receipts/records of postage.

15.2.1 Penalties for late submission in the absence of acceptable extenuating circumstances are:

<i>Work submitted</i>	<i>Marks deducted</i>
After 15:00 on the due date and before 15:00 on the day following the due date	10 marks
After 15:00 on the day after the due date and before 15:00 on the third day after the due date	20 marks
After 15:00 on the third day after the due date and before 15:00 on the 20 th day after the due date.	All the marks the work merits if submitted on time (i.e. no marks awarded)
After 20 working days	Work will not be marked and a mark of zero will be entered.

Late submission of **pass/fail** marked work for assessment in the absence of acceptable extenuating circumstances will be awarded a **fail** mark.

Summative coursework deadlines will be available for you to view through e:Vision.

There is a University requirement that for standard coursework assignments, there must be a maximum of a 20-working day turnaround between the coursework submission deadline and return of feedback/marks. For dissertations, placement reports projects and portfolios the turnaround is normally a maximum of 30 working days. Wherever possible, Module Organisers will stagger deadlines to help with students' management of their workload.

15.3 Submission

This will be managed via the Hub delivering the module. Electronic submission of assignments will be set up for all assignments except those that need to be handed in as a hard copy, such as some portfolios or worksheets. Further details are given below. In addition, there is a document covering instructions and technical aspects of submission, 'Submission of Assessed work using e:Vision', which is available through a link on the Assessment and Awards box of the students' e:Vision page.

Submission details will be displayed on your e:Vision page, in 'Assessment and Awards'. This will show all assessments for all the modules that you are enrolled on for the current academic year, and will give further details for those items which require submission including type of submission (hard copy or electronic), links to electronic submission (where appropriate) and the ability to print a coversheet for hard-copy submissions.

15.3.1 Electronic submission and online marking

There are two main methods for electronic submission of assignments. Many assignments will be submitted electronically via e:Vision. Work that is to be marked online will be submitted electronically via Blackboard. For identified modules, you will be able to submit coursework electronically from **one** week before the deadline, using a link from the e:Vision page. If your assignment is set up for electronic submission, you **must** submit electronically; **there will not be an option to submit a hard copy instead of electronic submission**. Even late assignments, or those that

have extensions, should be submitted electronically rather than in paper format. Work uploaded after 15.00 (3.00 p.m.) on the specified deadline day will incur a late penalty unless there is an approved extension. You are strongly advised not to leave it to the last few minutes before 15.00 to upload your work, to allow time for checking and in case you encounter any problems whilst uploading it.

15.3.2 Requirements for e-submission

Electronic submission to e:Vision will be by PDF. The work will be printed out for the marker, and printing will be in black and white unless your Module Organiser has indicated otherwise.

Work submitted to Blackboard will be marked online. Your Module Organiser will advise you if this is the case and provide details of the required format of the work.

It is your responsibility to ensure that you submit the correct file type for marking, if you fail to comply with the published instructions, and the work cannot be marked as a result (e.g. the file type cannot be opened and read) then this work will be given a mark of zero. This recognises that a submission has been made by the deadline, but cannot be assessed. You are also responsible for checking the quality of the electronic submission by checking that the correct file has been uploaded and resolve any issues with corruption in transit. Where any work submitted has been corrupted in transit, to the extent that the final submission cannot be assessed, the work will be given a mark of zero.

15.3.3 Coversheets in e:Vision

As part of the upload process, a coversheet will be automatically attached to your work before the work is printed out. The coversheet will auto-populate with a barcode (unique to the module assignment and student number) and delivery point (i.e. the Hub managing the module), plus Section A fields: your student registration number, Module Organiser, Module Code, Module Title, Assignment Due Date and Assignment Title.

What you need to fill in on the e-coversheet:

1. You should add in the marker's name if you have been asked by your lecturer to do so. Please can you ensure that you add your Seminar Leader name if you are submitting a module in the Arts and Humanities faculty, as they will be marking your work, and it speeds up getting the script to the correct person.
2. You should add in the Word Count for your piece of work (see guidelines on what to include).
3. You should also apply for a Specific Learning Difficulty (SpLD) e-sticker, if appropriate (See below for details)

15.3.4 Specific Learning Disability Stickers

If you have a Specific Learning Difficulty or Autistic Spectrum Condition (ASC) you must have had an assessment by the Student Support Service and have been told that you can use a sticker. This notifies the marker that the script has been written by a student with a SpLD or ASC and it should be marked in accordance with guidelines approved by the University. The Student Support Services will update the Student Information System with your details, and when you upload your work on

e:Vision you will be given the option of attaching a sticker. There may be a delay between you having your Student Support Services assessment and the system being updated. If you think you are entitled to a sticker but it is not appearing on the system when you upload, please go to your Hub for advice. More details are available at: portal.uea.ac.uk/student-support-service/disability

If you are uploading work on Blackboard, please provide details of your sticker when prompted on screen.

15.3.5 Paper submission

For a small number of specific modules, hard copy paper submission will still be the only suitable method of submission. If this is the case for any of your modules, this will be clearly stated on your e:Vision record. You must print off a coversheet to accompany your piece of work, and then submit it to your Hub by the deadline. Please note that the coversheets are assignment- and student-specific, so you must print a different one off for each different assignment which requires paper submission. As with the electronic submission, most of the form is pre-populated, with the student registration number and module details, along with a barcode for easy logging by LTS staff. The only additional information that you have to add is the Marker's Name (mainly in use for some HUM modules, where marking will be organised directly with the marker), and the application of a Specific Learning Difficulty sticker, if appropriate. The coversheet should be **stapled** to your work and submitted in the Hub coursework drop box or the Reception desk, as appropriate, from a week before the deadline day. Students who are entitled to use stickers on their assignments to identify to markers that they have a Specific Learning Difficulty, should collect their stickers from the Student Support Services, previously known as the Dean of Students' office, and attach a sticker to the top left hand corner of the coursework coversheet as indicated.

15.3.6 Electronic copies for Plagiarism and Collusion investigation

You are reminded that, in the event of a suspicion of plagiarism or collusion, you are obliged to submit an electronic version of your work which can be submitted to the University's approved text matching software (i.e. the version needs to be in Word). This is irrespective of whether the original piece of work was submitted electronically or in paper format. This is in accordance with the University's Plagiarism and Collusion Policy, and failure to do so will result in the work receiving an automatic mark of zero. Where the electronic copy is corrupted or is different from the original submission, a mark of zero will be recorded for the assessed work in question, see:

portal.uea.ac.uk/documents/6207125/7465906/Section+3+Plagiarism+and+Collusion.pdf

15.4 Feedback and Return of Coursework

There are three main methods of receiving feedback and return for coursework. Work will be returned either in module-specific coursework boxes in the Hub, via the Module Organiser/marker or, if your Module Organiser opts to mark work online your feedback will be received via the module Blackboard site). The method of return for your assignment will be available on your e:Vision page.

15.4.1 Return of work via the Hub

For coursework that is to be returned via the Hub, you will be notified when it is ready to collect from the Hub. Please note that due to limited space, coursework will only be available to collect from the Hub **for one week**, so please pick up your coursework as soon as it is available.

In some areas, it has been practice to only return the feedback and not the coursework itself. This practice will continue in those areas where this has been the custom.

15.4.2 Marks on e:Vision

Marks will be published on e:Vision.

To view your marks on e:Vision you should access the 'Assessment and Award Details container from your home page.



Then click on '*Provisional Marks This Year*'

Clicking this link allows you to view your provisional marks for each assessment item on a module in the current academic year. This view is available whilst marks are 'provisional', which means up until such time that they are considered by the Board of Examiners. Once marks have been considered and 'confirmed' by the Board of Examiners they are no longer provisional and cannot be viewed.

To view your confirmed marks you have to wait until the confirmed marks are released after the Board of Examiners has met. You can then view your marks in the '*Online Marks Statement*'.

Under '*Provisional Marks This Year*' you can also access statistical information by clicking the link '*View Statistics*' on the right-hand side of the page. This displays a summary of provisional marks received by students on the module. The summary is broken down into statistical bands; it does not reveal any personal information about other students' marks.

Please note that if your work is marked online in Blackboard, the mark in Blackboard itself will not include any penalties and you should check your mark in e:Vision.

15.4.3 Remark requests

If you are concerned about the mark you have been awarded for an assignment, presentation or oral examination that has been single marked, under certain circumstances you may request a remark. This should be done within **10 working days** of publication of the mark on e:Vision. These circumstance are i) if you believe the mark is not consistent with the feedback given or ii) the feedback suggests that part of your submission has not been considered or iii) the assessment criteria have not been applied appropriately.

You should consult the Remarking Policy and Guidance [here](#) for more information. The remarking request form is [here](#)

There are different procedures for OSCEs, OSPEs and written examinations and these are outlined in Section 1.6 of the policy and guidance

15.4.4 Uncollected work

Any work not collected in the week that it is available in the Hub will be sent to your adviser; you should contact your adviser if you haven't been able to collect your work from the Hub on time.

Where there has been past practice to return coursework by post, for example for Distance Learners, the Hubs will continue to do this.

15.5 Extensions

The regulation regarding the reporting and consideration of extenuating circumstances, including extensions and delayed assessments, is published [here](#):

If you have a compelling reason for an extension to a deadline for a piece of work, you should submit a request before the deadline to the appropriate Learning and Teaching Service Hub, using the online [Extenuating Circumstances Report Form](#). Students are permitted an automatic extension once per year, on submission of the EC Report Form. Subsequent applications are subject to approval, and must be accompanied by appropriate evidence.

Please see pp 17-18 of the ARC Guidance on Academic Appeals and Extenuating Circumstances for further information about acceptable evidence:

www.arc.ac.uk/uploadedfiles/documents/ARCAppealsExtCircs.pdf

It is important that you make a back-up copy of all electronic work and data, and regularly update these to the latest version. Extensions will not be given for loss of work or data due to failure of your own storage media (e.g. usb storage, discs, CDs).

Staff will generally be sympathetic and supportive of difficult personal circumstances, especially where these occur for reasons outside of your control. However, if the circumstances are largely due to factors arising from your own actions, then the School may be less sympathetic (e.g. stress arising from lack of forward planning, poor work practices).

If the medical or other circumstances are severe and/or on-going, you should make this known to your Adviser, the School Senior Adviser or your Learning and Teaching Service Hub, in order to discuss alternative options.

Please note that details of approved extensions will not be visible in Blackboard.

15.6 Retention of Coursework

Electronic copies of students' work will be kept on the student record system for the duration of their study on the course plus an additional year before disposal. Paper copies of coursework which you have not collected will be destroyed at the end of the academic year

A sample of student work may be kept for a period of up to 6 years, for quality assurance purposes.

You should note that you are responsible for keeping copies of your own work, for production in the event of an appeal or a plagiarism and collusion investigation.

15.7 Feedback

Your marker will typically annotate your returned work, or attach separately, comments about your work ('feedback'). Some markers make all their comments at the end of your work and others might use a form that is tailored to the particular requirements of the work. Feedback may be provided electronically or in paper form. Online feedback may include audio or video feedback. Feedback is also given to you in person during seminars or class discussions, as you work through practical sessions and often by your Adviser in advising meetings. Feedback may also be given by your peers in class discussions or sometimes when students assess the merits of each other's work ('peer assessment').

There are two main types of feedback: 'formative' and 'summative'. 'Formative feedback' is sometimes called 'feed forward' because comments are intended to help you improve future work. A mark is not usually given; the feedback is solely qualitative although occasionally a lecturer will give an 'indicative' mark. A formal mark is given in 'summative assessment' and this mark counts towards the formal assessment of the module, and apart from Year 1 at undergraduate level, towards the mark of your final degree. Deadlines still apply for submission of formative work.

16 Examinations

16.1 Attendance at examinations

All students, including Visiting Students, are required to take any prescribed examinations for Module(s) studied. The regulations relating to University Examinations and the conduct of examinations are published in the General Regulations for Students:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+General+Regulations+for+Students.pdf>

It is your responsibility to check the examination timetable and ensure that you are present for examinations at the appropriate time and place.

The dates of examinations are set by the University and cannot be amended to suit the preference or interest of any particular student or group of students. You should, therefore, not make any plans to be away from UEA until you know the precise date(s) of any examination(s) you are required to take. **Please note that if you are referred to reassessment in an examined module, you will be required to return to UEA in mid to late August for your reassessment examination/s. Please refer to the section on 'Important dates for 2017/18' for details of these dates.**

FIELD WORK: If planning any field work over the Christmas or Easter break, please check the dates carefully to avoid a clash with any examination(s). You may need to adjust your exam preparation to allow for this work if absent on field work immediately prior to the exam period.

Please see the Examination Scheduling Policy here, which outlines what you can expect from your examination timetable:

portal.uea.ac.uk/documents/6207125/8551351/examination-scheduling-policy.pdf/c6cd0e08-60f6-42d8-aaf4-557705daf8f0

16.2 Religious festivals

You are reminded about the UEA regulation regarding religious festivals:

- A student who for religious reasons is unable to carry out University work or assessments on days during the year shall give notice of this fact in writing to the relevant University Services Office on first registering at the University
- It is the responsibility of such students to inform themselves concerning the work which has been done in classes from which they have been absent.
- Students who feel they may be adversely affected by assessment or examination/course test arrangements should advise the relevant University Services Office in writing as soon as possible on receipt of notice of the assessment arrangements
- The University will endeavour to make reasonable adjustments, which may be, for example, where practicable, avoiding holding examinations on those days for which students concerned have given notice in writing as above. However, the University reserves the right to hold examinations/course tests on those days if there is no alternative. It is essential that you let your Adviser know if you will be missing timetabled work because of a religious festival.

16.3 Sitting Exams and course tests

- For examinations, you will be sent an individual e-mail by a published deadline notifying you that your exams timetable is available via e-Vision.
- For course tests, you will be notified of the dates and times and times of course tests via your e-vision timetable, the Module Outline or by your Module Organiser or your Hub team.
- You should make sure you know the location of the exam or course test venue in advance of the date and how long it will take you to get to the venue. You will be asked to attend the venue at least 20 minutes before the start time of the exam.
- At the start of the exam or course test it is essential to read the question paper carefully and ensure that you know how many questions you have to answer.
- Allocate your time appropriately between the different questions, paying attention to any marking-scheme given on the paper.
- Make sure that you attempt the required number of questions.
- Think carefully about what the question is asking.
- Try to attempt each part if there is more than one section in the question paper.
- If you fail to complete the paper, you will get no marks at all for the unanswered parts.
- It is better to attempt each question rather than complete a smaller number of questions in greater detail.

16.4 Calculators

Non-programmable calculators may be used in most exams and course tests. The regulation relating to the use of calculators in exams and course tests can be found at:

portal.uea.ac.uk/documents/6207125/7465906/Section+3+General+Regulations+for+Students.pdf

In addition, the list of approved calculators is available at:

www.uea.ac.uk/learningandteaching/documents/assessment/GuidelinesfortheuseofCalculatorsinUniversityExaminations

If you bring a calculator to an examination or course test, you must ensure that it is included on the list of approved calculators. Calculators that are not on the approved list will be taken from you for the duration of the exam and you will not be provided with a replacement/alternative calculator

16.5 Dictionaries

If English is not your first language you are permitted to use a simple translation dictionary in examinations unless the exam tests language competence or the use of dictionaries is prohibited by the rubric. The regulation relating to the use of dictionaries in exams and course tests can be found at:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+General+Regulations+for+Students.pdf>

Further details, including an approved list is available at:

<https://portal.uea.ac.uk/documents/6207125/8551351/guidelines-for-the-use-of-dictionaries.pdf/7223be8a-8829-4f9a-bbc2-cf1567465a7a>

If you bring a dictionary to an examination or course test, you must ensure that it is included on the list of approved dictionaries. Dictionaries that are not on the approved list will be taken from you for the duration of the exam and you will not be provided with a replacement/alternative. Dictionaries must not have any handwriting or annotations in them. Dictionaries that are found with handwriting or annotations in them will be taken from you for the duration of the exam.

16.6 Progression and Reassessment

At the end of the year, or usually for PGT students, at the end of the taught module element of your course, the Board of Examiners will meet to consider the performance of each student on the course. If you have not passed all taught modules you may be referred to reassessment in modules failed. You will be notified of the modules in which you will be required to be reassessed.

Reassessment will normally be by the original mode of assessment. The reassessment examinations take place in late August. If you are referred to reassessment then you are required to attend and will also be required to pay a Reassessment fee. The fee for 2017/18 is £70 per module.

If you are referred to reassessment, you will be responsible for ensuring that you are available to sit the examination at the prescribed time. The dates of reassessment examinations can not be changed. **Please refer to the section on 'Important dates for 2017/18' for details of when reassessment examination will be held.**

If you are studying on a Degree App programme you will also be required to take an End Point Assessment to achieve your Apprenticeship. Your School will provide you with information about this.

16.7 Degree classifications

16.7.1 Undergraduate degrees

Degrees are classified according to the Senate scale set out below:

Classification	Degree Classification	% Mark
First Class Honours	I	70 - 100
Upper Second Class Honours	II (1)	60 - 69
Lower Second Class Honours	II (2)	50 - 59
Third Class Honours	III	40 - 49

Further information available via [Undergraduate Award Regulations](#)

16.7.2 Taught Postgraduate degrees

In order to be awarded a Masters Degree, you need to obtain at least the pass mark of 50% in all modules and have an overall aggregate for the taught component of the course of 50%. If you do not complete the taught components satisfactorily as specified, the Board of Examiners shall determine whether through use of discretion, you should receive compensation, or you should be offered the option of reassessment. You may receive compensation in taught modules up to the total of 40 credits in a Masters degree programme.

In a Masters degree programme you may be considered for a distinction if you have achieved an overall aggregate over 180 credits of at least 70% for the whole course; and for a merit if you have achieved an overall aggregate over 180 credits of at least 60%. For some programmes you will also be required to demonstrate that you have met the requirements of the relevant professional, statutory or regulatory bodies. Your School will make this clear to you.

16.8 Degree pass lists, parchments and transcripts

16.8.1 Your official name for display on your parchment and transcript

Please note that the name you use for registration will be the name used on Pass Lists and Degree Parchments. It is important to correct any spelling mistakes or other errors. The order of appearance of your names may also be important to you if you want your degree recognised by external organisations. Once published, the Pass lists or your degree parchment can only be changed on request and you will be charged a fee for this service.

16.8.2 What your degree transcript will contain

Please be aware that although your degree parchment lists only your degree title and classification, the transcript (Diploma Supplement) which you will receive to accompany your parchment, lists all your modules along with the overall mark for each module. Many employers and university admissions officers (if you are applying for further study) will wish to see your full transcript.

17 Important dates for 2017/18

Standard Academic Year dates

Autumn Semester: 25 September 2017 to 15 December 2017

(Christmas Break - 16 December 2017 to 13 January 2018)

Spring Semester: 14 January 2018 to 16 March 2018

(Easter Break – 17 March 2018 to 14 April 2018)

Spring Semester continues: 15 April 2018 to 18 May 2018

Examination Assessment Period: 21 May 2018 to 15 June 2018

(four week period will include examinations and course tests for undergraduate and postgraduate taught students who follow the standard academic year)

Examination Boards and processing of results/pass lists

All undergraduate Examination Boards will be held between 25 June 2018 and 16 July 2018. Final year undergraduate Boards will take place prior to 5 July 2018.

Pass lists for undergraduate final year students will be published by 6 July 2018

Graduation: 16 July 2018 to 20 July 2018

Reassessment Examinations: 13 August 2018 to 24 August 2018

(two week period will include examinations and course tests for undergraduate and postgraduate taught students)

Important please note:

1. If you are a **Postgraduate Taught Student** you are expected to be in attendance during the standard semester dates and during the dissertation element until the end of your course. You may also be required to undertake University assessments outside the semester during the Christmas and Easter vacations.
2. The dates for 2017/18 programmes which do not follow the Standard Academic Year can be found in the UEA Almanac [here](#). If you have any enquiries about this please contact your LTS Hub in the first instance.
3. Dates of subsequent Standard Academic Years can be found [here](#)

18 Appeals and Complaints

Academic appeals and academic complaints are covered by one set of regulations, which can be found [here](#):

Complaints that are non-academic in nature retain their own specific regulations which can be found [here](#).

Certain circumstances are best addressed through the Academic Appeals route and others through the submission of an Academic Complaint. The differences between these two routes and when each of them should be used are explained below. If you are uncertain which applies in your particular situation you should contact staff in your Hub who will be happy to ensure that you receive the right advice.

18.1 Submitting an Academic Appeal

The Academic Appeals Procedure is intended to allow UEA students formally to raise concerns about their academic results or circumstances relating to them. We take such concerns seriously at UEA and the Procedure is designed to enable a student's concerns to be considered fully and action taken to remedy the situation, where appropriate, in a timely manner.

The Academic Appeals Procedure comprises two parts: Stage One, in which a Faculty Panel considers the appeal and Stage Two, which a student may follow, if dissatisfied with the outcome of the Stage One appeal. Stage Two appeals are considered by the relevant Director of University Services and the Academic Director of Taught Programmes or Academic Director of Research Programmes as appropriate.

If you have a concern about a mark or assessment decision, you should first try to resolve the matter informally before beginning the formal Procedure. You can seek further advice or explanation from your lecturer, Module Organiser, Adviser or Senior Adviser, a supervisor, the School Director (Learning and Teaching), or the Learning and Teaching Service. You can also seek advice from the Dean of Students' Office and/or the Student Union's Advice Centre.

Under the Academic Appeals Procedure, you may be able to have coursework re-marked without having to pursue a formal Academic Appeal. If you are concerned about an academic result for a piece of assessed coursework that has been marked by a single teacher or examiner, you can apply via the Learning and Teaching Service for the work to be re-marked independently by a second teacher or examiner. Applications for a remark must be made to the Learning and Teaching Service preferably within 10 working days of the provisional result being issued to you. Whilst we will endeavour to deal with your request, it may not always be possible to have work re-marked if you delay applying until the period preceding the meeting of the Board of Examiners to confirm module results.

If you wish to make an appeal against a mark or assessment decision, you should ensure that you are familiar with the Academic Appeals Procedure before completing and submitting the Stage 1 Appeal Form. You may seek help in completing the form from the Student Union Advice Centre or Student Support Service.

18.2 Making a complaint

The University has complaints procedures for use by any student who wishes to make a complaint about matters which are the responsibility of the University. Complaints will be dealt with promptly and fairly with an appropriate remedy, if upheld, within the bounds of what it is reasonable and practicable for the University to provide.

The University procedures for dealing with complaints are published on the UEA Intranet as follows:

Non-academic complaints:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Non-Academic+Complaints+Procedure.pdf>

Academic complaints:

<https://portal.uea.ac.uk/documents/6207125/7465906/Section+3+Academic+Appeals+and+Complaints+Procedure.pdf>

If you have a complaint you should, in the first instance, seek to resolve the matter informally by taking it up as quickly as possible with the person(s) who are most directly involved if at all practicable in an informal manner. This may involve contacting your Adviser/Supervisor, another member of the academic staff or other appropriate person.

If you remain dissatisfied following the process of informal resolution, you may take up your complaint formally through the appropriate Complaints Procedure. You may seek the advice of the Students' Union Advice Centre when making a complaint. You will not be disadvantaged if you make a complaint in good faith.

If you wish to make a complaint about the Students' Union you should consult the appropriate procedure below:

Complaints concerning the Students' Union: <https://www.uea.su>

19 Equality and Inclusion for Students

The University of East Anglia is a premier research and teaching university, the University's mission is to understand, empower and act, to enhance the lives of individuals and the prospects of communities in rapidly changing work. As a reflection of its mission, the University is proud of the increasing diversity of its campus communities and works with staff, students and organisations around Norwich and Norfolk, regionally and nationally to achieve its aim of being an inclusive place for study and work.

The University is committed to creating an atmosphere of learning that welcomes and values the diversity of its students and staff. Since November 2011 the University has been part of the Athena SWAN initiative working to further gender equality across all disciplines. We are holders of a Bronze institutional award and several School awards at both Bronze and Silver level. This work is just one part of our continuing work on a range of initiatives to ensure the campus is a fair place to study.

The University has developed policy and practices to promote equality to ensure that no student receives less favourable treatment on the grounds of sex, gender identity, marital status, race, colour, ethnic origin, age, sexual orientation, disability, religion or belief, pregnancy or maternity. We ask all students and staff to treat one another with respect and dignity throughout their time here.

If you have any concerns or queries related to equal opportunities you may seek advice from your Adviser, the Student Support Service (previously known as the Dean of Students' Office (DOS)), the Students' Union, and in the case of students with disabilities, your School's Disability Liaison Officer or the University's Disability Co-ordinator. You can also contact the Equality and Diversity Office by emailing equality@uea.ac.uk

The [Wellbeing Service](#), the [Multi-faith Centre](#) and the [University Medical Services](#) are also available to students requiring their help.

Further information on all matters concerning equality and diversity are shown on the [Equality and Diversity Office](#) web pages or the pages for the [Student Support Service](#).

20 Student Representation and Feedback

20.1 Student Charter

The Student Charter rests on the guiding principle that students are to be active partners in their own education and in the academic development of the University.

The Student Charter can be found [here](#).

If you wish to pursue an individual concern, you should do so through the mechanisms that exist in your School – through your Adviser, the Senior Adviser, the Staff-Student Liaison Committee or the Head of School. Beyond this, the University has a comprehensive set of procedures, for example, the Academic Appeals, Academic Complaints and Non-Academic Complaints procedures – which enable students to raise specific concerns without prejudice.

20.2 Staff/student liaison groups/committees

Each School has a staff/student liaison group or committee at which student representatives can raise issues of concern or seek information and guidance on matters related to their course or University experience.

20.3 Representation on School Board

Each School meets at least twice per annum under the constitution of the School Board. Each School Board will have student representation, and further details on the election process for student

representatives will be made available to you at the start of the academic year. Being a student rep gives an insight into how some of the UEA Teaching and Learning Committees work and how students' views are included in decision making.

20.4 Student evaluation of courses/modules

At various times during your UEA career you will be invited to give feedback on your experience of your course, your modules and your overall student experience through the completion of anonymous questionnaires. The information you provide is vital to the University. It plays an important part in the Quality Assurance process by enabling Academic Staff to take your views and experience into consideration when reviewing Modules and Courses as part of the annual Course and Module Update process, and enabling other University staff to do likewise in service areas. You are strongly encouraged to complete all questionnaires to help your School and the University overall to continually improve our level of provision for you.

20.5 The Union of UEA Students

All UEA students are automatically members of the Union of UEA Students and there are loads of ways for you to get involved. The UUEAS webpages can be found at: <https://www.uea.su>