

Student Handbook 2019-20

Faculty of Environmental and Life Sciences

School of Health Sciences

BSc (Hons) Healthcare: Management, Policy
and Research (HMPR)

Disclaimer

This information is issued on the condition that it does not form part of any contract between the University of Southampton and any student. The information given has been made as accurate as possible at the time of publication, but the University reserves the right to modify or alter, without any prior notice, any of the contents advertised. It should therefore be noted that it may not be possible to offer all modules or components of a programme in each academic session. *This handbook is available in alternative formats on request.*

Welcome from the Associate Dean – Faculty of Environmental and Life Sciences

Dear Students,

Congratulations on what must have been a great last year for all of you. For our Freshers, we want you to know that we already think you are brilliant – you have beaten off perhaps 10 to 12 people for your place to study at Southampton and that, in our eyes, means that you are a star. For our Continuing Students, you have not only won your place here, but you have progressed through your initial studies and are well on the way to achieving your degree now. For all of you, welcome (back) to Southampton.

Whilst many of you will be focussed on your own discipline, seeing this as your ‘academic home’, each of your disciplines sits within the Faculty of Environmental and Life Sciences. We are one of the largest and the most diverse of the Faculties, and this brings you great opportunity. You can choose from a broad set of ‘minor’ subjects, many of which sit within our own Faculty. Alternatively, you can choose from a long list of broadening modules and option modules to complement your own discipline, many of which also sit within our Faculty. This means that we actively support you in gaining a broad education to suit your interests, and we are sure that there is something for everyone.

Within the Faculty, you may also like to know that there are numerous staff who have chosen the role of ensuring the quality and vision behind your experience at Southampton. My role, as Associate Dean, is to provide leadership to this group of staff, developing educational strategy and a forum for energetic and imaginative discussions about the education we deliver. I have a commitment to ensuring the best possible student experience and, if it is working well, I will be like the duck on the pond – calm on the surface but paddling hard underwater.

In all of our endeavours, we aim to provide a distinctive flavour to our education, both when bringing students from all over the world to Southampton, and when taking Southampton to the world. It is our hope and intention that you too will experience our innovative way of doing things, and that you will thrive and succeed in your studies and in all that University can offer you. Most of all, we hope that you will be happy during your time with us. Our staff are ready and willing to help you on your journey and we will be delighted to hear from you.

For now though, welcome (back) to what we hope will be a ‘home from home’, and good luck for your year to come.

With best wishes,



Sarah Stevenage
Associate Dean (Education)
Professor of Cognitive Psychology
S.V.Stevenage@soton.ac.uk

Welcome

Dear Student

I am delighted that you have chosen to undertake your education at the University of Southampton and hope that you will enjoy your time as a student. This hand book is designed to give you all the information you need to undertake your studies and will be the first place to look when you need answers to queries about your course or programme of studies.

The next few years will be rewarding and challenging and will provide opportunities for you to achieve both personal and professional goals. Your programme involves learning experiences in a variety of both academic and health care environments where academics work in partnership with practice colleagues to facilitate your learning; providing advice, guidance and direction.

We are here to help you make the most of your time at the School and welcome your questions and feedback at all times.

I wish you every success with your studies.

Professor Mandy Fader
Head of School



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The information contained within your handbook is designed to provide key information applicable to you and your programme during the 2018/19 academic year. It is designed to complement the University's Student Portal. You can access the Portal by logging on to [SUSSED](#), using your user name and password, and clicking on the Students tab in the top navigation bar. It is important that you make use of these resources as they support the regulations relating to your obligations and that of the University while you are a student at the University of Southampton. It also provides helpful information on matters such as housing, finance, leisure, healthcare and support facilities.

Resource	Web link
School website	www.southampton.ac.uk/healthsciences
School staff information	<p>Head of School Professor Mandy Fader - M.Fader@soton.ac.uk</p> <p>Deputy Head of School (Education) Professor Anne Baileff - A.Baileff@soton.ac.uk</p> <p>Head of Allied Health Professions Dr Julian Pearce - J.M.Pearce@soton.ac.uk</p> <p>Programme Lead - BSc (Hons) HMPR Dr Jane Prichard - J.S.Prichard@soton.ac.uk</p> <p>Faculty Academic Registrar Ms Jenny Atkins J.C.Atkins@soton.ac.uk</p>
Programme and module descriptions	<p>Descriptions relating to your programme can be found via the programme pages on the web, and on Blackboard.</p> <p>Your programme structure (i.e. which modules make up your programme) is available via the on-line programme catalogue which is accessible via Banner Self Service.</p> <p>To find links to broad generic descriptions of the programmes and modules, follow links to your programme starting from the School web pages.</p>

1. General Information

1.1 Your student office

Opening Hours: Monday to Friday 9am to 5pm

Location and contact details: Student Office
University of Southampton
Faculty of Health Sciences
Building 67
University Road
Highfield
Southampton, SO17 1BJ
Telephone: 023 8059 7841
Email: health-studentoffice@soton.ac.uk

You should visit the Student Office for all general queries relating to the administration of your programme (this may include coursework submissions and collection of feedback, module registration changes, special considerations requests, sickness self-certification forms, suspension and withdrawal requests).

1.2 How we keep in touch with you

Email

We will use your University email account to contact you when necessary. We will not use any other email accounts or social networking sites. **It is your responsibility to check your University email account regularly** and you must not let your inbox exceed your storage limit. Notification that you are due to exceed your storage limit will be sent to your University email account and you should take immediate action as you will be unable to receive further emails once your storage limit has been exceeded.

Written Correspondence

Formal correspondence regarding your programme of study (e.g. suspension, transfer or withdrawal from programme, academic performance (including progression/referral information), issues of academic integrity, student complaints and academic appeals) will be sent to your term-time (TT) or permanent (PM) address listed as active on your student record. You are responsible for advising the University if you change your permanent or term-time address. The University will not be held accountable if you do not receive important information because you failed to update your student record.

Use of social networking sites

We understand that students are increasingly using social networking sites to interact with members of their student community. You should note that any behaviour that affects other members of the University community or members of the general public in ways which might damage the standing and reputation of the University may be subject to action within the scope of the University's Regulations for [Student Non-academic Misconduct](#).

1.3 Confirmation of your student enrolment status

The Student Office can provide you with a certificate to confirm your status as a student (e.g. for bank account opening purposes). Please ensure that you give at least 48 hours' notice of your requirements (longer at peak times such as at enrolment or during the examination periods). Your award certificate will be produced using the legal name data you have provided within your student record. Please make any necessary amendments to your record immediately a change occurs to ensure that your certificate contains accurate information.

In accordance with policy, a scale of fees exists for the provision of certificates, transcripts and award certificates. Please see point 11 '*Transcripts, Certificates and Award Letters*' within the [fees section](#) of the University Calendar for a list.

Your award certificate will be produced using the legal name data you have provided within your student record. Please make any necessary amendments to your record immediately a change occurs to ensure that your certificate contains accurate information. Changes are made via [Banner Self Service](#).

1.4 Press or Marketing activities

If you are asked for your opinion, or to get involved in press or marketing activities related to the work of the School of Health Sciences or the University of Southampton, it is imperative that you first consult one of the following for guidance and agreement:

Press enquiries

Becky Attwood, Media Relations Officer, Tel: 02380 593212, Mobile: 07342060429, Email: r.attwood@southampton.ac.uk

Main Press Office, Tel: 02380 593212, Email: press@southampton.ac.uk

Marketing enquiries:

Claire Furnish, Marketing Officer, Tel: 02380 597592, Email: C.A.Furnish@southampton.ac.uk

2. Supporting you through your studies

2.1 The role of your Personal Academic Tutor *and other key academic staff*

The University operates a tutor system to help support and advise students in their academic study. As a student, you can expect to be allocated a [Personal Academic Tutor](#). Your Personal Academic Tutor may or may not be one of the teaching staff you see in the course of your studies, but their role in this context is to provide advice and support to you throughout your study, and to help review your academic progress. You can expect to see your Personal Academic Tutor at key points through your University career [for example to review your employability development or your semester results] and, if you need to, you can contact them more frequently. Sometimes, your Personal Academic Tutor may refer you to other areas for support. They may refer you to individual support services, or to your student office for information, or to a Senior Tutor. The Senior Tutor will have a more specialised understanding of supporting students, and may support you if you have a particular problem. You can also contact the Senior Tutor if you wish to change your allocated Personal Academic Tutor.

The University expects that you will engage with your Personal Academic Tutor, attend the scheduled meetings, respond to messages from your Personal Academic Tutor, and notify your Personal Academic Tutor (or Senior Tutor, if you prefer) if you are experiencing problems which are affecting your performance, attendance or progress in your studies. In particular, you should contact your Personal Academic Tutor if you feel your performance in any forthcoming examinations will be affected by ill health or other special considerations, and check with your Personal Academic Tutor if you plan to cite him/her as a referee for job applications.

2.2 Student buddying and mentoring schemes

All students on HMPR will be allocated both a research mentor at the start of the course and also a workplace mentor at the start of year 2. The aim of this mentoring is to help you develop your skills as a researcher and also to develop your employment skills and help you think about your future career. Your allocated research mentor will change across your degree to give you a range of research areas to consider. Where possible we will seek to keep you with the same workplace mentor during years 2 to 4, however, workplace mentors are not members of University staff and might make career choices which might alter their ability to support you. Where this happens we will work with you to find an alternative mentor. Details of the mentoring arrangements will be discussed with you at the start of each year.

2.3 What to do if you are ill

It is important that your doctor (as well as your Personal Academic Tutor) is immediately informed of any illness that is likely to affect your studies. If appropriate your GP may inform your Personal Academic Tutor that you are experiencing some health difficulties that may affect your academic performance. This will be done with your consent and you may wish the details of your illness to be withheld from your Personal Academic Tutor, although you should think carefully about this (your tutor will, in any case, respect your privacy). More information can be found in the [General Regulations - Attendance and Completion of Programme Requirements](#).

2.4 External factors affecting your attendance or performance in your studies

We expect you to take responsibility for your studies to ensure that your full academic potential can be realised. However, sometimes difficulties can arise that can affect you.

If you are absent from an examination or other assessment or have other grounds for believing that your studies have been affected by external factors you must bring this to the attention of your Personal Academic Tutor or to the Student Office immediately. Whilst we recognise that students can sometimes be reluctant to discuss cultural, sensitive or personal issues, it is essential that you bring problems affecting you to our attention immediately so that we can determine how best to help you.

2.5 Special considerations

If you believe that illness or other circumstances have adversely affected your academic performance, this is known as [Special Considerations](#). If you wish for these to be considered by the School you must complete a [Special Considerations form](#). **You must apply for Special Considerations within five days of the assessment, not wait until you receive the result.** All claims must be substantiated by written documentary evidence, for example a medical certificate or GP/consultant letter, self-certification or a statement from your Personal Academic Tutor. The purpose of asking for supporting documentation is for you to be able to corroborate the facts of your submission.

All claims will be reviewed by the Special Considerations Board which meets regularly throughout the year. . The Student Office will contact you via your University email account to let you know once approval has been made.

2.6 Student Support Review

The [Student Support Review Regulations](#) are in place to support students if concerns are raised about their health, wellbeing or behaviour which may be impacting on their academic progress and/or general management of life at University or on placement. The regulations seek to be both supportive and to actively engage with students prior to decisions made about their fitness to study. The regulations and supporting documents identify the procedure and support available to both students and staff when a student becomes unwell and/or presents a risk to self and/or others.

2.7 Suspending your studies

Should you feel that you need to take some time out from your studies, known as [suspending your studies](#), you should first discuss this with your Personal Academic Tutor. A Suspension Request form should be obtained, completed and returned to the Student Office. Please note that, if you wish, you can suspend your studies in order to undertake an internship or period of industrial training outside of normal vacation time.

2.8 Withdrawing from your studies

If you no longer wish to continue with your studies, a Withdrawal Notification form should be obtained, completed and returned to the Student Office. Further information can be found in the [General Regulations - Transfer, Suspension, Withdrawal and Termination](#)

The Students' Union Advice Centre has developed a [Guide](#) for students.

3. Your safety

3.1 School Health and Safety Policy

Health and Safety is an important part of University and practice experience life. Everyone in the University has a legal duty to inform management of hazards they become aware of. Should you have an accident within the University premises, this must be reported. Incidents which arise out of, or in connection with University activities must also be reported. Please ensure you are aware of your obligations under the [School Health and Safety Policy](#).

For students in practice the 'Practice Placement Agreement' requires that the placement provider will take steps to ensure the health, safety and welfare of students undertaking practice learning, as they would for their own employees. The placement provider will notify the education provider of any accidents or reportable incidents sustained by a student undertaking practice learning within a timescale appropriate to the seriousness of the situation. The education provider and placement provider will undertake 'dual reporting' of any incident or incidents.

Please familiarise yourself with the fire safety and emergency information located on prime noticeboards in all education and practice experience areas that you attend as a student.

3.2 Access to Buildings

Undergraduate students can access the School Buildings 67 from Monday to Friday between the hours of 8am and 6pm. Access to School buildings is not permitted outside of these hours.

4. Your Academic Programme

4.1 The academic year and the programme structure

The structure and modular content provided within the programme specification is specific to your own programme. You can view the most up to date version of the programme specification by accessing [SUSSED](#).

The taught components of the programme are delivered in modular form and run over two semesters. The semesters overlap the traditional three term structure which still determines the pattern of vacations at Christmas and Easter.

For this programme you will undertake modules that are either core, compulsory, or optional. The definitions of the first two are provided in the [Regulations and Definitions Applying to Progression](#). Your student record should automatically record core and compulsory modules and these must be completed in accordance with the requirements for progression applicable to your programme. The programme further requires you to take one optional module in semester 2 in both year 1 and year 2. You will therefore need to select an optional module in each of these years to complete your portfolio of modules and fulfil the credit points as required for the programme. Optional choices must be agreed with the Programme Lead. Details of optional modules available are listed within the [Curriculum Innovation](#) webpage.

You should also familiarise yourself with paragraph 2.19 of Section IV of the [General Regulations: Regulations and Definitions Applying to Progression for all Credit-Bearing Programmes](#) as there may be financial implications for you if you are required to repeat a module or practice placement.

4.2 Attendance

The [University attendance regulations](#) details the University expectations relating to attendance. If are unable to attend a University class, you must follow this procedure:

- Email the Student Office (StudentOffice.FHS@soton.ac.uk) as early as possible to inform them of your inability to attend class. The Student Office will then inform your Personal Academic Tutor.
- If you are unable to e-mail the Student Office prior to the beginning of class then you should inform a colleague so that they can pass on the message and ensure the non-attendance is entered onto the register. This must however be followed up by a confirmation e-mail from you to your Personal Academic Tutor as outlined above. You are advised to send copies of this email to your Module Lead.
- It is your responsibility to ensure that the information is relayed promptly and accurately.

If you are on placement you are expected to let your line manager know if you are unable to attend work for any reason.

4.3 Additional Costs

You may incur additional costs as a result of your programme, for example for materials, field trips or books. General programme costs are located in the programme specification. Modules that are optionally available to select may also include information on module specific costs.

Please also ensure you read the section on additional costs in the University's Fees, Charges and Expenses Regulations in the [University Calendar](#).

4.4 School Exchanges

Opportunities to engage in the Erasmus programme are available within the programme during year 2/3. Information is made available to students at the appropriate time and information about the Erasmus exchange is available on the [University Website](#).

4.5 Placements

As part of your degree you are required to undertake a placement during Year 3. This placement is assessed and must be passed to move into the final year of your degree. Students will be supported in preparation for the placement by undertaking the placement preparation module in year 2. More details of the placement year will be made available on Blackboard.

If you use your own car to undertake any journeys during your clinical placements, you should check with your car insurance company to ensure you have adequate cover on your insurance policy

5. School Teaching and Learning Skills

5.1 Time management

It is your responsibility to manage your time in order to ensure that you keep up to date with the material presented and with the requirements of the programme. Deadlines for work submission should be adhered to, otherwise marks will be deducted via the imposition of a [late submission penalty](#). However, the framework of when lectures and classes occur and deadlines for submission of work will be made available to you well in advance, but if you are unclear about any aspect of your module you should talk this through with your module leader or programme leader. This knowledge will allow you to plan your life based on how you know you work best. Effective use of your time will allow you to perform well on your course and to enjoy student life. One of the work-place skills you should aim to acquire at University is the ability to manage multiple priorities. If you have problems in this area please discuss them with your Personal Academic Tutor.

5.2 Lectures

A single lecture slot lasts 45 minutes. It is therefore vital that you arrive promptly in order to gain maximum benefit from the time. Each lecturer will present material using either handouts or require you to make your own notes. Transcribing lectured material into a form that you find most useful is an important part of the learning process. You should ensure that you understand the material and, if you have difficulty in understanding or applying the knowledge, use recommended textbooks or the assistance of teaching staff during tutorials to gain understanding. It is your responsibility to develop your ability in a given subject. How well you have acquired that ability and the associated knowledge is gauged by the examination and coursework assessment process. Lectures are provided for your benefit and you should take full advantage by ensuring you attend all of the lectures in a given course module. If, for any reason, you are unable to attend, ensure that you get hold of a copy of the notes or handouts from your module co-ordinator.

5.3 Use of electronic recording devices or mobile phones in lectures or classes

Out of courtesy to staff and other students, please ensure that mobile phones are switched off in lectures and seminars. You are advised that lectures are the copyright property of the lecturer and permission to audio-record a lecture must be personally sought from the lecturer before proceeding.

If you wish to use an electronic device to take notes in a lecture, you should do so in a way that does not cause disruption to those sitting near you.

If you have a health condition for which additional support is needed, you may, following assessment by the University's educational support services, make appropriate arrangements with staff for recording lectures.

5.4 Tutorials/supervisions

Group tutorials/supervisions are timetabled for some modules. These sessions are intended for you to develop your problem solving skills as well as for you to discuss further with an experienced member of staff any particular lecture material you are finding difficult to understand. It is essential that you come well prepared for these sessions. These sessions are one of the most effective ways of reinforcing the lecture material.

5.5 Independent or Self learning

Independent study or self-directed learning involves using libraries, data retrieval systems, internet, etc, or in a group working on coursework, reading the lecture material or reading around the subject. This should also develop your investigative and problem solving skills in furthering understanding of the subject, creating links with other modules - past and present - and providing a broadening of your educational experiences and knowledge base.

Self-learning is your personal responsibility and your commitment to the programme. It requires discipline, motivation and focussing on achieving individually set targets. It enables you to reach your full potential academically, develops your personal skills and helps establish a successful professional career.

5.6 Key skills

Key skills are those skills which can be applied to other disciplines and fields of work. Employers are increasingly seeking to employ individuals with well-developed key skills. More can be found on the Academic Skills pages of the [library website](#).

5.7 School Policy on referencing

The School uses Cite Them Right as the required Harvard referencing guide for all programmes. The [Cite Them Right Online](#) website offers a comprehensive resource which is regularly updated as online resource types emerge and change.

5.8 Academic integrity: the University Policy

The University expects that all students will familiarise themselves with the [Regulations Governing Academic Integrity](#). The University is a 'learning community' within which students and staff learn from each other, from their peers and through original research. All members of the University are expected to maintain high standards of academic conduct and professional relationships based on courtesy, honesty and mutual respect. In maintaining this community, the concept of Academic Integrity is fundamental.

You are strongly advised to familiarise yourself with the information contained in the [Academic Skills Hub](#) on the Library's website. Additionally, The Students' Union Advice Centre has developed a [Guide](#) for students.

If students on a programme leading to professional registration are found to be breaching academic integrity it may also lead to action being taken under the Fitness to Practice policy (see section 4.5).

5.9 Confidentiality

Codes of conduct require the protection of confidentiality, and the protection of information from improper disclosure at all times. It is particularly important that this is maintained regarding patient/service user/staff confidentiality while undertaking academic study, assessment and examination. A breach of confidentiality may affect the outcome of your assessment and in serious cases could result in a mark of 0% (Fail).

The School policy on user/carer involvement states:

- the identities of all participants (including users, carers and staff) and all locations must be fully protected at all times through the use of pseudonyms and alternatives (for example, by changing all identifiable details);
- nothing should be included in assignments which may indicate a client's identity or compromise their confidentiality;
- in accordance with the Data Protection Act (1998), data must not be disclosed if this cannot be done without revealing personal data relating to a third party, unless that third party consents, or the third party data can be removed;
- where the case study or scenario forms part of an assessed presentation or a written assignment, students are expected to demonstrate how they have observed ethical principles in gathering and using relevant information. These form part of the marking criteria for all written assignments and breaches of confidentiality could lead to failure of the module.

These guidelines are based on the Caldicott principles 2 and 3, which state:

Principle 2 – 'Do not use patient-identifiable information unless it is absolutely necessary. Patient-identifiable information should not be used unless there is no alternative.'

Principle 3 – 'Use the minimum necessary patient-identifiable information. Where the use of patient-identifiable information is considered essential, each individual item of information should be justified with the aim of reducing the possibility of identification.'

You are encouraged to ensure patient and staff confidentiality at all times and to protect the identities of locations. However, the latter aspect is not always possible since you may identify your location in your placement or other assessments. The following guidelines should be adhered to when producing text for assessment:

- The names of NHS Trusts and practice areas are in the public domain and as long as you do not disclose any information relating to a patient or staff member, or any information which might be deemed confidential about the location, you should not be penalised for this.
- The use of a referral to local guidelines and policies are not deemed a breach of confidentiality, but these should be referenced in the normal way.
- 'Serious' breach of confidentiality occurs when improper disclosure is made – either relating to the identities of staff, users or carers or other personal information and/or the inclusion of data for which explicit permission has not been obtained. In the event of a serious breach you will be awarded 0% (Fail).

Please remember that markers and external examiners have an overall responsibility to respect professional and confidential information in assignments, whatever the nature of that information may be.

6. Assessment and Examinations

6.1 Coursework assessment and submission

A number of modules include coursework assignments as part of the assessment. Coursework can often occupy a large amount of time. It is worth noting that getting a few extra marks on an assignment may not justify the extra time spent. Conversely, students who forget or do not bother to hand in work can make it very difficult for themselves to achieve their full academic potential.

Each module is assessed and information will be provided in each of the module guides and about how, when and where this will happen. Some assessments include essays whilst others may be presentations. The programme includes a range to ensure that the module content and learning is assessed in the most appropriate ways. Your written assignments should be presented in Arial or Lucida Sans, size 12 font, using 1.5 or double line spacing.

6.2 Penalties for late coursework submission

When coursework is set a due date for submission will be specified and there will be associated penalties for handing in work late. The University has a [uniform policy for the late submission](#).

6.3 Coursework extensions

If you know there will be a valid reason why you cannot submit the work at the given date you must contact the Student Office as soon as possible. You should complete a Special Considerations form (see paragraph 2.5 above), which should provide adequate detail of the reasons why you require an extension. Your completed form, with appropriate supporting evidence, should be submitted to the Student Office who will arrange for your request to be reviewed in accordance with the Special Consideration policy. The Assessment Office will contact you via your University email account to let you know whether approval has been made. It is your responsibility to request an extension in a timely manner.

6.4 Word count limitations

Always leave plenty of time for compiling your reference list, proof reading your assignment and preparing the assignment for submission. Your word count should not exceed 10 per cent of the limit indicated in the assessment guidance, except for dissertations when you are expected to be within the given range. You will need to note your word count on the title page of your submission and confirm its accuracy.

Please note that the word count **includes** headings and text (including in-text references and footers), but **excludes** the title and contents page, reference list, bibliography and appendices. Therefore all the work occurring after the title and contents page to the beginning of the reference list is included in the word count.

The stated word count may be exceeded by a maximum of 10% to acknowledge that it is difficult to hit the word count precisely and to allow for in-text citations, figures and tables. Tables which contain a large amount of text can be included in the appendices – but please note that whilst appendix information is read and noted by markers, it does not contribute to the grade awarded.

Candidates who exceed the specified word limitation by more than 10% but less than 20% within an assignment will incur a 10% penalty reduction in their mark or a reduction by one grade (e.g. from B to C) where a per cent mark is not given.

Candidates who exceed the specified word limitation by more than 20% but less than 25% will incur a 20% penalty reduction in their mark or a reduction by two grades (e.g. from B to D) where a per cent mark is not given.

Candidates who exceed the specified word limitation by more than 25% will incur an automatic referral in that assignment.

6.5 Examination preparation

You will know yourself how best you prepare for examinations. It is always worth remembering that the sooner you start your preparation the better and that one of the aims of each module is to help you prepare for the examination. Make sure that you have a complete set of notes; that you understand their content; that you can apply the material by solving the example sheet questions; and that you have practiced questions from past papers under examination time constraints. The University's online archive of previously set examination papers is available to assist with your learning and preparation for forthcoming examinations.

[Past Exam Papers](#) are available via the library.

Remember that if you get into difficulty during your revision process on a particular subject ask someone to help you. This may be either one of the lecturers or teaching assistants on the module.

6.6 Examinations

The dates of University examination periods are published annually on the [exam timetables web page](#).

6.7 Illegible exam scripts

If your examination script is considered illegible, the [Illegible Examination Scripts Policy](#) will be instigated. You will be asked to come in to dictate your script so that it can be transcribed. The cost of this work will be met by you. If your script is not transcribed then it will receive a mark of zero (0).

6.8 Coursework and examination feedback

Feedback comes in many forms and you must learn to recognise the merits of all of these. The [Student Feedback Policy](#) provides an overview of formal feedback.

Formal feedback is well documented and the following paragraphs identify ones that you are officially entitled to.

Informal feedback is just as important and comes in the form of individual chats with your Personal Academic Tutor, module leaders or project supervisors, or group meetings with academics after a lecture or practical session. Also tests and quizzes on Blackboard, which are available for several modules, can provide valuable feedback on how you are progressing.

All coursework will be marked and returned to you, accompanied by feedback which will relate to the standard of your work and the reasons for the mark/grade given. You should note that all marks are considered provisional until they have been reviewed and confirmed by the Board of Examiners. This feedback will typically be returned within four weeks following your submission. Large assignments (e.g. your dissertation/project work) may take slightly longer to be returned. Bear in mind that if you hand in work late, your feedback may be delayed.

Where appropriate, for example with smaller problem solving exercises like calculations, the lecturer will decide if feedback should be given individually, or reported back to the whole group. You are, however always free to ask the lecturer personally how you are progressing.

The feedback you receive will be:

- **timely** - allowing you to learn from your work
- related to the **learning outcomes** for that piece of work
- **constructive** and **honest** – allowing you to take the comments on board, learn from your mistakes and understand why you did well.

For the feedback to be effective, it is important that you work with the feedback given and identify how you can improve your work in the future. Should you need further information about your work, get in touch with whoever marked the coursework.

Feedback will usually be made available online via eAssignment, or in some instances where not submitted via the eAssignment system can be collected from the Student Office. You will be contacted when feedback is ready. For some kinds of assignment, other arrangements will be made and the module lead will explain those to you.

6.9 Access to coursework/examination scripts

Students are entitled to view their examination scripts on request to the School. You are only permitted to view an examination script to enable you to see how you can improve your future performance and no mark or other annotation on the script is negotiable or open to alteration. The absence of annotation on a script does not mean that it has not been marked. Should you wish to inspect your completed examination script, there is a procedure that will need to be followed and you should contact the student office for details.

6.10 Release of results

Students will be given, as a matter of course, the marks they obtain in each individual module of study after they have been ratified by the Board of Examiners. More information can be found in [the Release of Marks procedure](#).

You should note that the official transcript of your marks would normally show the latest mark obtained in each subject with a note, where appropriate, that it was obtained at repeat or referral attempt.

7. Staff/Student Liaison: getting your voice heard

Staff-Student liaison committees have representatives from across each programme. These committees have the role of monitoring the organisation and management of the student programmes, to note any difficulties that students may be encountering, and to take advice about ways of improving the programmes.

Through the [Students' Union](#) you will be invited to elect your School representatives (School Officer, Academic Presidents and Course Representatives) who co-ordinate the student voice on School committees to enable your voice to be heard.

7.1 Module Survey

The School aims to consult with and to provide opportunities for all students and staff to make their views known. You are encouraged to offer your comments/suggestions to members of staff and feedback is requested for each module undertaken. These surveys are conducted electronically and anonymously following the completion of each module and the comments received are used to shape and improve the way that modules are taught.

7.2 Module Reports

Your feedback to module surveys will be reflected upon by the module leader and will be included in the Module Report. Modules reports are available via SUSSED under the "programme specific information" tab.

7.3 Staff Student Liaison Committees

Staff-Student liaison committees have representatives from across each programme. These committees have the role of monitoring the organisation and management of the student programmes, to note any difficulties that students may be encountering, and to take advice about ways of improving the programmes.

7.4 Student Representation

Through the [Students' Union](#) you will be invited to elect your School representatives (School Leaders, Academic Presidents and Course Representatives) who co-ordinate the student voice on School committees to enable your voice to be heard.

8. Careers and Employability

The programme team are committed to supporting you in the development of your skills for employment. As a consequence from induction onwards we will be encouraging to assess your skills, engage in volunteering, looking for short term placements, preparing for and undertaking your own placement, undertaking a range of employability training opportunities and reflecting on your learning.

The [Careers and Employability Service](#) provides support to students at all levels of study and has a range of opportunities on offer. We provide drop-in advice, 1:1 guidance, workshops, skills sessions, Careers Fairs and employer led events to support your career planning as well as the following opportunities:

8.1 Excel Southampton Internships

The [Excel Southampton Internship Programme](#) offers 4-12 weeks paid internships which enhance your CV, expand your network and open graduate recruitment opportunities

8.2 Business Innovation Programme

The [Business Innovation Programme](#) provides an opportunity to develop your business acumen, team working and problem-solving skills by working on an 8 week project put forward by local businesses or not-for-profit organisations.

8.3 Year in Employment Placements

The programme includes a work placement taken after your second year of study enabling you to develop the skills employers value and gain insight in a healthcare organisation. Information about the placement year will be provided in Year 1 and 2. If you have any queries you should contact the Programme Lead.

8.4 Volunteering Bank

[Volunteering](#) is a great way to help you gain many of the skills employers are looking for, build your network and develop yourself in new ways. Opportunities vary in duration and the type of role advertised.

8.5 Employability events within the School

The School hosts an 'Employability Week' for final year students in November of each year, providing a series of events including:

- Careers Fairs
- Preparing Personal Statements and CVs
- Interview Skills
- Setting up small businesses and writing business plans
- Working in the Voluntary Sector
- The future of Healthcare and expectations from employer perspectives
- Public Patient Involvement
- Careers Destination Services
- Further study opportunities

8.6 Enterprise

Whether you want to develop your own start-up or make a real difference from within an existing organisation, enterprise skills are essential to working life and highly valued by employers. The University of Southampton's Student Enterprise Team support all students in developing their enterprising and entrepreneurial skills. Click [here](#) to find out more about opportunities and support.

8.7 Career Readiness Test

Developed especially for University of Southampton students and graduates, our Career Readiness Test will give you an insight into your career planning. Research shows that students who are more self-aware and clear on their career strengths feel more confident in their ability to succeed in the future.

The test is for everyone. Take the test to:

- Understand where to start
- Reflect on your strengths and areas for development
- Recognise what makes students most employable
- Structure your thinking
- Identify priorities for action

Just go to [Career Readiness Test](#) to find out more.

9. Further study opportunities

Perhaps you are considering postgraduate study. There is a wide range of programmes leading to various qualifications available to you, and selecting the appropriate programme may not be easy. The first thing to realise is that you need to make a well informed decision and therefore the key is to obtain all the information you need. The School always aims to retain its best and brightest students for research. However when collecting information about postgraduate studies, you should cast your net wide. You need to select an area that interests you – a difficult task in itself because you will also seek an area that has good employment prospects. There is also the choice between taught postgraduate programmes leading towards a Master of Science (MSc) and/or research postgraduate degrees.

Further details on the programmes offered by the School can be found on the [School's website](#).

10. Regulatory Issues

We hope that you will be satisfied with your experience during your time as a student at the University of Southampton but we do recognise that, on occasion, things can go wrong. If you have a concern about any aspect of your experience at the University we encourage you to raise it as soon as the concern arises. It is always better to let us know that you feel there is a problem as soon as possible so that the matter may be resolved quickly. You may alternatively wish to consult with your student academic president if it is an issue in common with other students. Please be reassured that you will not suffer any disadvantage or recrimination as a result of raising a genuine concern, student complaint or academic appeal.

10.1 Academic appeals

Provided you have grounds, you may appeal against any academic decision made by the University. There are some exceptions and you should note you cannot appeal against a decision that has been made in the proper exercise of academic judgment. The [Regulations Governing Academic Appeals by Students](#) outlines the regulations and procedure that should be followed when making an academic appeal.

The Students' Union Advice Centre has developed a [Guide](#) for students.

10.2 Student complaints

The [Regulations Governing Student Complaints](#) sets out the process that should be followed should you wish to raise a complaint about a matter relating to either the facilities and services provided by the University, its academic programmes, and the conduct of University staff, and which has materially affected you.

10.3 Dignity at work and study

The [University's Dignity at Work and Study Policy](#) applies to the conduct of staff and students, in the context of their University work of study, or which otherwise affects the working, learning or social environment of the University. Fair criticism of staff or student performance or conduct will not be considered to be bullying or harassment provided that those involved are treated with dignity, courtesy and respect. Any allegation of harassment, bullying or victimisation will be treated seriously, regardless of the seniority of those involved, and anyone found to have behaved unacceptably may be the subject of disciplinary action up to and including dismissal or expulsion.

10.4 Student Non-academic Misconduct

As members of the University community, all students are expected to conduct themselves with due regard for its good name and reputation and are required to comply with the University's Regulations at all times. Any allegation of misconduct will be considered within the [Student Non-academic Misconduct Regulations](#), in accordance with the evidence and circumstances presented. Information for students on non-academic misconduct is available from the [Student and Academic Administration web pages](#).