

**Faculty of Arts and
Humanities**

**Lifelong Learning
Student Handbook**

2018-19

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Welcome to Lifelong Learning at the University of Southampton

We hope you will enjoy studying with us. To help you get the most out of your course we have put together some information relating to administrative and health and safety processes.

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.

Useful University Contacts

If you need to make contact with us or with other University support services we have included details of these

Enquiry	Who to contact	Contact details
Lifelong Learning Administration: absence, transfer, cancellation, access to Blackboard site, certificates, etc.	Lifelong Learning Team	lifelonglearning@soton.ac.uk phone: 02380 593728
General Information: collection of ID cards, teaching rooms, feedback forms	Reception at Avenue Campus	The main Reception is staffed 6pm-8pm Monday to Thursday during term-time
Student ID	Student Service Centre	Email: ssc@soton.ac.uk phone: 02380 599599
Online enrolment	Enrolment Hotline	Email: enrol@soton.ac.uk phone: 02380 598888
Access to university user account, email, copying and printing, etc.	iSolutions Service Line	Email serviceline@soton.ac.uk phone: 02380 566566
Security issues including access to buildings	University Security Service	Phone: 02380 592811
Academic and course content	Your course tutor	Most tutors will give you contact details once you start the course

Student ID Card and Enrolment:

Once your course has been confirmed you will need to complete our enrolment process in order to be able to access University services such as your email account, the library, Blackboard (online learning platform). Once enrolment is complete you can then order your ID card which is valid for the whole of the academic year in which your course is running. The following information should assist you with this process but if you do have any problems you can contact one of the Lifelong Learning Receptionists (on duty before your class starts in the evening) or you can use the relevant contact from the list given on page 1.

Student ID number

New students:

If you haven't attended courses before, your student account will be created and you will receive a student ID number in the first week of the course.

Returning students:

If you have attended courses before and already have a student ID number, your ID number will be the same as before.

University staff or students:

If you are a student or staff at the University of Southampton, you will receive a separate ID number for Lifelong Learning courses ONLY. It would be optional for you to order another ID card or just use the original one. However, you will need your Lifelong Learning student ID number to access Blackboard site for your Lifelong Learning courses.

ID Card Ordering and Enrolment

You will receive the enrolment and ID card ordering web link in the first week of the course.

Please follow the steps in the email we send to you to complete your enrolment and order your student ID card. You will be provided with a username and password for use on the University computing systems. You will also be given a 'soton.ac.uk' email address.

It may take up to 5 working days to get your ID card produced and delivered. You will receive an email from Student Service Centre to notify you when your ID card is ready for collection.

Collecting your ID card:

You will need photo ID e.g. driving licence or passport when collecting your ID card. You can collect cards from:

The School of Humanities Student Office (Room 1121, Building 65) at Avenue Campus from 9am to 5pm, Monday to Friday

The Lifelong Learning Reception at Avenue Campus 6-8pm, Monday to Thursday

Please note: if you have booked your course within one week of the course commencing in October, please allow a few more days to receive your ID number, enrolment link, and ID card. The Student Service Centre is very busy at the beginning of the academic year however, we will endeavour to get your card ready as soon as we can.

SUSSED University Student Portal

The SUSSED portal is your gateway to the University intranet, through which you can access a range of University services such as library information and your email account. To access SUSSED you will need your University user name and password this will be set up for you as part of the enrolment process (see page 2).

Learning Resources and Facilities

As a Lifelong Learning student at the University of Southampton you will have access to a wide range of learning resources including course materials, books, magazines/journals, audio and video materials, films and language learning software. Resources can be accessed either on or offline, details of which are given below.

Blackboard (virtual learning environment)

Blackboard is a virtual learning environment (VLE), which is used by your tutors to share online resources relating to your course with you. Please note that **you must complete the enrolment process to access Blackboard**. The link for Blackboard is www.blackboard.soton.ac.uk. Please note that Blackboard must be opened in either Firefox or Google Chrome NOT via internet Explorer or the Blackboard App. Some tutors might share resources via other websites, and you will be advised on the class.

Libraries

Library & Learning Commons (Avenue Campus)

The Avenue Library and Learning Commons is located in the North Corridor on the upper-second-level, opposite the Help and Information Desk.

Opening hours: 08.30-18.00 (Mon-Fri)

Study areas outside resource rooms are accessible 08.00-23.00, 7 days a week.

Contact details:

Email alenqs@soton.ac.uk; Phone 023 80595410

Hartley Library (Highfield Campus)

The Hartley Library is located on University Road.

Opening hours: 09:00-21:00 7 days per week.

Contact details:

Email: libenqs@soton.ac.uk Phone 023 80592180.

Course Text Books (languages only)

For language courses the tutor will normally use a course book. Details of the course book for your course will be given to you either on confirmation that the course is running or at the first teaching session. We try to use books which are easy to purchase from a specialist bookshop or online. We work in partnership with October Books (Portswood Road) and at the beginning of the academic year October Books will have a stall in the South Corridor at Avenue Campus for the first 2 weeks of your course where you can buy or order your course book. Prices for language course books are generally in the range of £25-£35.

October Books stall opening: 9am to 7:30pm, Monday to Friday.

University Computing Services

As a Lifelong Learning student you will have access, using your university username and password, to University computers and University Wi-Fi when using your own device.

You will find computer workstations in multiple locations across the University campuses (including at Avenue and in the Hartley Library). You will be able to access your university user account from any workstation.

Copy and Print on the Campuses

You can use your student ID card to use the printers/copiers at the university. You will first need to add printing credit to your ID card. Instructions on how to do this can be found at <https://www.southampton.ac.uk/isolutions/students/printing-for-students.page>

Printer/copiers are available in the corridors and library and workstation rooms at Avenue campus and in other workstation rooms at Highfield campus. Any documents that you send for print from your user account can be collected at any of these copiers.

If you have any computing or printing problems, contact Serviceline:

Email: Serviceline@soton.ac.uk

Phone 023 80 59 5656.

Study space and bookable group study rooms

There is a wide range of study space at the Hartley Library and the Library & Learning Commons. There are a number of bookable group study rooms at Hartley Library. Most rooms have electric sockets for your laptop as well as Wi-Fi access. To book a group study room:

<http://library.soton.ac.uk/study>

About Your Course

Absence

If you have to miss one or more classes, please let us and your tutor(s) know in advance, if possible. This will enable you to find out about missed work and be notified of any preparation required for the following session.

Transfer (language classes only)

We appreciate that after the first or second class of a language course you may find that the level you have chosen is not quite right for you. If this is the case please discuss this with your tutor who will recommend a solution for you. This may mean transferring to a different class at either a higher or lower level. Wherever possible we will try to accommodate but we cannot guarantee that there will always be spaces available in the class you wish to transfer to.

Please contact lifelonglearning@soton.ac.uk for any enquiries about course transfer.

Cancellation

On occasion we may need to cancel a course, generally for reasons of low student recruitment. This will generally happen before a course is due to start and all students already registered for that course will receive a full refund.

Where an individual class is cancelled for reasons of tutor illness or planned/unplanned absence we will endeavour to make up the missed class, generally by adding an extra class at the end or beginning

of a term. Any rescheduling of classes will be agreed between the tutor and students and you will be notified of the time and date of the rescheduled class by the Lifelong Learning admin team.

In cases where you might wish to cancel or withdraw from a course, this is possible at any time before the third class or your course. We will charge a small admin fee and full refunds can only be offered if courses are cancelled 5 or more working days before the first class of the course.

Please refer to our refunds policy on our website:

<https://www.southampton.ac.uk/lifelonglearning/information/index.page>

Assessment

Lifelong Learning courses are not formally assessed so you will not receive any marks or credits for your course.

Feedback

We very much welcome your feedback on our courses, it helps us to monitor the quality of our courses and provides valuable information for tutors on how students are responding to their courses.

For short courses (2-8 weeks) we will collect feedback from you at the end of your course. If you have any comments or feedback you wish to give during the course please email

lifelonglearning@soton.ac.uk

For longer courses (10-30 weeks) we collect feedback both at the end of the course and midway through the first 10 weeks (mid-term feedback). This more formative (developmental) feedback is as much for you, the student, to reflect on your progress during the first few weeks of your course as it is for you to communicate your views of the course to your tutor.

All feedback is collected via a written feedback form which you are normally asked to complete in class and return either to via your tutor or via the drop box outside of the Student Office (Room 1121, Building 65). Please note that all feedback collected is viewed by your tutor but that you do not need to include your name on the feedback form.

Any other feedback you wish to send to us can be done by emailing lifelonglearning@soton.ac.uk

Certificate of Attendance

Once you have completed your course you will receive a certificate of attendance. This will give details of the course you attended and the dates of study. As your course is not assessed (see above) the certificate will not include any grades or achievement levels.

Special Educational Needs & Disabilities

If you have a special educational need, disability or any issue you feel may affect your learning experience please let us know. You can do this either by notifying your tutor or by contacting

lifelonglearning@soton.ac.uk

Health & Safety

University Health & Safety policy

The policy of the Faculty of Arts of Humanities is to provide and maintain safe and healthy working conditions, equipment and systems of work for all its staff and students. To this end information, training and supervision are provided as necessary.

It is your responsibility as an individual to work in a safe manner to ensure not only your own safety but to ensure the safety of others in the faculty and university. The university has a published Health and Safety policy which can be found here: <https://www.southampton.ac.uk/healthandsafety>

In order to comply with the policy and the relevant legislation; we ask students to observe good health and safety practice at all times. For example, do not congregate on the stairs and cause an obstruction, do not leave bags blocking corridors, and do not smoke while on the premises. Please note that Faculty regulations in line with recent legislation forbid smoking in public areas at Avenue campus. THIS INCLUDES E-CIGARETTES.

Action in the event of a fire

In the event of the fire alarm being raised, you should exit the building as quickly as possible and assemble at the far corner of the car park to the South-East of Avenue campus buildings (opposite side from the road), or for other campuses, as indicated on notices in your particular work area. Do not spend time collecting personal belongings such as coats and bags – ensure that you leave the building as quickly as possible. Do not use lifts and do not return to the building unless you are told to do so. The person raising the alarm should ensure that the Fire Brigade are summoned by either reporting to someone in authority, or by dialling 91-999 from a telephone remote from where the alarms are sounding. Following this, the University Maintenance Control Centre (MCC) should be alerted by dialling 02380 593311.

Floor plans of all sites indicating fire alarm call points, fire exits and fire extinguishers are available for inspection from the Safety Officers at Avenue campus.

Fire extinguishing equipment is provided in all buildings but should only be used:

- (i) by those trained in its use.
- (ii) if the fire is very small.
- (iii) if by so doing, you do not place yourself in any danger.
- (iv) after raising the alarm and ensuring that the fire brigade have been called

IN YOUR CLASSROOM PLEASE CHECK:

The noticeboard for further information on Fire Safety

The nearest fire exit to your classroom

Accidents

In the event of illness or an accident causing injury, you should contact a designated First Aider.

During normal hours 9am – 6pm contact one of the current First Aiders in the Faculty whose names are displayed in public areas of the Faculty at all sites.

For out of hours (evening and weekend classes) you should contact the Security Desk either one of the internal phones. For emergencies call ext. 3311. For general enquiries call 22811.

For classes held at Avenue Campus you can find the Security Office behind the main reception desk.

For serious accidents please call Emergency Services on 999

Personal safety on Campus

If you are concerned about your personal safety on the campus, please refer to the University's security website <http://www.soton.ac.uk/estates/services/security/index.html> under the sections 'Security' and 'Crime Reporting'.

Crimes can be reported to the 24 Hour Control Centre at all times on tel. 02380 592811

Parking and Public Transport

Car Parking

For courses at Avenue Campus parking is available free of charge on weekdays 4pm to midnight and at any time at weekends. For courses at Highfield parking is available free of charge from 17.00 – midnight and at weekends.

Public Transport

The Unilink U2 bus runs to Avenue Campus (Highfield Road) from the City Centre. For the return journey the bus stops on the Avenue at the nearest bus stop to Highfield Road. For Highfield Campus you can take the U1, U2, U6 and U9 buses. For routes and timetables see:

<https://www.unilinkbus.co.uk/>

Personal Safety on Southampton Common

As the University is located near Southampton Common we would like to advise you that, although the Common is generally a safe place, you should be vigilant when walking on or near the Common to or from your classes. We would like to draw your attention to the fact that as the Common is not well lit (and most of our courses take place in the evenings) that you should avoid walking through the Common after dark.

For further information about the Security Services at the University please visit:

<http://www.southampton.ac.uk/estates/services/security/>

For further information on student safety see:

www.susu.org/help-and-support/safety/2012/

http://www.southampton.ac.uk/healthandsafety/safety/student_safety/video.html

Children

The Faculty buildings have not been designed to be a safe environment for unsupervised children and for this reason, children under 16 must be under the immediate and close supervision of a responsible adult at all times. Special care should be taken on, and adjacent to, stairs and also on balconies.

Further Help

We hope you will be satisfied with your experiences as a student here. However, we 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 contact the Lifelong Learning Office at lifelonglearning@soton.ac.uk, the evening receptionist, or your tutors as soon as an arises. It is always better to let us know that you feel there is a problem as soon as possible so that any concerns you have may be resolved quickly. Comments can also be left in the drop box outside of the Student Office.