

# Student Handbook 2018-19

## Faculty of Social Sciences

## Southampton Business School



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# 1 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.*

*If you have any problems accessing this document please inform the Student Office in the first instance (email: [sbs-studentoffice@soton.ac.uk](mailto:sbs-studentoffice@soton.ac.uk)).*

## 2 Welcome

### Welcome from the Faculty of Social Sciences Associate Dean

Dear Students,

Congratulations on what must have been a great last year for all of you. For our Freshers, did you know that we already think you are brilliant and we're looking forward to working with you this coming year. 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, and good luck for the year to come.

Whilst many of you will be focussed on your own disciplines as your main point of contact, each of your disciplines sits within the Faculty of Social Sciences, and this brings you great opportunity. You can choose from a broad set of 'minor' subjects, many of which come from 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 come from 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 innovativeness of your experience at Southampton. My role, as Associate Dean, is to provide leadership to this group of staff, developing educational strategy and ultimately overseeing all matters to do with assessment and quality. 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 different and cutting edge way of doing things, and that you will thrive and succeed in your studies and in all that University can offer you outside of your studies. Most of all, we hope that you will be happy during your time with us. This will shine through, and your positivity will be a beacon for friends, for opportunity and for achievements. Our staff are ready and willing to help you on that 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,



Jim Anderson  
Associate Dean (Education)  
Professor of Mathematics  
J.W.Anderson@soton.ac.uk

### 3 Introduction


The information contained within this Student Handbook is designed to provide key information applicable to you and your School and Faculty during the 2018/19 academic year. It will 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.

As a starting point the table below gives you some useful links.

| Resource and link  | Note  |
|--|---|
| <a href="#">School website</a>   | This will take you to the Southampton Business School webpage where you can access, amongst other things, information about our programmes, staff and research.   |
| Southampton Business School<br><a href="#">Any Other Business</a>                            | This is an online community for Southampton Business School staff and students to find news, events, resources and support for learning. Here you can find key information relating to your studies, details of our peer support schemes, study skills and language support, employability resources and details of student events and societies.   |
| <a href="#">Faculty Student Hub</a><br>Student Hub and Academic Information Resource (SHAIR) | A one-stop-shop information resource for undergraduate and postgraduate taught students to direct you to everything you need for your academic journey. It includes “How To Guides”, links to services across the University, copies of essential forms, contact details, and more. <b>This should be your first port of call for any information you need as a student in the Faculty.</b> |
| <a href="#">Key dates</a>  | Please note that although the Postgraduate Summer period (June-September) is not mentioned in Key Dates, postgraduate students are expected to attend University during this period.  |
| <a href="#">SUSSED</a>   | The University's Web portal provides a personalised view of the web resources that are available to you as a member of the University. This includes access to email, Blackboard, news and alerts and more.   |
| <a href="#">Faculty of Social Sciences</a>   | The Business School is in the Faculty of Social Sciences and hence you will find information about the Faculty and its Senior staff.  |
| <a href="#">Your health and safety</a>   | This takes you to the Health, Safety and Risk page where you will find important links.   |
| <a href="#">First Support</a>  | First Support can help you if you are experiencing personal and emotional difficulties.   |

### 4 Key Staff in the Southampton Business School

| Southampton Business School |   |                        |  |
|-----------------------------|---|------------------------|--|
| Head of School              |  | Professor Martin Broad | <a href="mailto:M.J.Broad@soton.ac.uk">M.J.Broad@soton.ac.uk</a> |

|  |  |                        |  |
|--|--|------------------------|--|
| Joint Deputy Head of School (Education),<br>Director of Undergraduate Programmes |   | Anita Krishnan         | <a href="mailto:A.J.Krishnan@soton.ac.uk">A.J.Krishnan@soton.ac.uk</a>     |
| Joint Deputy Head of School (Education),<br>Director of Postgraduate Programmes  |   | Tom Chapman            | <a href="mailto:T.R.Chapman@soton.ac.uk">T.R.Chapman@soton.ac.uk</a>       |
| Deputy Head of School (Research and<br>Enterprise)                               |   | Professor Collins Ntim | <a href="mailto:C.G.Ntim@soton.ac.uk">C.G.Ntim@soton.ac.uk</a>             |
| Director of the MBA  |   | Dr Nuno Da Camara      | <a href="mailto:nuno.dacamara@soton.ac.uk">nuno.dacamara@soton.ac.uk</a>   |
| Director of Postgraduate Research [PhD]  |   | Dr Laura Costanzo      | <a href="mailto:laura.costanzo@soton.ac.uk">laura.costanzo@soton.ac.uk</a> |
| Director of Doctor of Business<br>Administration                                 |   | Dr Melanie Ashleigh    | <a href="mailto:mja@soton.ac.uk">mja@soton.ac.uk</a>                       |
| Senior Tutor Undergraduate   |   | Dr Aarti Sood          | <a href="mailto:A.Sood@soton.ac.uk">A.Sood@soton.ac.uk</a>                 |
| Senior Tutor Postgraduate  |  | Dr Shahnaz Ibrahim     | <a href="mailto:si1g10@soton.ac.uk">si1g10@soton.ac.uk</a>                 |

Each programme in Southampton Business School comes under one of its Departments. You can find out about the senior staff involved with each of the Departments from the appropriate webpages.

[Department of Accounting](#)

[Department of Banking and Finance](#)

[Department of Decision Analytics and Risk](#)

[Department of Digital and Data Driven Marketing](#)

[Department of Human Resource Management and Organisational Behaviour](#)

[Department of Strategy, Innovation and Entrepreneurship](#)

## 5 General Information

### 5.1 Your Student Office

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

|  |   |
|--|---|
|  | <p><b>Student Office</b><br/> <b>Southampton Business School</b><br/> Room 2040, Building 2,<br/> Highfield Campus, Southampton, SO17 1BJ</p> <p>Tel: +44 [0]2380 59 7677 Internal: 27677</p> |
|--|---|







**Opening Hours:**  
**09.00-17.00 Monday – Friday**

## Student Administration & Assessment Faculty teams

| Team  | Email  |
|---|--|
| Student Administration & Assessment Team –Business School | <a href="mailto:sbs-studentoffice@soton.ac.uk">sbs-studentoffice@soton.ac.uk</a> |
| Student Administration Team –Postgraduate Research [PGR]  | <a href="mailto:fss-gradschool@soton.ac.uk">fss-gradschool@soton.ac.uk</a>       |
| Student Administration & Assessment Team -MBA             | <a href="mailto:mba-studentoffice@soton.ac.uk">mba-studentoffice@soton.ac.uk</a> |

## 5.2 How we keep in touch with you

|   |  |
|---|--|
| <p>Email</p>           | <p>The University will use your University email address to contact you regarding your programme of study. All University email addresses end with @soton.ac.uk</p> <p><b>It is important that you check your University email account regularly</b> and do not let your inbox exceed your storage limit. You will get an email notification that you are close to exceeding your storage limit and you should take immediate action.</p> <p>When you contact your Student Administration Team or members of Staff by e-mail, please make sure that you include the nature of your request, your full name, your programme name and student ID number.</p> |
| <p>Telephone</p>     | <p>You should register all your current telephone numbers and also a person to contact in case of emergencies.</p>   |
| <p>Post</p>          | <p>Certain formal correspondence 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.</p>   |
| <p>Social media</p>  | <p>We are all increasingly using social networking sites such as Facebook and You Tube to interact with members of our community.</p> <p>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 disciplinary action within the scope of the University's Regulations.</p>   |



## 5.3 Proof of Enrolment Letters

The process for attaining your letter is in [Appendix 1](#).

## 5.4 Council Tax Exemption

You do not have to pay council tax if you are enrolled as a full-time student. Information on how to get an exemption from your council and how changes in your circumstances may affect your exemption are fully explained [here](#).

# 6 Supporting you through your studies

## 6.1 The Role of your Personal Academic Tutor

One of the most important people you will meet while you are a student at Southampton is your [Personal Academic Tutor](#) (PAT), who will be allocated to you on your arrival at the University. They are normally a member of academic staff in your own or a closely related subject area.

Your PAT will:

- Provide a first point of contact for general academic guidance, information and pastoral support throughout your studies.
- Meet with you a minimum of three times per year, consisting of an initial group meeting and subsequent individual meetings. PATs will schedule the initial group meeting, thereafter it is your responsibility to request and attend individual meetings.
- Support and encourage you to reflect upon and plan your personal, skills and academic development.
- Be able to provide you with a reference to support you in seeking future employment or application for further study. Note, a personalised reference will only be possible if you have met and engaged with your PAT regularly.

You will receive communication from the Faculty Student Experience Team with your PATs details. Within the first three weeks of term, your PAT will email you requesting your attendance at the initial group meeting. Your attendance will be recorded and you will be given information about the role of your PAT and guidance for subsequent meetings. Your PAT 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 programme, and to help review your academic progress. You can expect to see your PAT at key points through your University career and, if you need to, you can contact them more frequently. Sometimes, your PAT may refer you to other areas for support, such as Student Services, the Student Office, or the Senior Tutor.

### 6.1.1 Student Responsibilities

The University expects that you will engage with and maintain regular contact with your PAT throughout the duration of the programme. This includes attending scheduled meetings and arranging further meetings as appropriate. If you are unable to attend, you must inform your PAT in advance and make alternative arrangements.

Further, you are expected to respond to messages in a timely manner, and notify your PAT or Senior Tutor if you are experiencing difficulties which are affecting your attendance, ability to engage or progress in your studies. In particular, you must contact your PAT if you feel your performance in any forthcoming assessments will be affected by ill health or other

unforeseen circumstances. In addition, you should always check with your PAT if you plan to cite him/her as a referee for job or further study applications.

### 6.1.2 Finding your Personal Academic Tutor

You can find out who your Personal Academic Tutor is via 'My student record' on SUSSED. Your PAT will be listed as your 'Primary Advisor'. You will need to click on the **Student Services** tab, then the **Student Records** from the list and then click on **Student Information (General Student Record)**, select the **academic term** and finally **submit**.

If you have any problems finding out who your PAT is then please contact your Student Office.

### 6.1.3 The role of your Senior Tutor

While your PAT will be your primary point of contact, you may be referred to meet with the Senior Tutor, to discuss any matters which may be affecting you academically or personally.

## 6.2 Your Health and Wellbeing

### 6.2.1 Registering with a local doctor

The University has two health practices based on Highfield Campus. We strongly encourage you to register with either of the practices below or another local surgery:

- [The University Health Service](#)
- [Highfield Health](#)

### 6.2.2 Attendance and what to do if you are ill

You are expected to attend all scheduled sessions (see [Attendance and Completion of Programme Requirements](#)).

If you are ill it is important to keep us informed of any illness that is likely to affect your wellbeing and your studies. In the case of minor illness of up to five days, you should fill out a **self-certification form** and submit it to your Student Office. Forms are available from the Faculty Student Hub or from your Student Office. You should also inform your PAT and Module Leader if you are going to miss a lesson.

If you believe that illness has adversely affected your academic performance, you must complete a **Special Considerations Request Form** or **Extension Request for Assessment Form**. Forms and guidance are available from the University's [Special Considerations](#) webpage. We will tell you more about Special Considerations in relation to assessment in [section 8.7](#).

### 6.2.3 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 adversely affected by external factors you must bring this to the attention of your PAT 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.

### 6.2.4 Fitness to Study

The [Fitness to Study](#) policy applies to enable the University to respond appropriately to situations where visible signs of illness, mental health difficulties, psychological, personality or emotional disorders may have a profoundly disturbing impact on the functioning of an individual student and or the wellbeing of others around them. The University has a positive attitude towards those with disabilities and is committed to maintaining students' wellbeing. The policy identifies 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.

### 6.2.5 First Support

First Support is the first point of contact for supporting students during times of crisis.

**Telephone:** 02380 597488

**Out of hours contact Security Control Room Telephone:** 02380 593311

**Email:** [firstsupport@soton.ac.uk](mailto:firstsupport@soton.ac.uk)

### 6.2.6 Sport and fitness

With our [Sports and Wellbeing](#) team you can enjoy a wide-ranging programme of sport and recreational activities throughout the year.

## 6.3 Altering what you are studying

### 6.3.1 Transferring programme or pathway

If you are not happy with your current programme or pathway you should first speak to your Programme Leader, PAT or Senior Tutor.

Following advice, if there is a suitable programme you wish to transfer to you must complete a **Programme Transfer Form within the first 2 weeks of the start of the semester**. The form will need to be signed by your current Programme Leader and the Programme Leader and/or Admissions Tutor of the programme you wish to transfer to.

A **Programme Transfer form** is available from your Faculty Student Office or from the [Faculty Student Hub](#). Submit your completed form to your current Student Office.

### 6.3.2 Suspending your studies

Should you feel that you need to take some time out from your studies (e.g. because of personal, medical or financial difficulties, or to facilitate a change of programme), known as [suspending your studies](#), you should first discuss this with your Personal Academic Tutor or main supervisor for postgraduate research students. 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.

### 6.3.3 Withdrawing from your studies

If you are thinking of leaving the University please speak to your Personal Academic Tutor in the first instance. They may be able to offer support that could help your circumstances. You are likely to find the [University policy](#) useful; advice is also available from the [Student's Union Advice Centre](#)

## 6.4 Support Services for Students

The University [Student Services](#) has a number of departments to support you during your time at University.

### 6.4.1 Money Matters

Advice is available from the [Money Matters](#) webpage about Student fees, budgeting, financial support and Bursaries and Scholarships. It also provides advice on how to budget and who to contact if you are struggling with money.

### 6.4.2 Visa and Immigration

The University has a dedicated team of staff to provide information and guidance on visa and immigration. They provide both appointments and drop-in sessions. Visit the [Visa and Immigration Service](#) website for details. Appointments can also be booked in person in Building 37 at Highfield Campus or by telephoning 023 8059 9599.

These drop-in sessions are aimed at students who have quick questions about their visa or UK immigration. They are held in the Visa Waiting Area opposite the main reception desk within the main entrance to Building 37 at Highfield Campus.

The Visa **Guidance** appointments allow in-depth discussions with a Visa Advisor about any issues or queries. If you have made an appointment to see a Visa Advisor then please report to the Visa Waiting Area 5 minutes before your appointment.

There are also Visa **Compliance** Appointments which provide the opportunity to ensure that you are registered properly with the University and thus fulfilling the criteria of your visa. These appointments are usually only available if you need to register a new visa or passport with the university and they are only available at certain times of the year. These appointments can either be booked by visiting SAA Registry Office, Room 2035 in Building 37 or telephoning 023 8059 8181. These appointments are held in the Room 2035.

## 6.5 International Student Support

If you are an international student you can access information and guidance from the drop-down menu 'Links to Information and Services' by selecting 'International Student Support' on your Student Tab on SUSSED. This provides links around visas, attendance monitoring, English language support and advice, a range of news resources and guidance on employment.

## 6.6 Students Union - SUSU

You can access your [Student Union webpage](#) directly or by clicking on the appropriate icon on your Student Tab on SUSSED.

### 6.6.1 Students' Union Advice Centre

The [Students' Union Advice Centre](#) offers free, independent and confidential advice and representation including a series of online guides. It can help with a range of issues that may affect you during your time at Southampton, such as housing, financial and academic issues. You can book an appointment to talk to someone either in person or on the phone 023 8059 2085.

## 6.7 i-Solutions - the University IT Professional Service

You can access the [iSolutions webpage](#) directly or through the appropriate icon on your Student Tab on SUSSED.

iSolutions are here to support and guide you through the IT you will be using during your studies, including getting started, using your own computer with appropriate security, saving and storage, managing your IT account and your University email, use of Blackboard, printing and overall University policy and regulations on IT.

## 7 Your Academic Programme

### 7.1 The Academic Year and your 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 your Programme Specification either in the [Key Information Set](#) (KIS) repository or on the [webpage for your programme](#), which can be found by searching.

The taught components of your programme are delivered in modular form over two semesters. Postgraduate students will continue to complete their Dissertation or Final Major Project following Semester 2 and during the summer period.

For any given programme, a module is either **Core**, **Compulsory**, or an **Option**. You can view the [definitions of these and of the rules surrounding compensation](#) for failed modules. Note there are different regulations for undergraduate and postgraduate programmes on the webpage, so check you are accessing the correct ones for your programme.

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. Most programmes will have a number of optional modules and some programmes will have a number of **Option-Core** modules (**modules that will become core once selected**).

Whether a module is **Core** or **Option-Core** will be specified when you pick your optional modules. If applicable you will need to select a certain number of **Option** modules and/or **Option-Core** modules to complete your portfolio of modules and fulfil the credit points as required for the programme.

### 7.2 Registration and amendment to optional modules

The structure and modular content provided within the programme specification is specific to your own programme. You can view the modules available on your programme via the Online Programme Catalogue through 'My Student Records' on SUSSED. Please contact your Student Office team if you are unable to find information on a module.

When choosing your **Option** or **Option-Core** modules, please make sure that you have read the module outline. You are strongly advised to ensure that you have a similar total number of modules in Semester 1 and Semester 2, to maintain a balanced workload throughout the year.

It may not be possible to have your first choice of module, due to restrictions so you are strongly advised to also choose a 'reserve' module. Once you have registered your options, it is possible for you to make changes, but there are restrictions, for example, changes can only be approved if your timetable will allow you to change the module and also that there is space.

You may request a change to your option module choice up to the **end of week 2** in each semester. You should complete a **Change of Module** form to specify your request. Forms can be obtained from the Student Office or via the [Faculty Student Hub](#). If your optional module choices clash in your timetable, then you will need to amend your optional choice accordingly by contacting the Student Office immediately.

You should regularly check your online student record for details of your registered modules. This is particularly important after you have made any changes and will help to maintain the accuracy of your student record. It will also save time and confusion during the examination period.

### 7.3 Attendance

All students are required to attend University for the duration of their programme each year, and to attend for such additional periods of study as may be required by the regulations of the programme of study that you are enrolled. You can access the [University Attendance Regulations](#) of the University Calendar.

It is anticipated that you will only miss teaching sessions due to circumstances beyond your control such as illness, medical appointments, or other problems which have to be dealt with immediately. Out of courtesy you should e-mail the Module Leader, preferably beforehand, for sessions you miss to explain the reasons for absence. You should copy your PAT in to any such correspondence.

A register of attendance may be taken in certain teaching sessions, if your lack of attendance is cause for concern we will contact you and ask you to contact your PAT.

Unreported and sustained absence may seriously affect your learning capability and **may result in you being withdrawn from your programme.**

### 7.4 Additional Costs

During your time at University there will be costs which you will need to meet, in addition to your student fees. Your Programme Specification lists additional costs that are associated with your programme. Module Profiles list additional costs that are associated with individual modules. Some examples of the type of costs are printing of assignments, materials and equipment, essential reading, and study visits.

### 7.5 Blackboard

Blackboard is an e-Learning software platform that delivers a Virtual Learning Environment (VLE). This enables staff to place their modules online, accessible through the World Wide Web. As a student you can access [University of Southampton Blackboard](#) locally. There is also a tab on SUSSED which will take you to it. However, since it is a web based service only a web browser and appropriate document viewing/creating software is required. It can be accessed from anywhere in the world by anyone who has internet access and a valid username and password.

The University provides [guidance for you on using Blackboard](#).

For each module there is a page on Blackboard. You will have access to the pages for the modules you are registered on as part of your programme.

Your Module Leaders will upload a range of **Module content** to the relevant pages, such as lecture notes, assessment details and reading for a Lecture or Seminar. There may also be recordings of lectures and podcasts. **Announcements** are sometimes posted on your

Blackboard course with news and reminders. **Discussion Boards** can be used to facilitate discussions within which you and your Module Leader and fellow students can participate.

You will be required to **submit any written coursework** through Blackboard. The University uses a service called TurnitinUK, which is similarity checking software that can assist both you and your tutors to ensure papers are correctly referenced. You can access guidance on [Turnitin](#) provided by the University.

## 7.6 Supporting your Study Skills

There is a range of study skills and language support available to help you to succeed in your academic studies. A [comprehensive list of such support](#) provided by the Southampton Business School is available.

### 7.6.1 S4B (Academic and Professional Skills for Business)

Academic and Professional Skills for Business (S4B) is a specially designed optional support course, which is free of charge and available to all Southampton Business School students. The course is designed to help prepare you for success in both your degree and future employment. Study plans are available and it is up to you to decide how you participate in S4B workshops and lectures, S4B tutorials in which you can discuss your work, and S4B self-study resources. S4B activities include: support for writing academic and professional texts; speaking with confidence in presentations, seminars and business negotiations; improving your academic and business vocabulary; preparing for examinations and for your future career. You can access [S4B online](#)

## 7.7 Time Management

The timetabled lectures and classes as well as deadlines for submission of work will be made available to you well in advance, but if you are unclear about any aspect of your modules, you should talk this through with your Module Leader or Programme Leader. This knowledge will allow you to plan your work better.

Effective and efficient use of your time will allow you to perform well on your course and enjoy student life. Furthermore, one of the workplace 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 PAT.

It is your responsibility to manage your time in order to ensure that you keep up-to-date with the materials presented and with the requirements of the programme. Deadlines for work submission should be adhered to, otherwise a [late submission penalty](#) will be imposed. Please refer to [section 8.4](#) for more information on coursework submission.

## 7.8 Lectures

Lectures are provided for your benefit and you should take full advantage by ensuring you attend all of the lectures in a given module. It is vital that you arrive promptly and complete any requested prior reading in order to gain maximum benefit from the time. If, for any reason, you are unable to attend, ensure that you obtain a copy of the notes or handouts from your Module Leader.

A single 1 hour lecture session actually lasts 45 minutes to allow for the change-over of lectures in a room. In some of your modules you will find that teaching consists of a double session.

Each lecturer will present material using either handouts or require you to make your own notes. Transcribing lecture 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 difficulties 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

## 7.9 Seminars

Most modules will have, in addition to lectures, seminars where you will be able to discuss topics in smaller groups or individually.

Group 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 materials you have difficulties comprehending. Seminars one of the most effective ways of reinforcing the lecture materials. **It is essential that you come well prepared for these sessions.**

## 7.10 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 to further understand the subject, creating links with other modules, broadening 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.

## 7.11 Use of 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](#), please make appropriate arrangements with staff for recording lectures.*



## 8 Assessment

### 8.1 Coursework 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.

Written coursework must be submitted through Turnitin via Blackboard and in some cases, hardcopy of the coursework must also be submitted to the Student Office no later than the published date and time. Please refer to your coursework template provided. In either case you will receive a receipt of submission which you should keep. If both paper-based and electronic submission is required, you should note that your submission will not be considered complete until both formats have been submitted. If other arrangements are in force for submission of a particular piece of coursework, this will be advised by your Module Leader.

### 8.2 Academic Integrity: the University Policy

**Before** completing any formative or summative assessed work, the University expects you to familiarise yourself with the [University's Academic Integrity Regulations](#)

An investigation into suspected breaches of academic integrity when concerns come up during the marking or if there is suspected cheating in examinations. We are aware that you may have experienced differing standards at other institutions, including those overseas, but it is essential that you take steps to **ensure you have full understanding of the standards expected at the University Southampton as significant penalties can be imposed** if these are breached. These penalties will always affect the mark you receive for the piece of work in question, and in most serious cases could lead to a reduction in degree classification or even termination of programme. There is likely also to be an impact on any future reference we provide.

Remember to avoid the following things when completing your work:

|                           |   |
|---------------------------|---|
| <b>Paraphrasing</b>       | When you are researching information, you cannot copy what you have found. You must write it in your own words and credit the author.                                   |
| <b>Referencing</b>        | If you are using phrases or sentences in your work which you did not write yourself, you must say where they were written originally and place them in quotation marks. |
| <b>Ghost writing</b>      | You must not allow anyone to complete or write your work for you.   |
| <b>Recycling</b>          | You cannot use your old work to complete new pieces of work.  |
| <b>Collusion</b>          | You must not work together to complete your work, it must be done individually.   |
| <b>Unauthorised notes</b> | You must not take notes in to an examination unless permitted by the exam rubric.   |

#### 8.2.1 Academic Integrity support

There is a range of information to support your understanding of Academic Integrity. These include the appropriate [LibGuide](#) provided by the Library and guidance on the [Turnitin](#) similarity detecting software.

You can also seek further advice from your PAT, Senior Tutor, Module Leader or the [Student Union Advice Centre](#) which you can also email: [advice@susu.org](mailto:advice@susu.org) or telephone 023 8059 2085.

### 8.3 Research Ethics

**This section is most relevant to students entering their final year of undergraduate study or starting a postgraduate programme.** As part of your programme at Southampton Business School you will carry out a piece of independent research such as a dissertation or business project. The University requires research for such work to comply with principles of ethical research.

In particular, participants in research, including people you interview or who respond to questionnaires must be fully informed about the research, participate voluntarily and have the right to withdraw from the study at any time. They need to know what will happen with the information they provide. Risks from participation in research must be explained and minimised. Participants' anonymity and/or confidentiality should be protected, for example by removing information that could be used to identify them and by storing confidential information securely.

As well as surveys and interviews research covered by these rules includes accessing secondary data on individuals and information gathered during group activities. The University of Southampton is also concerned about research which risks damaging culture, cultural heritage or the environment and which may have a political or social sensitivity. The University does not permit the use of mass email lists for the recruitment of research participants.

All research involving people and their data requires ethical approval via the University's [Ethics and Research Governance Online \(ERGO\)](#) system. Detailed guidance on how to apply for ethical approval, and what documents to upload will be given during scheduled "Ethics" presentations; can also be found on the dissertation Blackboard module and through the [Researcher Portal](#).

### 8.4 Penalties for late coursework submission

Each piece of coursework will have a published deadline. If you do not submit your coursework by the published deadline [University penalties](#) will apply. A piece of work more than 5 days late will receive a 0 (zero).

### 8.5 Coursework extensions

If you know there will be a valid reason why you cannot submit your coursework by the published submission date you must contact your Student Office or your Personal Academic Tutor. If you have a valid reason you will be advised to complete [Extension Request for Assessment](#) form from the University's Quality Handbook – scroll to the bottom of the page. Your completed form, and evidence, should be submitted to your Student Office who will arrange for your request to be reviewed and approved.

The Student Office will contact you via your University email account to let you know if approval has been granted. **It is your responsibility to request an extension in a timely manner and the entire process should be completed at least 48 hours before the published deadline** for submission of the piece of coursework.

The following will **NOT be regarded as grounds for applying** for an extension:

- Computer/loss of data or printer failure.

- Inadequate planning and time management.
- Pressures of paid work, though, in *exceptional circumstances* extension requests will be considered where there has been a temporary but substantial increase in workload which was imposed at short notice and which could not have reasonably been foreseen. This will require written confirmation from your employer.
- Having more than one examination or other compulsory assessment or presentation etc. on the same day.
- Any event that could have reasonably been expected or anticipated e.g. weddings, holidays, moving house.

## 8.6 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 Faculty you must complete a [Special Considerations Request](#) form. You will find the form at the bottom of the relevant page along with University guidance on requesting Special Considerations.

It is important that you submit the Special Considerations Request form to your Student Office in a timely manner, normally **not more than five working days after any assessment** or deadline that may have been affected by exceptional circumstances.

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 application.

## 8.7 Examinations

The dates of University examination periods are published annually on the [exam timetables web page](#) However, modules *taught and assessed* by Faculties that have extended academic years, may have assessment periods outside of these times.

### 8.7.1 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 modules 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 via the Library webpage to assist with your learning and preparation for forthcoming examinations.

Remember that if you get into difficulties during your revision on a particular subject, ask someone to help you. This may be either one of the lecturers or teaching staff on the module. For helpful hints on revision strategy and examination techniques, please refer to [Appendix 2](#)

### 8.7.2 Exam Policies and Regulations

Information on accessing examination timetables, examination policies and procedures can be found in the [Quality Handbook](#). It is important to read this information so you fully understand the rules and processes surrounding your examinations.

**Here you will find information about:**

- Assessment policies and exam regulations
- Fees for referral and repeat exams
- How to register for additional requirements in your examinations
- Taking exams at a location other than the University's campuses

### 8.7.3 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 0 (zero). The policy can be found in the University's [Quality Handbook](#).

## 8.8 Assessment feedback

Feedback comes in many forms and you must learn to recognise the merits of all of these. [Further guidance](#) on using feedback effectively is available.

### 8.8.1 Coursework feedback

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.

When appropriate, for example with smaller problem-solving exercises like calculations, the lecturer may decide that rather than giving feedback individually it will be 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 – allowing you to take the comments on board, learn from your mistakes and understand why you did well. This constitutes what you did well, what you did not do too well and how it can be improved.

For the feedback to be effective, it is **important that you read promptly and work with the feedback given**. This will help you identify how you can improve your work in the future. Should you need further information about your work, contact the marker of the coursework, Module Leader, Programme Leader or your PAT.

Summative coursework feedback is mainly online, otherwise it can be collected from your Student Office.

### 8.8.2 Informal feedback

**Informal feedback is just as important as formal feedback** and comes in the form of individual chats with your PAT, Module Leaders, project supervisor 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.

### 8.8.3 Examination feedback

Feedback on the strengths and weaknesses of the performance of the **whole group** which took an examination will normally be available via Blackboard.

Students are entitled to view their examination scripts on request to the Faculty up to a month following release of marks. Your Student Office can advise on the process to be followed. You are only permitted to view an examination script to enable you to see how you can improve your future performance. **Any mark or other annotation on the script is not negotiable or open to alteration. The absence of annotation on a script does not mean that it has not been marked.**

### 8.9 Release of marks

It is important to note that all marks received during the academic year will remain **provisional** until ratified by a Board of Examiners. Within the Southampton Business School the Undergraduate Boards will normally take place in June, with Boards taking place in November and December to confirm Postgraduate Awards.

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.

You will receive notification of the dates and times when you will be able to view your marks online. If you have any failures or special considerations you will also receive a letter via email from the Student Office confirming the outcome of your School's Board of Examiners and what is now required.

### 8.10 Final assessment

At the end of your programme, your overall performance will be assessed.

If you satisfy the academic standards necessary, the Board of Examiners will recommend you for an award. If you have attained all the necessary credits this will be a Degree award. If you have achieved a lower number of credits, you may still be entitled to an exit award such as a Certificate or a Diploma.

## 9 Your Safety

Ensuring student health and safety is a major goal of the University. As a student you will have received information on Personal Safety and H&S/Fire Safety as part of your 'Southampton Welcome'. Both new and existing students should also take a look at the following links for further information:

- [Health, Safety and Risk](#);
- [Health and Safety Policy Statement and Management System](#), which defines commitment, governance, responsibilities and management of health and safety is available.

### 9.1 Action in the event of a fire



If you notice or suspect that there is a fire you should immediately raise the alarm by operating the nearest fire alarm call point (one will be located on the wall as you leave the building). The fire alarm is a continuously ringing bell.



On hearing the alarm you should immediately stop what you are doing and make your way out of the building by following the green emergency exit signs to the nearest exit, shutting doors behind you as you leave. Do not stop or return to collect personal belongings. Do not use lifts unless you have a Personal Emergency Evacuation Plan (PEEP).



On leaving the building make your way to the assembly point. Ensure any car parks or roads are kept clear for emergency vehicles. Do not re-enter a building until you are told it is safe to do so by the Fire & Rescue Service, the senior Fire Warden or Security staff.



The assembly point for Building 2 and Building 4 is the grass area to the south of the buildings.

Fire extinguishers are provided in buildings but should only be used by those trained in their use and only if it is safe to do so.

Evacuation alarms are tested weekly. The times of these tests are detailed near main entrances to buildings. When tests take place the bell will ring for no more than a few seconds.

If you have a permanent or temporary mobility impairment that affects your ability to use stairs to exit a building, then you should have been notified to Health and Safety personnel in order for a PEEP to be developed. If this has not been done, please contact the Health and Safety team using the details below.

## 9.2 First Aid



In the event of an accident causing injury, the nearest first-aider should be contacted. Their details are displayed on signs in corridors. Alternatively, contact Security on 3311 using an internal phone and they will assist. Following treatment, the incident must be reported to your personal academic tutor, line manager/supervisor and the Faculty Health and Safety team.

## 9.3 Incident Reporting



If you are involved in an accident or incident, spot a hazardous situation or are concerned that you are being asked to do something without the necessary information, instruction or training that would ensure your safety, please report this. There is a [report form](#) but if it is urgent and of immediate concern please contact Central Security on 023 8059 3311.

## 9.4 Induction and Training

As a new student you should have the following expectations with regard to Health and Safety:



- To be made aware of local emergency arrangements and H&S contacts on your first day;
- To receive a local induction before using any laboratory or workshop area. This will identify hazards and make you aware of particular procedures in place to help ensure your safety;
- That risk assessments and other written arrangements that maintain good H&S in all your activities will be brought to your attention by staff.

## 9.5 Building Access

Most University buildings are open to all from 08.00-18.00 Monday-Friday excluding University and public holidays. There is restricted access after 18.00 for many buildings. Access by ID card may be available to postgraduate students from 06.00-23.00 depending on student status. Buildings are to be clear by 23.00 and remain so until 06.00 (Closure Period) unless you have particular need which must be approved by your Head of School.

## 9.6 Out-of-Hours Policy

The Out-of-Hours Policy covers the Closure Period from 23.00-06.00 the following day and applies to every day of the year, including weekends and Public Holidays. You must have received approval to work during the closure period from your Head of School and this must be documented using [the Out of Hours form](#) available at the bottom of the webpage.

When you are present in the building you should have access to a completed copy of this form, along with your University ID.

## 9.7 Further information

More detailed information, forms and links to other sources of advice are available on the following, Click Here: [H&S site](#).

## 9.8 Health and Safety Contact Information

Your primary contact should be your Personal Academic Tutor. However, the following contacts may be used if necessary:

| Faculty Health and Safety Team (Faculty of Social Sciences) |  |  |               |  |
|---|--|--|---------------|--|
| Gary Griffiths  | Faculty Health and Safety Officer                      | <a href="mailto:G.B.Griffiths@soton.ac.uk">G.B.Griffiths@soton.ac.uk</a> |               |  |
| Aloma Hack  | Faculty Health and Safety Officer                      | <a href="mailto:A.J.Hack@soton.ac.uk">A.J.Hack@soton.ac.uk</a>           |               |  |
| Health, Safety and Risk Directorate                         |  |  |               |  |
| Health, Safety and Risk Directorate (HSR)                   | Please contact HSR if local contacts are not available | 26 University Road   | 023 8059 3277 | <a href="mailto:hs@soton.ac.uk">hs@soton.ac.uk</a> |

| Security – Central Control Room (CCR) |                              |                           |  |
|---------------------------------------|------------------------------|---------------------------|--|
| CCR                                   | 023 8059 3311<br>(Emergency) | 023 8059 2811 (Enquiries) | <a href="mailto:unicc@soton.ac.uk">unicc@soton.ac.uk</a> |

## 10 Getting your voice heard

### 10.1 Student Representatives [Reps]

The involvement of students in decision-making processes and the encouragement given to students to voice their views, especially any concerns, is a key element of this approach. One key mechanism for the involvement of students is through student representation on committees at School, Faculty and University level.

Through the Student’s Union you will be invited to elect your Faculty, School and Programme representatives: Faculty Officers, School Presidents, Department Presidents and Course Representatives. These elected students who represent you on University, Faculty and School committees to enable your voice to be heard. Student Representatives are a valued interface between staff and students. They have a rewarding role as they help to address issues in order to enhance the overall student experience within their School and the University as a whole.

#### 10.1.1 School Programme Committees

Your School President will attend your School Programme Committees which bring together key academics and administrative staff in the School. They are encouraged to comment on the Committee’s business and represent student views.

### 10.2 Staff/Student Liaison Committees

Southampton Business School’s Staff-Student Liaison Committees (SSLCs) are made up of academic staff and student representatives from across each programme. In the case of undergraduate programmes, from each year of study. There may also be representatives specifically for international and joint honours students,

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.

Staff-Student liaison meetings are held on a regular basis and student representatives are normally requested to attend three meetings per academic year. The meetings act as a forum for two-way discussions on a variety of topics concerning teaching, learning and more general issues. The meetings are student focused and representatives are invited to air issues that affect day to day student life and education.

### 10.3 Module Evaluation Surveys

Towards the end of each module, every time it is delivered, in line with University Policy, Southampton Business School formally seeks feedback from students. The School will be conducting these surveys online via [Survey Monkey](#). You will receive an email from us via the ‘Survey Monkey’ website for each module you have attended. You may also be asked to complete your online survey during a timetabled session via your laptop or mobile device.



**Please take these surveys seriously and complete them carefully.** The questionnaires are anonymous and provide us with valuable and detailed feedback on the quality of lectures, seminars, timetabling, assessment etc. An Administrative Officer within the Faculty's Curriculum and Quality Team will be able to see who has completed a questionnaire, but your results and comments are completely anonymous. You will also be given the chance to opt out of completing these surveys.

## 10.4 Other School Surveys

From time to time we will ask you to participate in Southampton Business School surveys as a way to gather data about your views. These important surveys may be aimed at particular groups of students or, for example, our entire undergraduate group. Please take a few minutes to complete School surveys as we need to know what you think about particular issues in order to maintain a high standard of education and continue to improve what we offer.

The more students who contribute their views, the more representative your messages will be. We hope that with a comprehensive overview we can work with students to develop positive and practical initiatives. From time to time we may offer small incentives for people to complete these surveys which may be distributed online or in person.

## 11 Careers and Employability

The [Careers and Employability department](#) provide careers information, advice and guidance. With a range of online resources, workshops, presentations and one-to-one discussions they are well equipped to help you source and reach your career goals. They can help with planning your future, applying for a job and work experience.

The Careers and Employability Service work closely with Schools and departments to provide targeted careers support within and alongside your curriculum. Activities and opportunities may be appear within the timetable or be advertised within your School. Examples include careers-focused lectures and workshops, online learning options, and events featuring alumni and/or employers. There are often opportunities to connect with organisations that offer themed events focused on employability. Furthermore, some companies offer participation for students in projects linked to their dissertations or specific research.

### 11.1 Volunteering Bank

Volunteering can develop many of the skills employers are looking for, such as leadership, teamwork and organisation. You can try out different career ideas by volunteering which may help you decide if the voluntary sector is right for you. The [University Volunteering](#) webpage provides a variety of links to useful contacts.

### 11.2 The Business Innovation Programme

The [Business Innovation Programme](#) offers you the opportunity to gain invaluable experience of working on a real-life business issue by working on a 6-week project put forward by local businesses or not-for-profit organisations.

### 11.3 Excel Southampton Internship Programme

The [Excel Southampton Internship Programme](#) offers **paid** internship opportunities during vacation periods and during term-time that enhance your CV, expand your network and open up graduate recruitment opportunities.

## 11.4 Placements

By experiencing the pace and culture of industrial practice you will gain a deeper understanding of the connection between your studies and business, which will help you to shape your future plans.

Some of you will be studying a 4-year undergraduate programme which includes your third year being spent with a company on a paid placement. The average salary for our students on placement is £17,000.

Our [Placements Office](#) builds connections with employers and provides dedicated support to students. This support will enable you to gain the skills and knowledge you will need to succeed in today's competitive job market.

From the start of your programme, the Placements Office delivers a comprehensive programme of placement preparation. This includes face to face sessions that are supplemented by an online course which equips you with the skills to succeed.

You will have an allocated placement advisor who supports you from the beginning of the application process, to the success in gaining a placement through to your transition back to your final year of study. This programme has been created with input from students and top employers including Deloitte, BMW, Walt Disney, Estee Lauder, William F1, Virgin Atlantic and IBM.

## 11.5 Student 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.

## 11.6 Career Readiness Test

Developed especially for University of Southampton students and graduates, the 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

Access to the Careers Readiness Test is available from the [Careers website](#)

## 12 Appeals, complaints, dignity at work & study, student discipline

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 concerns about any aspect of your experience at the University, we encourage you to raise it as soon as the concern develops. 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 School 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, complaint or appeal.**

## 12.1 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 policy and the procedure that should be followed when making an appeal. The document is to the bottom of the webpage, under the heading 'Appeals/Complaints/Discipline'.

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

## 12.2 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. The document is to the bottom of the webpage, under the heading 'Appeals/Complaints/Discipline'.

## 12.3 Dignity at work and study

The University's [Dignity at Work and Study Policy](#) The policy is near the bottom of the website under the heading 'Policy Documents (These policies also apply to staff)'. It 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.

## 12.4 Student Discipline

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 [Regulations Governing Student Discipline](#), in accordance with the evidence and circumstances presented. The document is to the bottom of the webpage, under the heading 'Appeals/Complaints/Discipline'.

[Information for students on discipline](#) is also available from the Student Services website.

## Appendix 1: Proof of Enrolment Letters

There are two ways you can receive a Proof of Enrolment letter.

If you require a Proof of Enrolment letter for the purposes of council tax exemption (*for specific postcodes only*, see step by step guidance below) or opening a UK bank account with Santander on the Highfield campus only please follow instructions **A and B**.

If you require a Proof of Enrolment letter for the purpose of opening a UK bank account with any bank other than Santander on the Highfield campus please follow instructions **A and C**.

If you are a part time student and require a letter you will also need to contact your Faculty Student Office. *Please note that part time students are not eligible for council tax exemption.*

### Step by Step Guidance

#### A. Before requesting or producing a Proof of Enrolment letter:

- Note that self-generated letters will only be accepted by Santander bank on the Highfield Campus.
- Check that you are enrolled for the current academic year.
- Please ensure that you have recorded a full and accurate term time address with a valid UK postcode on your student record.
- Note that your name as recorded on your Student Record will be included on the Proof of Enrolment letter. If this needs to be changed please contact your Faculty and provide documentary evidence before printing the letter.
- Check your address is not in a postcode area where the University will automatically confirm your [registration for council tax exemption](#).

#### B. If you wish to register for a bank account at Santander on the Highfield Campus or require a letter to apply for council tax exemption:

1. Log in to [SUSSED](#)

A screenshot of the SUSSED login page. At the top, the word "SUSSED" is displayed in a large, blue, serif font. Below it, there is a "Sign In" button. Underneath the button, there are two input fields: "User name:" and "Password:". Below the "Password:" field is a "Sign in" button. At the bottom of the form, there are two links: "Forgotten your password?" and "FAQs".

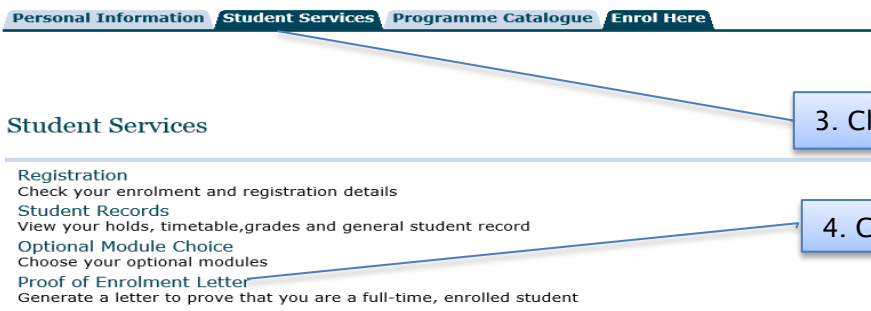
2. Click on 'My student record'

### Quick Links



2. Click on 'My student record' Note: You may be asked to sign in again

### 3. Click on the Student Services tab



3. Click on the Student Services tab

4. Click on 'Proof of Enrolment Letter'

### 4. Click on Proof of Enrolment Letter

5. Complete the Addressee details. This is the name and address of who you are sending the letter to. You can choose to leave this blank and the letter will just be addressed to 'To whom it may concern'.

|                 |  |
|-----------------|--|
| Addressee       | <input type="text"/>                           |
| Address Line 1  | <input type="text"/>                           |
| Address Line 2  | <input type="text"/>                           |
| Address Line 3  | <input type="text"/>                           |
| Address Line 4  | <input type="text"/>                           |
| Postcode        | <input type="text"/>                           |
| Generate Letter | <input type="button" value="Generate Letter"/> |

5. Complete the Addressee details

6. Click on 'Generate Letter'

6. Click on 'Generate Letter'. The letter will be sent to your University email account.

### C. If you require a Proof of Enrolment letter for any bank other than Santander on the Highfield campus:

1. Complete a Letter Request form. These are available from your Faculty Student Office or via the Faculty Student Hub.
2. Submit your completed form to your Student Office team as instructed on the form.

3. At peak times your Student Office team may require up to five working days to produce your letter.

## Appendix 2: Revision Strategy and Examination Techniques

### 1) Revision strategy

Revision should be an on-going process which starts very early in your programme. The amount of knowledge to be accumulated and the variety of skills and techniques to be developed are large and they are best assimilated gradually and consolidated as you go along. Regular revision is really a part of the learning process but, of necessity, becomes more concentrated as the examination approaches. "Re-vision" means looking again at things you have already seen – it is not about learning for the first time.

### 2) Final revision programme

At the start of your final revision schedule: during the Christmas Vacation for Semester 1 exams, and during the Easter Vacation and at the end of the taught element of the programme for Semester 2 exams, you must get organised, and the best way to do this is to devise a revision timetable.

Plan your time carefully, give yourself definite objectives for each session, revise actively, test yourself regularly, make notes, and practise problem solving. Use revision sessions to study topics you have worked on before, as revision is simply the process of reminding you of topics and techniques previously understood.

You will appreciate how well-organised notes will help you during your revision. Write out important definitions, proofs, formulae and equations, checking them against your notes. Re-work previously solved problems without looking at your previous solution, then attempt questions that you have not looked at before. Make special revision notes for quick reference on cards to keep in your pocket and charts to hang on the wall of your study room. Practise your examination technique.

### 3) Examination practice

You should be familiar with the modules and syllabuses you will be examined in at the end of Semesters 1 and 2. Analyse recent examination papers. Work out how long you have for each question and become familiar with the style of questions.

During your ordinary study periods you will no doubt have attempted many questions but will have seldom given yourself strict time restrictions. In examinations the timing of your answers to questions is vitally important. Practice answering examination questions in mock examination conditions, allowing yourself only the normal available examination time and the equipment you are permitted to take into the examination room. To obtain 'mock examination' practice save one or two complete examination papers so that you can use them as final test papers 'against the clock'.

Examination nerves are common and understandable but will be lessened if you have followed a sensible course of study and revision. You may not do yourself justice if you have a poor examination technique. The hints on the next page should help you to tackle the examination with greater confidence.

### 4) Examination techniques

#### Before the day

Before the actual day of your examination, make sure you know:

- the date, day, time and venue of each paper for your programme;
- how to get to the examination venue if it is not well known to you;
- your candidate number;
- the telephone number of the Student Office.

Prepare any equipment you will need for your particular examination:

- pens which are comfortable to use;
- sharp pencils, a pencil sharpener and rubber;

- drawing instruments such as a ruler, compasses, protractor, set squares;
- any books or documents that you need to use as part of an 'open book' examination;
- University approved calculator, if allowed, and spare batteries; check that you know how to replace them quickly;
- a dictionary which complies with University regulations, if you are permitted to use one for the examination;
- an accurate watch or small clock as you may not be permitted to tell the time from your phone.

## **On the Day**

### *Before the examination:*

Check that you have all the equipment you will need before setting off for your examination with plenty of time to spare. If you are delayed, contact the Student Office - have the telephone number with you - to explain what has happened.

Arrive at the examination room early; a late start to an examination cannot be a good start and **you will not be permitted to enter the examination room later than 30 minutes after its scheduled start time.**

### *Just before the start:*

Listen carefully to the invigilator. There may be some changes or special instructions which you were not expecting or some errors in the paper. Fill in any details, such as your candidate number, on **all** of the relevant documents, when the invigilator instructs you to do so.

### *Reading the instructions:*

When the invigilator says that you may begin, read the instructions on your examination paper very carefully. Make sure that it is the correct examination paper and, in particular, note:

- the number of sections and questions you have to do;
- how much time you have to do them in;
- which questions (if any) are compulsory;
- what choice of questions (if any) you have;
- how to present your answers.

### *Planning your time*

Quickly calculate the length of time you should spend on each question. You will have practised doing this for past papers but make sure that you use the instructions on your actual examination paper, rather than making any assumptions. Try to allow about 10 minutes at the end for checking your paper.

### *Choosing the questions*

Read through the whole examination paper carefully, checking that you have read each page. If you have a choice of questions:

- cross out the ones you cannot do;
- tick those you can definitely do;
- choose the correct number to do;
- mark the order in which you are going to attempt them, attempting your best question(s) first.

### *Answering the question*

Before you attempt to answer a question, read it all again carefully, jotting down points such as formulae and information relating to that question. These hints should help you when writing an answer.

- Plan before you write – the stress of working under time constraints in the exam room can make all your good study intentions disappear. However, this is when it is more important than ever. Take a few minutes to think and plan.



- Think about what the question is actually *asking*. What are you expected to include in your answer. What material will be *relevant*?
- Underline the key words in the question; identify the main topic and discussion areas; choose a few points/arguments about which you can write; make a mini plan which puts them in order before you start writing. You can cross it through afterwards.
- Make sure that your writing is legible.
- Present your answer in a neat, logical and concise way.
- Show all your working; marks are often given for methodology as well as your answers.
- You should be able to refer by name to the main theorists/researchers in your topic, giving the year of their major works. You do not need to give page numbers or lengthy quotes, except in an open book exam. You do not need a reference list.
- Do not do things you are not asked for.
- If relevant, state any principles, results or formulae used and indicate your reasons for using them.
- Check any formulae you use with the formula sheet, if provided.
- Always do a rough estimate of any calculation to check that your answer is sensible.
- When using a calculator, make sure that each calculation is shown clearly in your answer and give your final answer to the required degree of accuracy.
- If you get 'stuck', re-read the question carefully to check that you have not missed any important information or hints given in the question itself.
- When you have completed your answer, re-read the question to check that you have answered all parts.

### *Examination discipline*

It is important that you try to keep to the times you have allocated to answering a question or section and that you answer the correct number of questions. If you answer less than the number of questions required you are limiting the number of marks available to you.

### *At the end*

Before handing in your examination script check that:

- any 'front sheet' is completed according to the instructions;
- every loose page is clearly marked with your candidate number, etc;
- every answer is numbered correctly;
- pages are numbered clearly and in order.