UNIVERSITY OF
Southampton

Faculty of Arts and Humanities

Winchester School of Art Student Handbook 2019-20

Contents

1 Welcome

Welcome from the Faculty of Arts and Humanities Dean

Dear Student

On behalf of myself and my colleagues, may I welcome you back to your studies or, if you are new to the University, may I welcome you very warmly to the Faculty of Arts and Humanities. To those of you who have come from overseas, we wish you a very happy stay in this country. The Faculty is made up of the School of Humanities based at Avenue Campus, and Winchester School of Art based in Winchester.

You are part of a vibrant research led Faculty which is committed to the highest standards of teaching by internationally renowned scholars. All the programmes that the Faculty provide offer you the opportunity for a period of intensive study in subject areas chosen by you.

The academic community aims to inspire you to develop your knowledge and skills remembering that the outcome of your studies depends greatly on your own personal commitment and independent capacity to learn. We look forward to working with you and trust that you will strive for the highest standard of work while participating fully in the academic life of the Faculty.

This handbook provides a convenient source of information for students enrolled within the Faculty of Arts and Humanities during the current academic year. Please take the time to read it carefully and consult it often during the year

For now I wish you the very best for an enjoyable, stimulating, and rewarding time here at the University of Southampton

Professor Paul Whittaker, Dean

2 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.

3   Introduction to Handbook

The information contained within this School Student Handbook is designed to provide key information applicable to you and your School during the 2019/20 academic year. At the beginning of each academic year an updated copy will be available on SUSSED via Student Handbooks.

It is important that you also access University, Faculty, School and personal information by logging on to **SUSSED** using your user name and password and also refer to your Programme or School Handbooks.

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.

4   Key Dates

Please follow the link below for key dates including Semesters, vacations, and public holidays.

Please note although the Postgraduate Summer period (June-September) is not mentioned in Key Dates postgraduate students are expected to attend University during this period.

5   SUSSED – Student and Staff Portal

SUSSED (Southampton University Staff/student Social & Educational Directory) is the University's Web portal. The portal provides a personalised view of the web resources that are available to you as a member of the University.

Why use this service?

- to update your personal details
- follow clear quick links to key information, help and support.
- view your student timetable
- get access to your University email
- access your Faculty Intranet site ['My School']
- view University news & alerts
- access past exam papers and view your exam timetable
- access help and support

6 Blackboard

What is it?

Blackboard is an e-Learning software platform that delivers a Virtual Learning Environment. This enables instructors to place their courses online, accessible through the World Wide Web.

Where is it?

The University of Southampton [Blackboard](#)

Or you can follow the link on [SUSSED](#) using 'Quick Links'.

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.

Why do I need to use it?

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

Your Module Leaders will upload **Module content** to your course pages, such as:

• Lecture notes
• Assessment Details
• Reading for a Lecture or Seminar

Announcements can be posted on your Blackboard course with news and reminders and 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 a plagiarism detection tool. This tool can assist both students and tutors to ensure papers are correctly referenced.

A **Study Skills Toolkit** should appear in your list of courses. This online learning resource is available throughout the year and is a comprehensive set of interactive learning resources for developing students' academic study skills for higher or further education. It comprises over 90 items (70+ hours of study) and can be used by students for independent study or by teachers in the classroom. It is aimed at English first-language speakers.

The Study Skills Toolkit consists of five folders:

• Learning Skills
• Academic Writing Skills
• Reading & Critical Thinking Skills
• Aspects of Academic Language
• Academic Speaking and Note Taking

Your Faculty Student Hub should also appear in your list of courses. This will give you everything you need to know about being a University of Southampton student:

- How to Guides and Forms
- Academic Support
- Staff/Student Office contact info
- Support and Wellbeing
- University life
- Careers and Opportunities
- Everything about your programme of study

Just log on to Blackboard and go to FAH-HUB: Faculty of Arts and Humanities Student Hub, or follow this link: go.soton.ac.uk/artsandhumanities

7 Faculty Key Staff Information

7.1 Central Faculty Key Staff

Dean of the Faculty of Arts and Humanities	Prof Paul Whittaker	P.Whittaker@soton.ac.uk
Associate Dean Education	Dr David Wheatley	fah-ad-education@soton.ac.uk
Associate Dean Internationalisation	Stephen Mortimer	S.Mortimer@soton.ac.uk
Associate Dean Research and Enterprise	Nicola Marsh	fah-ad-research@soton.ac.uk
Director of Faculty Graduate School	Chris Janaway	c.janaway@soton.ac.uk
Associate Director of Faculty Operations	Andy Malicki	A.G.Malicki@soton.ac.uk
Faculty Academic Registrar	Jackie Ward	W.J.Ward@soton.ac.uk

7.2 Winchester School of Art Key Staff

Head of School	Dr Larry Lynch	TBC
Deputy Head of School Education	Clio Padovani	C.Padovani@soton.ac.uk
Deputy Head of School, Director of Research	Prof Sunil Manghani	S.Manghani@soton.ac.uk
Director of Undergraduate Programmes	Tim Metcalf	T.S.Metcalf@soton.ac.uk
Director of Postgraduate Programmes	Dr Yasmin Sekhon Dhillon	Y.K.Sekhon@soton.ac.uk

Director of Postgraduate (Doctoral) Research	Dr Jo Turney	J.A.Turney@soton.ac.uk
Senior Tutor Undergraduate	Deirdre Campion	D.Campion@soton.ac.uk
Senior Tutor Postgraduate	Ms Charlie Ellis	c.a.ellis@soton.ac.uk

8 Your Faculty Student Offices and Administration Teams

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.

School Student Office **Winchester School of Art** Room 1017, Building 63, Admin and Fashion Park Avenue, Winchester, SO23 8DL Tel: +44 [0]2380 59 6913 Int: 26913	**Opening Hours:** **09.30-17.00 Monday-Thursday** **09.30-16.30 Fridays**

Student Administration & Assessment School teams

Team	Email
Student Administration Team – Postgraduate Research [PGR], Avenue Campus	fah-gradschool@soton.ac.uk

Recruitment and Admissions & Curriculum and Quality Assurance Faculty Teams

Team	Email
Faculty Recruitment and Admissions - Undergraduate	fah-ug-apply@soton.ac.uk
Faculty Recruitment and Admissions - Postgraduate	fah-pgt-apply@soton.ac.uk
Faculty Recruitment and Admissions - PGR	fah-pgr-apply@soton.ac.uk
Curriculum & Quality Assurance Team	fah-cqa@soton.ac.uk

9 How we keep in touch with you

Email	The University will use your University email address to contact you regarding your programme of study (e.g. suspension, transfer or withdrawal from programme, academic performance (including progression/referral information), issues of academic integrity, complaints and appeals). All University email addresses end with @soton.ac.uk **It is important that you check your University email account regularly** and do not let your inbox exceed your storage limit. Notification that you are due to exceed your storage limit will be sent to your University email account and you should take immediate action as you will be unable to receive further emails once your storage limit has been exceeded. 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.
Telephone	You should register all your current telephone numbers and also a person to contact in case of emergencies.
Post	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.
Social Media	We are all increasingly using social networking sites such as Facebook and You Tube to interact with members of our community. You should note that any behaviour that affects other members of the University community or members of the general public in ways which might damage the standing and reputation of the University may be subject to disciplinary action within the scope of the University's Regulations.

10 How we keep in touch with you

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 via the Council Tax Information page

11 Proof of Enrolment Letters

Please see Appendix 1 Section 20

12 Supporting you through your studies

12.1   **Personal Academic Tutor (PAT)**

12.1.1   **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, 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 Personal Academic Tutor will:

• help you in the transition as you settle into University, and make sure that you make the most of your time studying at Southampton

• see you regularly throughout the academic year to help you reflect on your progress and support you in thinking about your development, both in your studies and in the extra-curricular interests and activities you undertake while you are at University

• advise and support you regarding your studies, and help you with any academic or personal difficulties that may affect your progress.

• in addition, they will normally provide you with references to support you in seeking future employment or application for further study

You will receive an email from your Personal Academic Tutor requesting your attendance at your first meeting during the first 2/3 weeks of term. Your attendance will be noted as you will be given information concerning further contact and the role of your PAT. Your Personal Academic Tutor may or may not be one of the teaching staff you see in the course of your studies, but their role in this context is to provide advice and support to you throughout your study, and to help review your academic progress. You can expect to see your Personal Academic Tutor at key points through your University career and, if you need to, you can contact them more frequently. Sometimes, your Personal Academic Tutor may refer you to other areas for support. They may refer you to individual support services, or to your student office for information, or to a Senior Tutor.

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

12.1.2   Finding your Personal Academic Tutor

You can find out who your Personal Academic Tutor is via 'My student record' on SUSSED. You may be asked to log in again.

Click on the **Student Services** tab

Then click on **Student Records** from the list and then click on Student Information (General Student Record).

Select a Term and submit

Your Personal Academic Tutor will be named your

If you have any problems please contact your Student Office.

12.2   The role of your Senior Tutor

While a Personal Academic Tutor will be your primary point of contact, you may also arrange to meet with the Senior Tutor to discuss any matter which may be affecting your academic progress. The Senior Tutor will have a more specialised understanding of supporting students and may support you if you have a particular problem. You can also contact the Senior Tutor if you wish to change your allocated Personal Academic Tutor.

12.3   Your Health

12.3.1   Registering with a local doctor

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

The University Health Service

Highfield Health

St Clements Surgery, Winchester

12.3.2   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 your student office. You should also inform your Personal Academic Tutor; and Module Leader if you are going to miss a lesson.

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 you must complete a Special Considerations form. **It is important that you submit this in a timely manner and prior to the Board of Examiners. the form should be sent to the Winchester School of Art Student Office**. wsa-studentoffice@soton.ac.uk

All claims must be substantiated by written documentary evidence, for example a medical certificate or GP/consultant letter, self-certification (although self-certification will not be regarded as evidence in relation to your examination performance) or a statement from your Personal Academic Tutor. The purpose of asking for supporting documentation is for you to be able to corroborate the facts of your submission.

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

12.3.3 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 affected by external factors you must bring this to the attention of your Personal Academic Tutor or to the Student Office immediately. Whilst we recognise that students can sometimes be reluctant to discuss cultural, sensitive or personal issues, it is essential that you bring problems affecting you to our attention immediately so that we can determine how best to help you.

12.3.4 Student Support Review

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

12.4   Student Services

The University Student Services has a number of departments to support you during your time at University.

Student Living

Money Matters - Advice is available about Student fees, budgeting, financial support and Bursaries and Scholarships.

Support and Wellbeing - Support concerning disabilities, dyslexia, mental health.

Health and Fitness - Information about local health services, sports and fitness, societies and events.

Visa and immigration - The University has a dedicated team of staff to provide information and advice about visas and immigration for students and their dependents.

Careers and employability- Information concerning placements, work experience, career planning and mentoring and making successful application for a job.

12.4.1 First Support

First Support are 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

12.4.2 Sport and fitness

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

Telephone:

Jubilee Sports Centre [Main Office]	+44 (0)23 8059 2119
Wide Lane Sports Ground	+44 (0)23 8059 2119
Watersports Centre	+44 (0)23 8067 6875

Email via enquiry form on the Sport and Wellbeing website

12.4.3 River Park Leisure Centre-Winchester

If you are studying and living in Winchester you may join River Park Leisure Centre which offers subsidised membership for our students.

12.4.4 Visa and Immigration

The University has a dedicated team of staff to provide information and guidance on visa and immigration: Visa and Immigration Student Advice Service.

The VISAS team usually hold a drop-in service which is aimed at students who have questions regarding their visa or immigration status whilst studying in the UK.

Visa Guidance Appointments

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 by the reception desk in the Student Services Centre (Building 37, Highfield Campus). Please arrive 5 minutes before your appointment.

You can book a visa guidance appointment through Student Services either in person (Building 37, Highfield Campus) or by calling 02380 599599.

Visa Compliance Appointments

Visa compliance appointments present 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 for students that need to register a new visa or passport with the university and they are only available at certain times of the year

You can book a visa compliance appointment through the VISAS team either in person (SAA Registry Office, Room 2035, Building 37, Highfield Campus) or by phone (02380 598181).

All visa compliance appointments are held in the SAA Registry Office (Room 2035, Building 37, Highfield Campus). Please enter through the Student Services Centre and follow the orange signs for 'SAA Registry.'

12.5 Study Skills

12.5.1 Academic Skills

Hartley Library, Level 2 Room 2045, Highfield Campus

Opening Times: Monday - Friday: 10.00 – 12.00 and 14.00 – 16.00 (excluding bank holidays)

Drop in, no appointment necessary.

Tel: 023 8059 5848 (external) or ext. 25848 (internal)

Email: libenqs@soton.ac.uk - include SASH in the subject line

Academic Writing workshops are available throughout the year. WSA students can also sign up for one-to-one writing support at Hartley Library.

The Academic Skills Website provides access to a range of academic skills resources across all subjects including;

- Academic Reading and Writing
- Critical Thinking
- Information Management
- Academic Integrity [see section 14.5]
- Presentation Skills
- Exam Techniques

You will also be able to access;

- **skills4studycampus**

This interactive resource will help you hone and develop your study skills at your own pace. Modules are available for reading and note taking, writing, critical thinking, referencing and plagiarism, group work and presentations. There is also a 'getting ready' module to identify individual strengths and weaknesses in academic skills.

Each module has been carefully designed so you can measure your progress, become more confident and reflect on what you are learning and get the most out of your course.

- **Study Skills Toolkit [see below]**
- **Lynda.com** for help with general IT skills, particularly MS Office. University username and password required

12.5.2 Blackboard Study Skills Toolkit

This is available via Blackboard and should appear in your list of courses.
The Study Skills Toolkit is a comprehensive set of interactive learning resources for developing students' academic study skills for higher or further education. It comprises over 90 items (70+ hours of study) and can be used by students for independent study or by teachers in the classroom. It is aimed at English first-language speakers.

The Study Skills Toolkit consists of five folders:

- Learning Skills
- Academic Writing Skills
- Reading & Critical Thinking Skills
- Aspects of Academic Language
- Academic Speaking and Note Taking

12.5.3 Prepare for success

Prepare for Success is an interactive web learning tool for international students who are getting ready to come to the UK for study in further or higher education. It contains learning resources which are activity-based to help you find out about different aspects of academic life in the UK and the skills needed for effective study.

Although this site is aimed at International Students, all students may find helpful guidance about studying at University.

12.6   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
on your Student Tab on SUSSED.
- Tier 4 and International students
- CAS guidance
- Tier 4 attendance monitoring
- Prepare for success website
- Language and Academic English Advising Service
- English for Academic Purposes Toolkit (via Blackboard)
- EAP language support programme open to all International students
- The Guardian International Student News
- UK Council for International Student Affairs
- GoinGlobal County Career and Employment Resources

12.7   Students Union -SUSU

You can access your Student Union webpage by clicking on the Student Union icon on your Student Tab on SUSSED.

12.7.1 Students' Union Advice Centre

The Students' Union Advice Centre offers free, independent and confidential advice and representation. 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 02380 592085. Online guides are also available on the website.

ISolutions - the University IT Professional Service provides students with a number of IT services to make studying as smooth as possible

Or you can click on the Manage my IT Account (Subscribe) link on your Student Tab on SUSSED.

iSolutions are here to support and guide you through the IT you will be using during your studies, for example:

- Information about IT help at the start of term
- Using your own computer
- Managing your IT account and accessing your University email
- Blackboard resources
- Printing, Saving and storage
- Information security, policies and regulations

12.8   Transferring programme or pathway

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

Following advice, if there is a suitable programme you wish to transfer to you must complete a **Programme Transfer form**. 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 School Student Office. Submit your completed form to your current School's Student Office.

12.9   Suspending your studies

If you wish to suspend your programme of study temporarily (e.g.: because of personal, medical or financial difficulties, or to facilitate a change of programme) you should first discuss the matter with your Personal Academic Tutor or other appropriate member of staff, or main supervisor for postgraduate research students. Once the decision has been taken to suspend the programme of study, you must complete a **Withdrawal/Suspension form**. Suspensions will normally be granted for a defined period not exceeding twelve months.

A **Withdrawal/Suspension form** is available from your student office.

In determining the duration of any suspension and the most appropriate time for your return to study, account will be taken of the structure of the programme as well as your needs.

Where suspension is agreed for medical reasons, Faculties may require you to provide medical certification of fitness to return to study or to attend a Fitness to Practice Panel before allowing re-enrolment to occur.

You may apply to extend a period of suspension for further periods of up to twelve months at a time; however, suspensions covering periods greater than twenty-four (24) months continuously will normally be granted only under the most exceptional circumstances. If you are unable or unwilling to return to study after twenty-four (24) months of suspension you may be recommended for termination of programme.

Please see the University policy.

12.10   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.

If following advice, you still wish to withdraw you must complete a **Withdrawal/Suspension form** and submit it to your School Student Office. It is extremely important that you complete and submit this form so that your student record can be cancelled and you are not charged for additional fees if not attending.

A Withdrawal/Suspension form is available from your School Student Office.

13 Your Academic Programme

13.1 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 on SUSSED.

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 optional**. The definitions of these and of the rules surrounding compensation are provided in the University Calendar and are reproduced below.

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 optional core modules. If applicable you will need to select a certain number of optional modules and/or optional core modules to complete your portfolio of modules and fulfil the credit points as required for the programme.

13.2 Registration and amendment to optional modules

The structure and modular content provided within the programme specification is specific to your own programme. Most programmes will have a number of optional modules. If applicable, you will need to select a certain number of optional modules to complete your portfolio of modules and fulfil the credit points as required for the programme.

You can view the modules available on your programme via the Online Programme

Catalogue via '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 modules/optional core modules, please make sure that you have read the module outline.

In your Undergraduate year, you are strongly advised to ensure that you have a similar total number of modules in Semester 1 and/or Semester 2, to maintain a balanced workload throughout the year. In your Postgraduate year, you take one option module in Semester 2.

It may not be possible to have your first choice, due to restrictions so you are strongly advised to also choose a 'reserve' option module. Once you have registered your options, it is possible for you 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 optional 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. 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.

13.3 Attendance

All full-time 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. The University Attendance Regulations are available from the University Calendar – Attendance and Completion of Programme Requirements.

It is anticipated that students will only miss teaching sessions due to circumstances beyond their 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 for sessions you miss (preferably beforehand) to explain the reasons for absence (and you should copy to your Personal Academic Tutor 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 Personal Academic Tutor.

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

13.4 Additional Costs

During your time at University there will be costs which students will need to meet, which are additional to your student fees. Programme Specifications list where additional costs may occur that are associated with your programme. Module Profiles advise where additional costs are associated to individual modules. These costs will include printing of assignments, materials and equipment, essential reading, and study visits.

There are also costs associated with day to day living, travel, parking and university life. The Student Service's 'Money Matters' webpage gives students advice on how to budget and who to contact if you are struggling with money.

13.5 Time Management

It is your responsibility to manage your time in order to ensure that you keep up to date with the material presented and with the requirements of the programme. Deadlines for work submission should be adhered to otherwise marks will be deducted via the imposition of a late submission penalty.

The framework of when lectures and classes occur and deadlines for submission of work will be made available to you well in advance, but if you are unclear about any aspect of your module you should talk this through with your module lead or programme lead. This knowledge will allow you to plan your life based on how you know you work best. Effective use of your time will allow you to perform well on your course and to enjoy student life.

One of the work-place skills you should aim to acquire at University is the ability to manage multiple priorities. If you have problems in this area please discuss them with your Personal Academic Tutor.

13.6 Lectures

A single one 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. It is vital that you arrive promptly and complete any requested reading in order to gain maximum benefit from the time.

Each lecturer will present material using either handouts or require you to make your own notes. Transcribing 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 difficulty in understanding or applying the knowledge, use recommended textbooks or the assistance of teaching staff during tutorials to gain understanding. It is your responsibility to develop your ability in a given subject. How well you have acquired that ability and the associated knowledge is gauged by the examination and coursework assessment process. Lectures are provided for your benefit and you should take full advantage by ensuring you attend all of the lectures in a given module. If, for any reason, you are unable to attend, ensure that you obtain a copy of the notes or handouts from your Module Leader.

13.7 Seminars/Tutorials

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

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

13.8 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, working in the studio, reading the lecture material or reading around the subject. This should also develop your investigative and problem-solving skills in furthering understanding of the subject, creating links with other modules and providing a broadening of your educational experiences and knowledge base.

Self-learning is your personal responsibility and your commitment to the programme. It requires discipline, motivation and focusing 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.

13.9 Use of recording devices or mobile phones in class

Out of courtesy to staff and other students, please ensure that mobile phones are switched off in lectures and seminars. You are advised that lectures are the copyright property of the lecturer

and permission to audio-record a lecture must be personally sought from the lecturer before proceeding.

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

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

13.10   Academic Integrity: The University Policy

The University expects that all students will familiarise themselves with the University's Academic Integrity Regulations which include the Academic Integrity Statement

Procedures will be invoked to investigate suspected breaches of academic integrity when concerns are raised during the marking process or in connection with suspected cheating in examinations. We are aware that students may have experienced differing standards at other institutions (including those overseas) but it is essential that you take steps to ensure your full understanding of the standards expected at 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 the 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:

Paraphrasing	When you are researching information, you cannot copy what you have found, you must write it in your own words and credit the author.
Referencing	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.
Ghost Writing	You must not allow anyone to complete or write your work for you.
Recycling	You cannot use your old work to complete new pieces of work.
Collusion	You must not work together to complete your work, it must be done individually.
Unauthorised notes	You must not take notes in to an examination unless permitted by the exam rubric.

13.10.1 Academic Integrity support

Further information to support your understanding of Academic Integrity and the Universities Academic Integrity procedures can be found on the Academic Skills Hub.

You can also seek further advice from your Personal Academic Tutor, Module Leader or the Student Union Advice Centre

Email: advice@unionsouthampton.org Tel: 02380 595 085

An interactive presentation can guide you through the Academic Integrity Panel meeting procedure.

13.11 Research Ethics

The University of Southampton is committed to carrying out its research, teaching, enterprise and other activities within a comprehensive ethical framework.

Principles of ethical research include the expectation that studies are undertaken with integrity, quality and transparency. Participants in research must be fully informed about the research and participate voluntarily. They need to know what will happen with the information they provide, and that they can withdraw from the study subsequently (wherever possible). 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.

All research on human participants, their tissue or data requires ethical approval via the University's Ethics and Research Governance Online (ERGO) system.

This includes, but is not limited to, studies of the following kind:

• analysis of existing secondary data at an individual level, even where such data has been anonymised and/or the datasets exist in the public domain;
• collection of data using questionnaires and online surveys;
• collection of data using interviews, observations, focus group discussions or similar qualitative approaches; and
• experiments involving human participants.

The University believes that ethical issues should be interpreted broadly and that ethics approval might also be needed for research where other factors could be present including:

• a risk of damage to the environment;
• political or social sensitivity; and
• impact on culture and cultural heritage.

To obtain ethical approval for your research, please apply via the ERGO system (www.ergo.soton.ac.uk). Detailed guidance on how to apply and what documents to upload can be found in the Education documents Downloads section on the ERGO page.
More detailed information that may be applicable can be found on the Researcher Portal.

Please note: The University does not permit mass emailing for the recruitment of research participants.

Your School will advise you further about when you will be required to apply for ethical approval.

14 Assessment

14.1 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 though Turnitin via Blackboard and in some cases also submitted to the Student Office no later than the published date and time. 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.

Remember to familiarise yourself with the University's Academic Integrity policy when preparing any coursework.

14.2 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 the following University penalties will apply.

University Working Days Late	Mark
1	(final agreed mark) * 0.9
2	(final agreed mark) * 0.8
3	(final agreed mark) * 0.7
4	(final agreed mark) * 0.6
5	(final agreed mark) * 0.5
More than 5	Zero

14.3   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 School Student office or your Personal Academic Tutor. If you have a valid reason you will be advised to complete a Special Considerations & Deadline Extension form (see 15.4 below). Forms and guidance are available on the University's Quality Handbook webpage.

Your completed form, and evidence, should be submitted to your School 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.

Please note that 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 (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 the student's 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 to a new house.

14.4   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 & Deadline Extension form. It is important that you submit this to your School Student Office in a timely manner, normally not more than five working days after any assessment or deadline 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.

14.5   Examinations

The dates of University examination periods are published annually on the exam timetables web page. However Faculties that have extended academic years, may have assessment periods outside of these times.

14.5.1 Examinations periods 2019/20

Semester 1: Monday 13 January – Friday 24 January 2020 (including Saturday 18 January)
Semester 2: Monday 18 May – Friday 05 June 2020 (excluding Bank Holiday Monday 25 May, but including Saturday 23 May and Saturday 30 May)
Supplementary Period [Referral period]: Monday 17 August – Friday 28 August 2020 (including Saturday 29 August)

14.5.2 Examination preparation

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

The University's online archive of previously set examination papers is available via the Library webpage to assist with your learning and preparation for forthcoming examinations.

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

14.5.3 Exam Policies and Regulations

Information on accessing examination timetables, examination policies and procedures can be found on the Student and Academic Administration web page. 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

14.5.4 Illegible exam scripts

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

14.6   Assessment feedback

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

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

14.6.1 Coursework feedback

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

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

The feedback you receive will be:

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

For the feedback to be effective, it is important that you work with the feedback given and identify how you can improve your work in the future. Should you need further information about your work, contact the marker of the coursework or your Personal Academic Tutor.

Summative coursework feedback can normally be collected from your School Student Office. You will be contacted when feedback is ready to collect.

Some modules will give online feedback via Blackboard and this will be confirmed to you by your Module Leader.

14.6.2 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 (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.

14.7   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 Faculty these Boards will normally take place in June, with additional 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. The dates and times below are 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.

14.00 on Thursday 25 June 2020	All Undergraduate Students and Postgraduate students taught module marks
14.00 on Friday 11 September 2020	Supplementary [Referral] results

14.8   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 award.

15 Getting your voice heard

15.1   Student Representatives [Reps]

The University is committed to placing students at the heart of its education mission. 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 Union Southampton you will be invited to elect your faculty representatives (Faculty Leaders, Academic Presidents and Course Representatives) who co-ordinate the student voice on Faculty/School committees to enable your voice to be heard.

15.2 Staff/Student liaison

Staff-Student liaison committees have representatives from across each programme. These committees have the role of monitoring the organisation and management of the student programmes, to note any difficulties that students may be encountering, and to take advice about ways of improving the programmes. Student Representatives are an important asset as they act as a valued interface between staff and students. Student Representatives 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.

Staff-Student liaison meetings are held on a regular basis and students are normally requested to attend one meeting per term. The meetings act as a forum for two way discussion 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. The meetings are usually attended by academic staff and representatives from SUSU.

15.3   School Programme Committees

Your School Academic President will attend your School Programme Committees. They are encouraged to comment on business and represent student views. The School Programme Board membership includes key academics and administrative staff.

15.4 Module Evaluation Surveys

The Faculty formally seeks feedback on every module every time it is delivered in line with University Policy.

Module surveys are carried out towards the end of each module. For each module you have attended you may be asked to complete your online survey during a timetabled session via your laptop or mobile device.

Completed module survey reports are available on SUSSED via the Student tab and Programme Specification Information, Module Reports

15.5 School Surveys

From time to time we will ask you to participate in school surveys as a way to gather data about your views. This may be aimed at particular groups of students or our entire undergraduate group. These surveys are important, as are the Module Evaluation Surveys and course representative network. Please take a few minutes to complete school surveys as we need to know what you think in order to maintain a high standard of education and continue to improve what we offer.

The more students who contribute their views in these ways the more representative your messages will be. We hope that with a representative 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.

16 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 departments and Faculties to provide targeted careers support within and alongside your curriculum. Activities and opportunities may appear within the timetable or be advertised within your School/Faculty. Examples include lectures and workshops, online learning options, and events featuring alumni/employers. There are often opportunities to connect with organisations that offer themed events focused on employability. Some companies offer projects linked to dissertations or specific research.

16.1 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.

16.2   Excel Southampton Internship Programme
The Excel Southampton Internship Programme offers paid internship opportunities during vacation periods and at term-time that enhance your CV, expand your network and open graduate recruitment opportunities.

16.3   Year in Employment

The Year in Employment is an opportunity to complete a work placement between your second and third year of study as part of your degree. This placement year is assessed, and successful students will graduate with the Year in Employment recognised on their degree transcript.

The Year in Employment is suitable for full-time undergraduate students on eligible programmes. The Faculty has several placement opportunities within our programmes and if these exist your programme will not be part of the Year in Employment scheme.

Eligibility criteria is available here please check before applying.

BA Fine Art, BA Graphic Arts, BA Games Design and Art, BA Fashion Management/Marketing and BA Fashion and Textile Design.

17 Health and Safety

Ensuring student health and safety is a major goal of the University. As a new student you will have received information on Personal Safety and H&S/Fire Safety as part of your 'Southampton Welcome'.

17.1   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 WSA is the grassed area in the park at the end of Park Avenue.

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 overleaf.

17.2   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 line manager/supervisor and the Faculty Health and Safety team.*

17.3 Faculty Health & Safety Officer:

Aloma Hack; Tel: 02380 593025 Email: a.j.hack@soton.ac.uk

17.4 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 to your supervisor and the Faculty Health and Safety team. The circumstances can then be investigated and measures put in place to minimise future risk.

17.5 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 your supervisor.

17.6 Building Access

Most University buildings are open to all from 08.00-18.00 Monday-Friday excluding University and public holidays. All undergraduate students must leave buildings by 18.00. 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.

17.7 Out-of-Hours Policy

The Out-of-Hours Policy covers the Closure Period from 11.00pm through to 6.00am 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 from the link. When you are present in the building you should have access to a completed copy of this form, along with your University ID.

17.8 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 Arts and Humanities)				
Gary Griffiths	Assistant Faculty Health and Safety Officer	Highfield, Avenue and WSA campuses	023 8059 4994	G.B.Griffiths@soton.ac.uk
Aloma Hack	Faculty Health and Safety Officer	Highfield, Avenue and WSA campuses	023 8059 3025	A.J.Hack@soton.ac.uk
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	hs@soton.ac.uk
Security – Central Control Room (CCR)				
CCR	023 8059 3311 (Emergency)	023 8059 2811 (Enquiries)		unicc@soton.ac.uk

18 Appeals, complaints, dignity at work & study, Student Non-academic Misconduct

We hope that you will be satisfied with your experience during your time as a student at the University of Southampton, but we do recognise that, on occasion, things can go wrong. If you have a concern about any aspect of your experience at the University, we encourage you to raise it as soon as the concern arises. It is always better to let us know that you feel there is a problem as soon as possible so that the matter may be resolved quickly.

You may alternatively wish to consult with your Student Academic President if it is an issue in common with other students. Please be reassured that you will not suffer any disadvantage or recrimination as a result of raising a genuine concern, complaint or appeal.

18.1 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 Students' Union Advice Centre has developed a Guide for students.

18.2 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.

18.3 Dignity at work and study

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

18.4 Student Non-academic Misconduct

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

19 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 School 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:

i.   Log in to SUSSED (Southampton University Staff/Student Social & Educational Directory)
ii.   Click on 'My student record'
iii.   Click on the Student Services tab
iv.   Click on Proof of Enrolment Letter
v.   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'.
vi.   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:

i.   Complete a Letter Request form. These are available from your student office.
ii.   Submit your completed form to your School Student Office team as instructed on the form.
iii.   At peak times your Student Office team may require up to five working days to produce your letter.

20 Appendix 2 Revision Strategy and Examination Techniques

20.1 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.

20.1.1 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 practice 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. Practice your examination technique.

20.1.2 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.

20.2 Examination techniques

20.2.1 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 course;

• 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;

• University approved calculator (if allowed) and spare batteries (check that you know how to replace them quickly);

• an accurate watch or small clock.

20.2.2 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, 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 can't 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 of 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.