

# Undergraduate Student Handbook 2016/17

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This handbook is for undergraduate students on the following programmes:

- BSc Business and Management
- BSc Accounting and Management
- BSc Marketing and Management
- Students studying on the joint programmes with Business and Management
- Students studying on the Erasmus and Associate programmes

## **How to use this handbook**

This handbook provides information specific to the School of Business and Management and should be used together with the Academic Regulations and the University's Student Guide. The Student Guide provides information common to all students at the University. The Academic Regulations provide detailed information on award and study requirements and takes precedence over the information contained in this handbook.

A copy of the Student Guide is available online:

<http://www.busman.qmul.ac.uk/>

The Academic Regulations are available online:

[http://www.arcs.qmul.ac.uk/policy\\_zone/index.html](http://www.arcs.qmul.ac.uk/policy_zone/index.html)

An electronic version of this document is available online at:

<http://www.busman.qmul.ac.uk>

## **Other formats available**

This handbook is available in large print upon request. If you would like a large print copy please contact the School's Student Support Reception, FB 4.22.

## **Disclaimer**

The information in this handbook is correct at the time of printing (September 2016). In the unlikely event of substantial amendments to the material, the School of Business and Management will inform you.

Queen Mary, University of London, cannot accept responsibility for the accuracy or reliability of information given in third party publications or websites referred to in this handbook.

# Health and Safety

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## **Safety/Emergencies**

You should familiarise yourself with emergency procedures for all areas where you study, noting the location of emergency exits, assembly points and equipment. In case of a fire, immediately leave the building by the nearest exit point. Do not use the lifts. Fire action notices are displayed in corridors and by fire escapes. In an emergency, dial 3333 from any internal phone and clearly state the nature and location of the problem, your name, and the number you are calling from (if known). If there is no internal phone available, call 999 and follow the normal procedure. You should ensure that corridors and doorways are not obstructed and that fire fighting equipment is not removed from its station.

## **First Aid**

The School's qualified First Aider is Salman Uddin who is located at the School's Student Support Reception, Bancroft Building, FB 4.22. First Aid assistance for minor accidents can be obtained by dialling 3333 from an internal phone, or 020 7882 3333 from any other telephone.

## **Medical Registration**

As a student of the university, you are required to be registered with a local medical practitioner. Details of how to register are in the information pack sent to you by the university. Please ensure that you register as quickly as possible.

The university has a medical centre, located on the ground floor of the Geography Building, which can offer help immediately. A doctor is in attendance at certain times for consultation, and a nurse staffs the Centre during opening hours. The Senior Nursing Officer will treat minor ailments and provide immediate medical assistance if an accident occurs on site. Further information is available at:

<http://www.scs.qmul.ac.uk/studenthealth/>

## **Use of ID card**

You will receive a university photo-ID card upon enrolment. This card is very important, and must be carried with you at all times on campus. If you do not produce this card upon request and satisfy staff that it is your card through

comparison of your face and the photograph, you may be requested to leave the building, or campus.

The card shows your student number. You must take your card into all examinations, and display it on your table for inspection.

The card also serves as your library card, and as an access device for certain buildings. Many buildings have security points at which you must show your card, and others require you to scan your card to release the doors. The card will also be used to register attendance at seminars. It is vital that you keep your card safe and with you at all times on campus. If you lose your card, or if your card is stolen, you should contact the student enquiry centre (Queens' Building, Room CB02), who will be able to help you. A fee may be charged to replace lost cards.

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# Welcome to the School of Business and Management

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Welcome to Queen Mary University of London.

Your time during the next three years of undergraduate studies at Queen Mary University of London will be challenging and rewarding, as you develop new knowledge and skills.

We have worked hard to collate and organise courses of study that, when invested with your time and effort, will provide you with the foundations to analyse business and society, and the tools necessary to excel as productive employees, effective managers and informed citizens. This will be achieved through a range of compulsory and elective modules.

Your module lecturers will provide you with study guides, reading lists, learning activities and assessment details at the beginning of each semester. This handbook complements their work and is a reference to help you navigate your programme and related administrative matters. You will find yourself referring to it over the next three years, irrespective of the module choices you make.

Your time at Queen Mary University of London should also be enhanced intellectually and socially as you work with your peers on your studies and interact with them in the rich range of extra-curricular activities.

We look forward to being part of your studies and hope that you make the most of the opportunities offered by us, and by your classmates.

**Mr Chandres Tejura -- BSc Business and Management Programme Director**

**Dr Ishani Chandrasekara -- BSc Accounting and Management Programme Director**

**Dr Danae Manika --BSc Marketing and Management Programme Director**

## **School Location**

The School of Business and Management is located on the third and fourth floors of the Bancroft Building, on the north side of the Library Square, at the Mile End Campus.

The school's office is located on the fourth floor, room FB 4.22; opening hours are Monday to Friday 9.30am – 4.30pm.

You can visit <http://www.busman.qmul.ac.uk/staff/index.html> for a full list of academic and support staff within the school.

## **Key Academic Staff**

Mr Chandres Tejura

BSc Business and Management Programme Director

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BSc Accounting and Management Programme Director

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BSc Marketing and Management Programme Director

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Dr Mustafa Ozturk

Joint Programmes Director

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Senior Tutor  
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Director of Taught Programmes  
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### **Key Administrative Staff**

The School of Business and Management administration staff will be able to help you with queries and will direct you to the most appropriate member of staff when necessary. The administration office is situated The Bancroft Building, Room FB 4.22.

Miss Anisha Patel  
Administrative Assistant, Student Support Reception  
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Undergraduate Programmes Administrator  
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Miss Angelina Bianchi  
Undergraduate Programmes Administrator  
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Tel : +44 (0)20 7 882 3921

# Programme Structure

The BSc in Business and Management, BSc in Accounting and Management and BSc in Marketing and Management are a three-year degree, taught within the University's modular system. You are expected to take modules to the value of 120 credits (**eight modules**) in each year.

All first year modules are compulsory.

In the second and third years, you may choose some of your modules according to your interests from a range of options available for that academic year. Please note module options are subject to change each academic year and some modules may require you to have already passed certain pre-requisite modules.

Each module is normally assessed by a combination of coursework, and/or presentation and/or an examination.

**First Year: Compulsory Modules - Four Modules Each Semester**

Code	Title	Semester	BSc Business and Management	BSc Accounting and Management	BSc Marketing and Management
BUS101	Introduction to Marketing and Communications	A	Compulsory	Not Available	Not Available
BUS107	Business and Society	A	Compulsory	Not Available	Not Available
BUS108	Economics for Business and Society	A	Compulsory	Not Available	Not Available
BUS118	Management Studies and Skills	A	Compulsory	Not Available	Not Available
BUS128	Applied Economics	A	Not Available	Compulsory	Compulsory
BUS129	Marketing Theory and Practice	A	Not Available	Compulsory	Not Available
BUS130	Business in Social and Historical Context	A	Not Available	Compulsory	Compulsory
BUS134	Introduction to Financial and Management Accounting	A	Not Available	Compulsory	Compulsory
BUS136	Marketing Principles	A	Not Available	Not Available	Compulsory
BUS005	Quantitative Research Methods	B	Compulsory	Not Available	Not Available
BUS106	Accounting for Business	B	Compulsory	Not Available	Not Available
BUS124	Work and Employment	B	Compulsory	Not Available	Not Available
BUS127	Organisational Behaviour	B	Compulsory	Not Available	Not Available
BUS131	Management Studies & Skills for Specialist Managers	B	Not Available	Compulsory	Compulsory
BUS132	Work and Employment in Context	B	Not Available	Compulsory	Compulsory
BUS133	Organisation Studies	B	Not Available	Compulsory	Compulsory
BUS135	Quantitative Analysis for Business	B	Not Available	Compulsory	Compulsory

**Second Year: Four Modules Each Semester Including Compulsory Modules**

Code	Title	Semester	BSc Business and Management	BSc Accounting and Management	BSc Marketing and Management
BUS002	Operations Management	A	Elective	Elective	Elective
BUS007	Research Methodology	A	Elective	Elective	Elective
BUS201	Financial Institutions	A	Not Available	Not Available	Not Available
BUS204	Strategy	A	Elective	Elective	Not Available
BUS205	Business Law	A	Elective	Elective	Elective
BUS206	Coordination and Social Dynamics	A	Elective	Elective	Elective
BUS208	Microeconomics for Managers	A	Elective	Elective	Elective
BUS212	Ethics and business	A	Elective	Elective	Elective
BUS220	Persuasive Strategies in Marketing	A	Elective	Elective	Not Available
BUS223	Technologies in the Workplace	A	Elective	Elective	Elective
BUS224	International Corporate Reporting	A	Not Available	Compulsory	Not Available
BUS226	Strategic Marketing	A	Not Available	Not Available	Compulsory
BUS230	Entrepreneurial Learning	A	Elective	Elective	Elective
BUS238	International Financial Accounting	A	Not Available	Compulsory	Not Available
BUS240	Services marketing	A	Not Available	Not Available	Compulsory
BUS011	Marketing	B	Not Available	Not Available	Not Available
BUS014	Human Resource Management	B	Elective	Elective	Elective
BUS022	Managerial Accounting	B	Not Available	Not Available	Not Available
BUS213	Advertising	B	Elective	Elective	Compulsory
BUS215	Occupational Psychology	B	Elective	Elective	Elective
BUS216	Advanced Accounting	B	Elective	Not Available	Elective
BUS222	Strategic management	B	Elective	Elective	Not Available
BUS225	Corporate Finance & Strategy	B	Not Available	Compulsory	Not Available
BUS227	International Marketing	B	Not Available	Not Available	Compulsory
BUS233	Creative industries	B	Elective	Elective	Elective
BUS235	International Business Finance	B	Elective	Elective	Elective
BUS236	Psychology of leadership	B	Elective	Elective	Elective
BUS239	Management Accounting for Decision Making	B	Not Available	Compulsory	Not Available
BUS237	Corporations and Social Responsibility	B	Elective	Elective	Elective

**Third Year: Four Modules Each Semester Including Compulsory Modules or Three Modules Each Semester Including Compulsory Modules and a Dissertation**

Code	Title	Semester	BSc Business and Management	BSc Accounting and Management	BSc Marketing and Management
BUS305	Managing Diversity	A	Elective	Elective	Elective
BUS306	Financial Management	A	Elective	Not Available	Not Available
BUS311	Social Networks	A	Elective	Elective	Elective
BUS317	Organisational Change and Development	A	Elective	Elective	Elective
BUS318	Consumer Psychology	A	Elective	Elective	Compulsory
BUS320	Employment Relations	A	Elective	Elective	Elective
BUS326	Global supply chains	A	Elective	Elective	Elective
BUS328	Managing public services	A	Elective	Elective	Elective
BUS330	Macroeconomic Modelling and Policy	A	Elective	Elective	Elective
BUS338	Firm Governance and Strategy in the Institution Context	A	Elective	Elective	Not Available
BUS314	Dissertation	A&B	Elective	Elective	Elective
BUS300	Innovation & Entrepreneurship	B	Elective	Elective	Elective
BUS304	International Business	B	Elective	Elective	Not Available
BUS316	Social and Political Marketing	B	Elective	Elective	Compulsory
BUS322	Managing Knowledge Based Organisations	B	Elective	Elective	Elective
BUS324	Management of Human Resources	B	Not Available	Not Available	Not Available
BUS327	Gender, Management and Leadership	B	Elective	Elective	Elective
BUS329	Corporate Law and Governance	B	Elective	Elective	Elective
BUS331	Company Valuation	B	Elective	Compulsory	Elective
BUS335	Business to Business and Relationship Marketing	B	Elective	Elective	Compulsory
BUS336	Social Reporting and Accountability	B	Elective	Elective	Elective
BUS337	Business computing	B	Elective	Elective	Elective
POL380	Utopia and Dystopia: Political, Economic and Literary Dreamworlds	B	Elective	Not Available	Not Available

**Note:** *BUS314 - Dissertation is taken over two semesters and students must take BUS007 as pre-requisite in year 2*

*BUS338 - Not available to anyone who has taken BUS211*

*BUS336 - BUS212 or BUS237 to be taken as pre-requisite in year 2*

## Key Dates

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The academic year is organised into two teaching semesters each of twelve weeks with an exam term of six weeks. The two semesters run from late September to mid-December and from early January to late March or early April, depending on the timing of Easter. The teaching semesters are usually referred to as either Semester A and B, or 1<sup>st</sup> and 2<sup>nd</sup> Semester.

The semester dates for academic year 2016/17 are as below. Please note that you should be available to attend university throughout this time. The School is closed on weekends, Bank Holidays and University closure dates.

The following dates include term dates, assessment dates, and university closure dates. You will be informed of any changes.

19 September 2016	Start of Semester A
19 September - 23 Sept 2016	Welcome and Induction of new students
26 September 2016	Teaching begins (lectures only)
3 October 2016	Seminar Sessions Commence
07 - 11 November 2016	Reading week
16 December 2016	End of Semester A
19 December 2016 – 06 January 2017	Winter Vacation
09 January 2017	Start of Semester B
09 January 2016	Teaching begins (lectures only)
16 January 2017	Seminar Sessions Commence
20 - 24 February 2017	Reading week
31 March 2017	End of Semester B
03 - 21 April 2017	Easter Vacation
14 April 2017	<i>UK Public Holiday (Good Friday)</i>
17 April 2017	<i>UK Public Holiday (Easter Monday)</i>
24 - 28 April 2017	Revision week
01 May 2017	<i>UK Bank Holiday</i>
02 May - 09 June 2017	Examination period
29 May 2017	<i>UK Bank Holiday</i>
16 June 2017	Deadline to submit ECs for exams
21 June 2017	School Exam Board Meeting
06 July 2017	Degree Exam Board Meeting

12 July 2017	Publication of results
31 July - 11 August 2017	Late Summer Resit examination period
25 August 2017	Deadline to submit EC for exams
01 September 2017	LSR School Exam Board Meeting
12 September 2017	Publication of LSR results for Y1 & Y2
4 October 2017	Degree Exam Board Meeting
11 October 2017	Publication of LSR results for Finalists

## Reading Weeks

Reading weeks provide all students with the opportunity to complete outstanding coursework as well as the time for sustained reading.

**Please note:** *Reading weeks are not vacation time* and the School expects students to be able to attend teaching activities that may extend over all or part of a reading week. Reading weeks are scheduled during Week 7 of each teaching semester.

## Degree ceremonies

You will be invited to attend a formal degree ceremony (to which you can invite guests) for the conferment of your degree. Full details are at [www.qmul.ac.uk/graduation](http://www.qmul.ac.uk/graduation). The precise date for the School of Business and Management students will be announced by the university in due course. If you cannot attend the ceremony in July 2017, then you can attend the one in December 2017 or July 2018. Please note that you do not have to attend a degree ceremony; your degree can be awarded *in absentia*.

# Communications

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The school and the university will communicate with you through QMplus and/or email. Degree results and progression information will be made available to you on MySIS and degree certificates will be sent to you by post.

If your details are not up to date you may miss vital information from the university. Your MySIS page can be used to ensure that the university has your correct contact details: <https://mysis.qmul.ac.uk>

## Email

All students have a university email account and this is the main method of communication between school staff and students. In order to comply fully with data protection legislation, all university-related correspondence with students is sent to their university email account only, using the data held in the Student Information System (MySIS). Similarly, students must email university staff from their QMUL email account.

Students should include their full name and student registration number in all email communication with the school.

## QMplus

<https://qmplus.qmul.ac.uk/login/index.php>

The virtual learning environment is QMplus. Students will receive training on how to use QMplus. All module information, lecture slides, reading lists etc., will be made available on QMplus. From time to time announcements will also be posted by module organisers or administrative staff on QMplus as a way of alerting students to context specific module information. There is a designated shared area on QMplus (School of Business & Management Undergraduate Information Zone) which contains announcements, timetables, forms and latest information on upcoming events.

## MySIS (Student Information System)

[https://mysis.qmul.ac.uk/urd/sits.urd/run/siw\\_lgn](https://mysis.qmul.ac.uk/urd/sits.urd/run/siw_lgn)

Your personal data and information related to your programme of study are stored on MySIS. Each time you change your term-time or home address, or your



name, telephone number or another personal detail you must inform QM. You will be able to update your address and contact details using MySIS, however a change in name must be done in person at the Academic Registry with accompanying identification.

You can also view your module registrations and assessment marks on MySIS, it is your responsibility to ensure your module registrations are correct.

### **School Website**

[www.busman.qmul.ac.uk](http://www.busman.qmul.ac.uk)

The School of Business and Management website has a wide variety of information including details about all the degree programmes and staff profiles.

### **Plasma screens**

Plasma screens are located on the fourth floor opposite the reception desk. The screens display information regarding operational issues such as Reception opening times, timetables, etc. The plasma screens will also broadcast messages promoting events and support services. The screens also advertise time sensitive information about events and general information affecting students and staff of the school. Students are therefore encouraged to regularly review the information provided via this medium.

# Feedback from Students

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The school is always keen to receive constructive feedback which will help us to maintain and improve the student experience.

## **Student Staff Liaison Committee (SSLC)**

Each school within the university has a student staff liaison committee (SSLC). At the beginning of the academic year the Students' Union will write to all students about how to elect course representatives. The elected course representatives will be invited to the school's SSLC meetings, held once each semester.

The committee provides two-way communication between students and staff. Students contribute their evaluation of modules, the student experience and raise any issues or concern. Students should provide their course representatives with their views about programme and school-level issues in advance of the SSLC. It is important that the course representatives attend these meetings. Issues related to individual study should of course be directed to module organisers or the undergraduate programme directors.

You will be notified of your elected course representatives in October.

## **Module Evaluation**

Each module is evaluated by you at the end of each semester. Feedback is compiled and collated by the university; and the Director of Teaching and Learning within the school is responsible for ensuring that module organisers respond effectively to student evaluation.

# Student Support

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## **Undergraduate Programme Director(s)**

The School has 3 Programme Directors and a Senior Tutor who will be able to support you through your studies, if you encounter any difficulties of a personal nature which are having an impact on your studies you should meet with Mr Chandres Tejura, Dr Ishani Chandrasekara, Dr Danae Manika or Dr Androniki Triantafylli depending on the programme you are registered on.

## **Academic Advisors**

Every student is allocated an academic advisor. You will meet with your academic advisor in week 1 of both semester A & B and for year 1/2 students, in revision week also. Please approach your academic advisor should you have any queries or issues related to your academic studies or academic development. Please contact your advisor by email. The name of your academic advisor and academic advisor session date/time will be emailed to you. You will find a complete list of academic staff, their office hours and contact details by accessing: <http://www.busman.qmul.ac.uk/staff/index.html>

## **PASS Scheme**

The School of Business and Management offers a student-led mentoring scheme for 1st year students. PASS (Peer Assisted Student Support) allows 1st year students to be mentored by 2nd and 3rd year students. Thanks to this scheme, first year students can simply drop by during weekly sessions (no enrolment required) and discuss with student mentors issues related to their academic work and university life, such as: essay writing, exam preparation, group presentations, study skills or module choices. PASS sessions are friendly and informal and can help greatly with your studies during the first year. You can find information about PASS in leaflets, posters and announcements around SBM. There will also be regular email updates about the location and timing of PASS sessions every term.

**Academic Coordinator:** Dr Andromachi Athanasopoulou

Email: [a.athanasopoulou@qmul.ac.uk](mailto:a.athanasopoulou@qmul.ac.uk)

Tel: 0207 882 8785

Room: FB 4.33

# Student Administration

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## **Changing Programmes**

If you wish to change your programme after arrival then it is your responsibility to meet one of the undergraduate programme directors to establish whether you can change programme. If your change is approved you will be required to complete a change of programme form which you can obtain from the Academic Registry website. This form must be signed by the programme director of your new school and by the School of Business and Management.

## **Registration for Modules**

All new students are automatically registered for first year modules. In April/May, first and second year students will receive module information and will be required to register their module choices for the following year.

## **Changing Module Registrations**

First year modules are compulsory and no changes are permitted.

Advice on choosing modules, including a session from the programme directors and module tutors, written module summaries and selection guidance will be provided throughout the year. Individual and small group meetings are available from academic advisors to help with module choices.

Given the support available when choosing modules, and because changing modules once teaching begins put students at a significant and may be logistically impossible, module changes may not always be permitted once timetabling and seminar allocation have been completed. The programme directors will inform students of the relevant deadlines.

## **Teaching Timetable**

All lectures and seminars are formally timetabled. The school's teaching timetable runs from 9am to 6pm, Monday to Friday, though Wednesday afternoon is not used in order to accommodate sporting and other university activities. Classes are usually one or two hours, with some practical classes scheduled for three hours.

## Lectures

While there are marked differences, depending on the nature of the particular module, in general lectures do not necessarily give an all-embracing coverage of a particular area, and are certainly not supposed to be a substitute for individual study. They do represent your first point of contact with an area of study, acting as a guide to that area and facilitating your own subsequent study.

## Seminar Registration

Seminars will commence from week two in each semester. The registration process for the majority of seminars is automated. Please note that once you have been allocated to a seminar in a module, you are not allowed to switch to another seminar session in that module unless there is a clash with another teaching activity or you have proven extenuating circumstances.

Seminars are an integral part of the module, and follow up the lectures by discussion and by working through exercises or other hand-out material. Seminar sessions provide the opportunity for students to engage in discussion of a particular topic and/or to explore it in more detail than might be covered in a lecture. The success of the seminars depends on the collective effort and input of all of its members.

## Examinations

Examinations are held in May. You will receive your individual examination timetable from the Academic Registry via MySIS in April. **Please note that the School does not release details of assessment results to any student who is considered a debtor or if you have an examination offence investigation pending.**

## Re-sits

Re-sit assessment is available to students who fail modules. Re-sits take place in August. Students have only one resit attempt, so if you have failed a module in May then the August resit exam is the only remaining opportunity to pass the module. If you do not attend the August exam it will still be counted as a missed attempt and a mark of ONS (Non-Submission/Non-Sit) will be recorded on your transcript for this second attempt. You will receive further information and instructions about re-sits in July.

# Progression and Degree Classification

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Each year you will study eight modules which have a total credit value of 120 credits, equivalent to 360 credits across the whole programme. All modules are assigned a level that normally corresponds with the year of study. Level four is the level of modules normally taken in the first year, level five in the second year and level six in the third year. The pass mark for all level 4, 5 and 6 modules is 40.0.

Different regulations on progression will apply depending on when you started your degree.

## **Students starting the first year or second year in 2016-17**

1. To progress from the first year to the second year you must have passed at least 90 credits (6 modules) at level 4 and have an average mark of 40.0 across all modules taken.
2. To progress from the second year to the third year you must have passed at least 195 credits (13 modules) at levels 4 and 5 including a minimum of 90 credits (6 modules) in the second year and have an average mark of at least 40.0. This means that if you only passed 90 credits in your first year you will have to pass a minimum of 105 credits (7 modules) in your second year to progress to the third year.
3. To graduate you need to pass at least 315 credits (21 modules), including at least 90 credits (6 modules) at level 6 and have a College Mark of 40.0 or higher.

## **Students starting the third year in 2016-2017**

1. To progress from the first year to the second year you must have passed at least 90 credits (6 modules) at level 4.
2. To progress from the second year to the third year you must have passed at least 180 credits (12 modules) at levels 4 and 5 including a minimum of 75 credits (5 modules) at level 5.

3. To graduate you need to pass at least 270 credits (18 modules), to take at least 90 credits (6 modules) at level 6 and have a College Mark of 40.0 or higher.

The College Mark is a weighted average of all the modules that you have taken as part of your degree.

The mean mark across the 8 modules that you take in year 1 constitutes 10% of the final mark. The mean mark across 8 modules that you take in year 2 constitutes 30% of your final mark. The mean mark across the 8 modules that you take in year 3 constitutes 60% of your final mark.

Your degree classification is awarded on the following basis:

- |                                     |                                      |
|-------------------------------------|--------------------------------------|
| • A College Mark of 70.0 and above  | First Class Honours                  |
| • A College Mark between 60-69.9%   | Second Class Honours, Upper Division |
| • A College Mark between 50.0-59.9  | Second Class Honours, Lower Division |
| • A College Mark between 40.0-49.9% | Third Class Honours                  |
| • A College Mark of 39.9 or lower   | Fail (no award)                      |

## **Borderline Policy**

Examination boards may use a borderline policy when making recommendations for degree classifications. The following criteria are used:

1. Students with College marks within one per cent of a borderline (except at the pass/fail border) shall be determined to fall within the "zone of consideration".
2. Students with College marks within 1.5 per cent of a borderline and with significant extenuating circumstances in the final year not taken into account elsewhere may be determined to fall within the zone of consideration. However, if this approach is taken then the extenuating circumstances may not also be used as a reason to raise the classification itself.

3. All students falling within a zone of consideration shall be considered as possible cases for application of the borderline policy.
4. Students falling within the zone of consideration and with at least half of their final year credits with marks at the level of the upper classification (or higher), shall be raised to the higher classification.
5. Students falling within the one per cent zone of consideration and not meeting the requirements of point 4, but with significant extenuating circumstances in the final year not taken into account elsewhere, shall be raised to the higher classification provided the examination board is confident that – without the effect of the extenuating circumstances – the student would have achieved the higher classification.



# Student Academic Engagement Policy Framework

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Your lecturers take considerable effort to design programmes of study, using different methods as appropriate for the material. Lectures and seminars are an important part of these programmes and you should attend and actively participate in them. Attendance and participation are not only essential to the learning process, but enable lecturers to craft their lectures and support activities better and write more informed references for job, further study and scholarship applications.

Summary of Queen Mary Engagement Policy

<http://connect.qmul.ac.uk/docs/teachlearn/retention/102722.pdf>

For the timely and effective administration of support, the School wishes to use the following markers of student engagement. This is to ensure that students are well supported and given every opportunity to progress with their studies and to achieve to their fullest potential whilst here. *Students on joint programmes should also be aware of other school's engagement policy marker's.*

## 1 Markers of Student Engagement

The School of Business and Management will employ a combination of attendance at lectures and seminars plus active use of QMplus to monitor student engagement.

- 1.1 **Attendance:** All undergraduate students are expected to attend scheduled taught sessions including lectures, practical classes, group work, workshops, tutorials, seminars, field work, computer lab sessions, problem-solving classes, exercise classes, lab sessions, project meetings, and other events which are associated with the modules for which they are registered as part of their programme of study.

Students missing 3 or more seminar sessions in their UG modules will be requested to see their module tutor or the Programme Director.

- 1.2 **Coursework Submission:** All undergraduate students are expected to submit reports, exercises essays, and other pieces of coursework associated with each module for which they are registered as part of their programme of study, by the individually advertised deadlines and method of submission.

Students are expected to hand in assignments on time (unless they have extenuating circumstances).

- 1.3 **Participation in Formative Assessments:** All undergraduate students are expected to participate in a range of activities (with or without the allocation of marks) that help to inform teaching and learning during the learning process.

Module tutors will often set quizzes or formative assessments (non-assessed) and may also place information for students to download on QMplus. Students are expected to actively utilize QMplus resources on their specific module sites as part of their active learning and engagement.

- 1.4 **Marks from Summative Assessments:** All undergraduate students are expected to participate in a range of activities assessing the outcomes of a learning process. Provisional and/or confirmed marks allocated from such summative assessments e.g. weekly tests, coursework, and Examinations, often contribute to the overall module grade and programme degree classification.

Students are expected to participate in summative assessments (unless they have extenuating circumstances).

- 1.5 **Other Student Engagement Activities:** All undergraduate students are expected to participate in a range of formal or informal activities that signify continued engagement with their programme of study. Examples of such activities are scheduled meetings with Module Organisers/Academic Advisors, and group work.

Students are expected to attend guest lectures and seminars and other events which have been organized for them. Also students should meet their module and personal tutors when requested.

## 2 **Action Following Identification of Students Who May Require Support**

Where a student fails to attend 3 or more seminars or fails to hand in assessment(s) for a specific module an e-mail will be sent (by the UG administrator) to the student to see the module organiser.

Where a student fails to attend on a regular basis lectures and seminars across modules and misses two or more assignment deadlines (without extenuating circumstances) the student will be e-mailed (by the UG administrator) to see the programme director.

- 2.1 Actions by Schools are designed to support students to engage or re-engage with their study programme. The underpinning principles are that the School, once it has admitted a student to a programme of study, has a duty of care to that student, whilst in turn the student has a responsibility to engage with the available support. In such cases, support will be designed by the School around the needs of the individual student.
- 2.2 A student identified as approaching or falling below the minimum requirements of engagement set by their School will be contacted alerting them to this, outlining support mechanisms to deal with the issues that may be contributing to this.
- 2.3 Once a student is identified as in need of support in order to re-engage with their studies, they will be invited to a meeting with their Academic Advisor to discuss issues that might be affecting their studies, and for the provision of encouragement/advice (with possible referral to QMUL support services if necessary). The first port of call is the Academic Advisor, who in turn may liaise with the Senior Tutor and the School's Student Engagement Manager and/or Director. In exceptional circumstances, a senior member of the School team, such as the Head of Department or the Head of School, may be involved in this process.
- 2.4 The School will always try to help students who are experiencing problems, but we cannot do so if we are not kept informed of them. If there are factors making a student's engagement with their programme difficult, it is essential that the student discusses these with their Academic Advisor, or an appropriate person in the School, at an early stage. This will give us the opportunity to intervene and provide the necessary support.

# Attendance at University

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Attendance can be recorded to help monitor engagement. If you cannot attend regularly, you should let the school know so that we can offer appropriate support and advice and note any issues that may constitute extenuating circumstances.

## What to do if you are absent from University

The University requires students to produce appropriate certification to confirm that any absence has been for 'good reasons'. You will not be expected to provide a medical certificate unless you have been absent for more than five days, **except**:

- If you have had a series of absences, the school may require you to produce a medical certificate to confirm that your absence **has** been due to recognised medical problem.
- If the absence includes an examination or a coursework submission deadline, you must **always** provide a medical certificate

To summarise, any absence of more than one week requires medical certificate or letter from your doctor. This should be obtained and submitted to the undergraduate programme director(s) as you return to the university. However, if you are absent for a number of short periods of illness, the school may require you to produce a medical certificate to confirm that the absence was for justifiable reasons. Students who are absent from an examination for medical reasons are required to produce a medical certificate. If you require to take leave for other reasons please consult the undergraduate programme director(s) (acting on behalf of the Head of School) beforehand.

The university understands that, from time to time, students may wish to take leave for religious occasions, the dates of which are known in advance. There are also some students who wish to be granted atypical leave to take part in sporting, cultural or social events or for other reasons that they believe to be valid. In accordance with the General Regulations, permission for all leave of this nature must be authorised by the Undergraduate Programme Director. Examinations and other assessment deadlines are important points in the

academic calendar and students will not be given permission to be absent at such times.

### **De-registration and Re-registration**

De-registration is the removal of an individual's registration from a module. If you are deregistered from a module, it means that you cannot be examined in it. The module will appear on your transcript with a mark of 0, and will be flagged as de-registered.

Deregistration may occur for persistent non-attendance at classes (lectures, seminars/tutorials, or computer lab sessions). Claiming that you were in attendance but your attendance has not been recorded will not be accepted as an excuse for non-attendance. It is therefore very important that you let us have a medical certificate if you are absent because of illness for more than a week or a note explaining the reasons for any other absence of five days or fewer. If there are other reasons that are making attendance difficult it is essential that you discuss these with one of the programme directors.

Re-registration is the re-establishment of an individual's registration for a module. This will occur only if attendance following de-registration is exemplary and all coursework for assessment in the module is completed and submitted by the due deadline.

Persistent lack of engagement, or overall unsatisfactory work, can result in exclusion from the university. If, however, there are good (for instance, personal) reasons why you are not attending classes regularly, you should inform the undergraduate programme director as soon as possible.

### **Medical problems**

If you are affected by any medical problem that interferes with your studies, please report this to Dr Androniki Triantafylli. Absence from university for more than one week requires a medical certificate or a letter of explanation for your absence. If you believe that your performance in a particular item of assessment or more generally has been affected by medical problems or other circumstances beyond your control, you may wish to make an extenuating circumstances claim.

# Guide to Written Work

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The school strives to create an environment in which students can develop advanced skills, including the ability to understand, evaluate and develop a sophisticated understanding of business and society. In order to encourage students to work conscientiously toward this goal, and to ensure that the grades awarded are fair, the school has policies to ensure that students' work is their own.

## **Plagiarism**

The University defines plagiarism as presenting someone else's work as one's own irrespective of intention. Close paraphrasing, copying from the work of another person, including another student, using the ideas of another person, without proper acknowledgement or repeating work you have previously submitted (known as 'self-plagiarism') also constitutes 'plagiarism'.

## **Regulations on Assessment Offences**

Plagiarism is a serious offence and all students suspected of plagiarism will be subject to an investigation. If found guilty, penalties can include failure of the module, suspension or permanent withdrawal from the university.

It is your responsibility to ensure that you understand plagiarism and how to avoid it. You are expected to sign a plagiarism form at the start of each academic year to indicate that you understand what constitutes plagiarism and this provides further information regarding plagiarism. The recommendations below can help you study effectively and avoid plagiarism.

- Be sure to record your sources when taking notes, and to cite these if you use ideas or, especially, quotations from the original source. Be particularly careful if you are cutting and pasting information between two documents, and ensure that references are not lost in the process.
- Be sensible in referencing ideas – commonly held views that are generally accepted do not always require acknowledgement to particular sources. However it is best to be safe to avoid plagiarism.
- Be particularly careful with quotations and paraphrasing.
- Be aware that coursework is run through plagiarism detection software.

- Ensure that all works used are referenced appropriately in the text of your work and fully credited in your bibliography.
- If in doubt, ask for further guidance from your academic adviser or lecturer.

### **Penalties for plagiarism**

Plagiarism is a serious academic offence and can lead to serious penalties. Marks of zero will be given if plagiarism is detected in examinations or coursework. Degrees have been delayed or even withheld and degree classifications reduced for proven cases of plagiarism. A proven serious offence can lead to the immediate termination of your degree. Plagiarism is dishonest. It makes it impossible for your lecturers to assess your progress and the degree of understanding you have reached in your studies. If it is undetected, it results in injustice to all the students who behave honestly and submit their own work for assessment. For these reasons your lecturers take great pains to detect plagiarism (you should note that the school has access to sophisticated software packages which assist in this process) and to make sure that it is penalised.

If you are unsure about any points around the issue of plagiarism, please ask your academic advisor, or any member of the teaching staff, to explain. Consult one of your lecturers if you are ever in doubt as to whether you are properly acknowledging a source in your written work. You can find details of Queen Mary's assessment offences regulations online:

If we suspect that you have committed an assessment offence your work will be subject to an internal investigation for which you may be asked to attend a meeting with School's Assessment Offences Officer. The case may then be forwarded to the College Appeals, Complaints & Compliance team for further investigation.

[http://www.arcs.qmul.ac.uk/policy\\_zone/assessment\\_offences\\_regulations.pdf](http://www.arcs.qmul.ac.uk/policy_zone/assessment_offences_regulations.pdf)

### **References**

References are the items you have read and specifically referred to (or cited) in your assignment and your list of sources at the end of the assignment will be headed '**References**'.

If you make a point of reading selectively, you will usually make use of everything you read and then refer directly to it in your assignment. In that event, it will be perfectly correct to just have a 'References' list instead of a 'Bibliography'. Having a references section enables academics to quickly find the source you cited and, if necessary, check the validity of it for themselves.

If you are writing a piece of coursework or a dissertation, ask your module lecturer or supervisor if you are free to use a style as a matter of personal preference, or if you are expected to follow a specific referencing style.

For information on how to reference correctly, visit <http://www.library.qmul.ac.uk/referencing>

## **Bibliography**

A bibliography is a list of everything you read in preparation for writing an assignment, whether or not you referred specifically to it in the assignment.

A bibliography will, therefore, normally contain sources that you have cited in your assignment and also those you found to be influential, but decided not to cite. A bibliography can give an academic an overview of which authors have influenced your ideas and arguments even if you do not specifically refer to them.

However, avoid being tempted to include items you have not read in order to impress the lecturer. If you, for example, include an item you haven't actually read, the lecturer may challenge you why you have not directly referred to a particular author, or apparently not been influenced by their work in your assignment!



# Submission of Coursework

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All School of Business and Management assignments are submitted online via QMplus.

Further information and training about QMplus will be given to you during welcome week and further guidance will be available via QMplus.

## **Style guide for the submission of coursework**

Please observe the following style guide. Unless otherwise specified,

- All work must be typed and submitted in MS Word or Adobe PDF format
- Font size should be 12 point (unless otherwise specified)
- Font style should be Arial
- Lines should be double-spaced
- Leave margins for comment
- Insert page numbers
- Use a header containing your student ID number, the module code to which your work applies, and the date.

And Please:

- Attach a completed coversheet to the front of your coursework
- Always spell-check and proof read your work before handing it in (once you have submitted your work you will not be permitted to retrieve it)
- Keep your own electronic back-up copy of your work and if possible save on two devices
- Avoid plagiarism
- Submit your work in on time

## **Coursework submission guidelines**

The deadline for submitting coursework is 23:55hrs on the due date unless otherwise stated.

- a. Coursework submitted late (and there are no extenuating circumstances) will incur a late penalty. Five per cent of the total marks available shall be deducted for each 24 hour period or part thereof after the submission date and time, including weekends and bank holidays. An assignment submitted more than 120 hours late (5 days) shall be awarded a mark of zero (OFL).
- b. Each module has word limits for coursework assignments, however the decision about whether to impose a penalty mark for exceeding the word limit is made by each module organiser. You must check the module handbook and the assignment briefing documents to see whether the particular module organiser has adopted a penalty system. It is your responsibility to read the handbook and assignment briefing carefully. If no penalty is specified then the module organiser will take into account the word length under the standard marking conventions. For example, if you have exceeded the word limit then it might be that you have not been sufficiently succinct or focused in your assignment and therefore might be penalised for these weaknesses. Please note that word limits do NOT include references or appendices. However if excessive material is included on appendices then this too will be judged accordingly and you may be awarded a lower mark.
- c. You should ensure that your submission is in either Microsoft Word or PDF format.
- d. Failure to submit in either one of these formats will result in a mark of 0 being awarded for the particular assessment. It is therefore your responsibility to ensure that the file format is correct and it can be opened by the receiving party.
- e. You should ensure that the correct piece of assignment is uploaded as the document downloaded on the due date by the module organiser will be marked regardless of content. You will not have another opportunity to submit the work again if you mistakenly uploaded the wrong document.
- f. **ALLOW YOURSELF PLENTY OF TIME TO SUBMIT YOUR COURSEWORK. DO NOT LEAVE IT UNTIL THE LAST MINUTE**

- g. Computer problems, such as computer viruses, failure to make a back-up copy or temporary internet access problems, will **NOT** be viewed as a valid reason for late submission.
- h. Check that your assignment submission has been successful, and print a copy of the confirmation screen.
- i. If you submit your assignment after the deadline, you will still be able to submit your coursework via QMplus however you will be penalised for late submission, the only exception to this is if you have an approved extension due to extenuating circumstances.

Should you encounter any problems when submitting your coursework, please contact one of the Programmes Team members:

Mr Salman Uddin      [salman.uddin@qmul.ac.uk](mailto:salman.uddin@qmul.ac.uk)

Mr Jonathan Anegbeh      [j.anegbeh@qmul.ac.uk](mailto:j.anegbeh@qmul.ac.uk)

Miss Angelina Bianchi      [a.bianchi@qmul.ac.uk](mailto:a.bianchi@qmul.ac.uk)

### **Coursework feedback and marks**

Coursework feedback and marks will be emailed to students approximately six weeks after submission.

To view your assessment marks, log-in to MySiS (your personal area of SIS) with your usual computer log-in, where they will be listed. **These marks are provisional and subject to change until they are agreed by the appropriate Subject Examination Board.** MySiS will indicate whether the results are provisional or confirmed. Guides on checking your results on MySiS are available on the Student Enquiry website (<http://www.arcs.qmul.ac.uk/students/mysis-record/provisional-results/index.html>)

# Extenuating Circumstances

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Definition of Extenuating Circumstances:

**“Extenuating Circumstances are circumstances that are outside a student’s control which may have had a negative impact on a student’s ability to undertake or complete any assessment so as to cast doubt on the likely validity of the assessment as a measure of the student’s achievement”.**

## Reporting Extenuating Circumstances

To report Extenuating Circumstances (EC) which is affecting your ability to meet a deadline or sit examinations you must complete the necessary form which can be found in the Undergraduate Shared Information Zone on QMplus. Our Deputy Programme Director, Dr Androniki Triantafylli will also provide advice and guidance on academic regulations and procedures pertaining to extenuating circumstances. You will be informed if you have sufficient grounds to submit an EC claim, and the impact this may have on your progression/graduation in line with the university’s academic regulations. All applications for EC must be accompanied with documentary evidence. Any application submitted without the appropriate documentation will not be considered. All EC applications are considered by the EC Committee chaired by an academic member of staff.

If you are unwell on the day of the examination you should not sit the examination under the Queen Mary “fit to sit policy”. Should this happen you must contact the Deputy Programme Director, Dr Androniki Triantafylli immediately.

After meeting with the deputy programme director you will be informed if you have sufficient grounds to submit an EC claim, along with advice and guidance regarding the impact this may have on your progression/graduation in line with the university’s academic regulations.

Please note that further details and guidance on EC can be found on the school’s QMplus page – <http://qmplus.qmul.ac.uk/course/view.php?id=2333>

**Applications for EC must be received three working days before the subject examination board is due to take place in June. You will be notified of the exact**

**deadline date during the academic year. Any applications received after the deadline cannot be considered.**

The following sections list the grounds to claim extenuating circumstances.

### **Medical**

If you are submitting an application on medical grounds you must provide medical documentation by a practitioner who is registered with a recognised professional body for example the GMC – General Medical Council or NMC- National Midwifery Council.

The document must be original and display the full name address, telephone number and relevant GMC or NMC reference number.

The note must state the exact dates you were unfit for work, the date of consultation and the nature of the illness and the effect this had on you. The consultation must take place within three working days of the condition commencing and must cover the date of the missed examination or coursework deadline.

If you are hospitalised or receiving on-going treatment you must provide a letter from the Hospital to confirm your circumstances.

If you are receiving on-going therapy from a Counsellor or other health care professional you must ensure that they are registered with the BACP (British Association of Counsellors and Psychotherapists) or other General Medical Council Registered Healthcare provider.

We can accept documentation from health care professionals based overseas, however you must submit a translated copy. Any costs incurred are met by the student.

### **Bereavement**

If you have suffered a close family bereavement then you must provide a copy of the death certificate.

### **Accidents and other Incidents**

Involvement in an accident or other incidents will only be considered if you can support your claims with documentation from the appropriate professional

bodies which may be involved: Police Service, Ambulance Service, Fire Service, NHS, solicitor or the Department of Social Services.

Please note that family disputes are not considered as extenuating circumstances however if this dispute caused injury or other loss to yourself or as a result you are receiving medical or other therapeutic treatment you must provide the appropriate documentary evidence to confirm this as stated above

### **Travel Delays**

Travel delays are not normally considered as EC however if there are major disruptions then we may consider an EC application subject to receiving satisfactory proof. For longer distance travel, original ticket/documents proving intention to travel to arrive for the assessment/examination at least one hour before the examination or deadline to hand in work, and documents setting out the revised travel arrangements are required.

The following are **NOT** grounds for Extenuating Circumstances:

- Minor ailments: cough, cold, headache, stomach pains.
- Computer problems
- Pressure of upcoming coursework deadlines or examinations.
- Pressure of workload due to one or more deadline or examinations which are close together
- Attendance at Wedding
- \*Travel delays (see above)
- You have been involved in a family dispute, or dispute with neighbours or housemates
- You forgot or misread the deadline for the assignment or exam.

The above is not an exhaustive lists of circumstances and if you feel your circumstances are not covered here then please make an appointment with the Deputy Programme Director to discuss your case.

### **Interruption of Studies**

In exceptional circumstances you may apply to interrupt your degree studies for a period of time, up to a maximum of two years. An interruption of studies is only granted where significant health or other personal problems or issues have

significantly affected your ability to attend University and complete the work required of you. You must discuss your situation with the relevant programme director and complete the necessary paperwork. Any student who wishes to interrupt their studies must do so by the end of the second semester. The period of interruption will depend on the particular circumstances.

### **Withdrawal from Queen Mary**

The decision to withdraw from University should not be taken lightly as it is irreversible. If you are having doubts about your choice of degree programme or institution, please discuss your concerns with the programme director.

If you do not enrol at the start of the academic year, the university's student administration department will contact you and advise you that you are assumed to have withdrawn from the university and your studies will be terminated. Once this has occurred it is very unlikely that you will be able to come back to QMUL and complete your degree.

### **Termination of Registration**

The university reserves the right to charge an administration fee in respect of reinstating the record of any student whose registration has previously been terminated under the University's Ordinances for the non-payment of tuition fees. The fee is currently £250.

# Student Behaviour and Conduct

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All students are subject to the Code of Student Discipline when you are on QMUL premises, involved in QMUL affairs or dealing with other members of QMUL. The penalties for breaches of the code may involve fines, payment of compensation or for more serious offences suspension or expulsion.

You are expected to behave in an orderly manner, both on and off campus, and to abide by both the Academic Regulations and the regulations governing student conduct, including the Code of Student Discipline, available online at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk)

Be aware that improper use of social media including social networking sites such as *Facebook* or *You Tube* which contravenes the guidelines set out by the University can be deemed as misconduct. Students have been disciplined in the past for making defamatory statements about members of staff and peers online as well as for acts deemed as bringing QMUL into disrepute. Social media policy guidelines are available at [http://www.arcs.qmul.ac.uk/policy\\_zone/index.html](http://www.arcs.qmul.ac.uk/policy_zone/index.html)



## Issues with your programme of study

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We hope that you will find the School of Business and Management a cooperative and supportive environment and that no reason for complaint arises. Occasionally, however, problems occur that cannot be resolved through discussion with module tutors or academic advisors. In such cases, a structured process is in place and, in the first instance, your complaint should be addressed to the relevant programme director. If you are not satisfied with the outcome, then you should discuss it with the Director Taught Programmes, Dr Stefan Krummaker.

If you do not believe your issues have not been satisfactorily resolved within the school, then you can make a formal complaint to the university (institutional) level, the outcome of which you have a right to appeal. If you appeal and lose your appeal then you have a right to make a petition to the Office of the Independent Adjudicator (OIA), though it is extremely rare a complaint to reach this office.

# University Services

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## **IT Services**

IT Services provides you with centralised computing services, facilities and support. They offer open access computer suites for courses and general use including internet access and email.

The open access computer suites can be found below:

- Mile End Library
- Queens' Building
- Joseph Priestly Building
- Bancroft building

Most suites are open during normal working hours and evenings with reduced hours at weekends and during vacations; other rooms/suites are accessible at all times using your Student Card access. Some rooms may be booked for teaching during the day. Computer availability screens are located in the main library and outside some of the open access computer suites.

Wireless networking is available across the campus sites to allow you to connect laptops to the University network. Halls of residence are fully networked with a wired socket in each study bedroom. We recommend using the Eduroam service when connecting to the University network for added security. Access to e-mail, filestore and other services relevant to your study at Queen Mary is available from the internet as a whole.

The IT Services Helpdesk is located in the Queens' Building (W209) at Mile End offering help and support, small product sales such as software and memory sticks plus scanning and colour printing services.

Registration for IT services occurs during enrolment and details are available online.

The use of IT Services is covered by the University regulations prohibiting, among other things software piracy and unauthorised computer use.

IT Services contact details:

Telephone: 0207 882 8888

Email: [its-helpdesk@qmul.ac.uk](mailto:its-helpdesk@qmul.ac.uk)

<http://helpdesk.its.qmul.ac.uk>

## **Library Services**

Queen Mary Library provides the study environments, resources and staff you need to support your learning during your time at the university. There are libraries on each of the main Queen Mary campuses; Mile End, Whitechapel and West Smithfield. The Mile End Library provides resources for all subjects taught on that campus, while the Whitechapel and West Smithfield Libraries are the specialist libraries for medicine and dentistry.

The library contains wide-ranging collections of print books and journals and audio visual resource. In addition, the library provides access to an ever increasing number of electronic books, journals and databases which can be accessed not only from networked PCs within the Library buildings, but also via the Library websites from anywhere else you have internet access.

As an extension of the library collection, Queen Mary also funds access and borrowing rights for all students at Senate House Library, formerly the main library of the University of London, which has one of the largest arts, humanities and social science collections in the UK.

All members of library staff are happy to help with any queries you may have about any aspect of the services we provide. Staff can be found at the welcome desk and in the Help Zone, on the ground floor for the Mile End Library, and at help points at Whitechapel and West Smith field Libraries. For more complex enquiries on your subject or some of our services, you may be referred to a specialist in the area. In particular, the team of academic liaison librarians are most familiar with the resources in your subject - you will meet them during induction sessions and they can be contacted at any time during your studies.

The Mile End Library is usually open 24 hours a day and seven days a week before and during the exam period.

The academic liaison librarian for the School of Business and Management is: Mr Rich Evans: [r.h.e.evans@qmul.ac.uk](mailto:r.h.e.evans@qmul.ac.uk)

Please refer to the Library website for opening hours: [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk)

### **Learning Development**

The College offers a free and confidential Learning Development service available to any QMUL student. Based in the Mile End Library, this includes:

- bookable one-to-one tutorials to discuss your approaches to study, a written assignment, a spoken presentation or a knotty area of grammar
- bookable one-to-one tutorials with one of our Royal Literary Fund Fellows to talk about your writing
- advice on maths, statistics and science - on a drop-in basis in the first floor study centre
- brief consultations on writing and study skills, such as researching an assignment, referencing or using your time effectively on a drop-in basis in the ground floor Help Zone
- retreats and protected reading and writing spaces to help you focus, manage your time, develop better practices for reading and writing
- access to QMUL study skills books collection located on the ground floor

To find out more details, go to: <http://www.learningdevelopment.qmul.ac.uk>.

# Careers Service

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## Queen Mary Careers and Enterprise Centre

Ms Vanessa Freeman is your school careers consultant and Ms Sonia Chumber is the school Internship Co-Ordinator.

They can:

- Help you *find* work experience and part time work, internships: book an appointment to see a careers consultant who can assist you with this, by calling 020 7882 8533 or in person at the School of Business and Management reception to see Sonia or in Queens, WG3 for a member of the Careers team.
- Help you *get* work experience: check your email for our weekly listings of internships and QProject roles, and keep an eye on [www.careers.qmul.ac.uk/jobs](http://www.careers.qmul.ac.uk/jobs) and [www.careers.qmul.ac.uk/qrecruit](http://www.careers.qmul.ac.uk/qrecruit) for on campus and local opportunities. Once you have found an opportunity book for a CV clinic, an appointment with an Application Adviser or practice interview to maximise your chances of success in applying. Book by calling 020 7882 8533 or in person in Queens, WG3.
- Help you *decide* what you want to do and to *network* with employers: we run over 100 employer led events each year, as well as recruitment skills training led by your School Careers Consultant Abi Sharma. See our calendar of events [www.careers.qmul.ac.uk/events](http://www.careers.qmul.ac.uk/events) and 'like' [www.facebook.com/qmbusman](https://www.facebook.com/qmbusman) to stay up to date with what's on.
- Help you set up your business: we have 1-2-1 enterprise appointments every Friday where you can talk through how to start or develop your business, and awards of £500 of 'try it' and up to £5000 of 'grow it' funding. See [www.careers.qmul.ac.uk/enterprise](http://www.careers.qmul.ac.uk/enterprise) for more information.

Vanessa Freeman [vanessa.freeman@qmul.ac.uk](mailto:vanessa.freeman@qmul.ac.uk)

Sonia Chumber [s.chumber@qmul.ac.uk](mailto:s.chumber@qmul.ac.uk)

# Advice and Counselling Service

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The Advice and Counselling service offers a range of free and confidential professional services to all Queen Mary students. All sessions take place in a confidential one-to-one setting. Reception staff can help you decide how the Advice and Counselling Service can be most useful to you.

Experienced counsellors and therapists are professionally qualified to offer you support with emotional, personal and psychological concerns. Most of their work is about helping you with your rights and entitlements.

Experienced welfare advisors have specialist training to offer you professional advice on a range of financial, practical and legal issues.

The service is located in the ground floor of the Geography Building on Mile End campus and is open on weekdays throughout the year including most vacations. Detailed information is available on line:

<http://www.welfare.qmul.ac.uk>

## **Disability and Dyslexia**

The University's Disability and Dyslexia service (DDS) offers advice, guidance and support for students with disabilities, including specific learning difficulties like dyslexia and dyspraxia, from application through to graduation. The range of support DDS is able to provide includes:

- Support and guidance in applying for the Disabled Student Allowance
- A fund for supporting International students with disabilities
- Support in ensuring that course materials are fully accessible for disabled students
- Screenings for students who think they might have specific learning difficulties
- Advice and guidance in arranging appointments with an educational psychologist to assess whether a student is dyslexic
- One-One study skills support for students with dyslexia and other specific learning difficulties
- On-site DSA assessments of need for dyslexic students

- Mentoring support (including peer mentoring) for students with mental health issues and Asperger's syndrome
- Note-taking and other human support
- Access to assistive technology
- Guidance in accessing examination concessions such as additional time

Telephone: 0207 8822756

Email: [dds@qmul.ac.uk](mailto:dds@qmul.ac.uk)

[www.dds.qmul.ac.uk](http://www.dds.qmul.ac.uk)

## **English Language and Language Learning**

The Language Centre provides a variety of language learning support services, which are open to all and free of charge. These include in-sessional English courses, workshops and individual tutorials to help improve writing and study skills (including tutorials with a Royal Literary Fund Fellow) and learning support in mathematics and science. They also have an on-line English language support provision which includes a discussion board and English language exercise and guidance. Further information is available on the ELSS website.

Telephone: 0207 882 2827

[www.languageandlearning.qmul.ac.uk](http://www.languageandlearning.qmul.ac.uk)

Email: [elss@qmul.ac.uk](mailto:elss@qmul.ac.uk)

## **Student Union**

Queen Mary Students' Union (QMSU) is led by elected students who work to be the voice of the student body and improve all aspects of your University life. They can support you on all elements of your University experience as well as represent your views to QMUL and national authorities. QMSU encompasses Barts and the London Students' Association (BLSA) which represents Medical and Dental Students. BLSA is based at Whitechapel. You will automatically become a member of QMSU on enrolment though you may opt out of membership if you wish.

The Students' Union operate a number of facilities including the QMotion Health and Fitness Centre, Fitness to Practice & The Shield, Drapers Bar, Griff Inn, Ground Café, Infusion and the Village Shop and services across the each QMUL campus. QMSU also supports a wide range of student societies, sports recreation and clubs, campaigns volunteering and media outlets. QMSU also offers

independent advice and representation services, such as the course representative system which provides student academic representation for every year of every course. Full information on all Students' Union services is available online

Telephone: 0207 883 8030

[www.qmsu.org](http://www.qmsu.org) (QMSU)



