

School of Physical and Chemical Sciences

Undergraduate Student Handbook 2024/25

This handbook is for all undergraduate students on Physics and
Chemistry programmes

Student Handbook

Important Notes

This handbook should be used together with the Academic Regulations and online [Student Enquiry Centre](#). This handbook provides information specific to the School of Physical and Chemical Sciences, while the [Student Guide](#) gives information common to all students at Queen Mary. The Academic Regulations provide detailed information on progression, award and classification requirements.

Please note that nothing in this handbook overrides the Academic Regulations, which always take precedence.

The Academic Regulations are [available online](#).

Other formats available

This handbook is available in large print format and other formats. If you would like a large print copy or other formats, please contact the School Office via spcs-education@qmul.ac.uk.

Disclaimer

The information in this handbook is correct as of September 2024. In the unlikely event of substantial amendments to the material, the School of Physical and Chemical Sciences will inform you of the changes.

QMUL cannot accept responsibility for the accuracy or reliability of information given in third party publications or websites referred to in this handbook.

This Handbook is a concise source of information about the School. If the information you require is not here, please tell us so that we can include it next year. Comments and suggestions should be addressed to Hugh Kilmister or to Mason Newbury.

Contents

Welcome message from the Head of School	4
A Brief History of the School and College	5
The School of Physical and Chemical Sciences	5
Semester Times and Key Dates	6
Queen Mary Calendar	6
Degree Ceremonies	7
Where to find us	8
Opening Times and Facilities	8
Academic and Pastoral Support	9
Advisors	9
Senior Tutor	9
Student Support Officer and Extenuating Circumstances	10
How will the School contact you?	12
Using Queen Mary Email	12
Attendance and Engagement Checkpoints	12-14
Learner Engagement Analytics	15
QMPlus	17
MySIS	17
Important Forms and Notices	18
Exams, Assessment and Regulations	18
Re-Sits	18
Change of Programme, Interruptions and Withdrawal	18
Late Submission Penalties	19
Plagiarism	19
Academic Skills Enhancement	19
Queen Mary ID Card	20
Students' Union	20
Feedback at the SPCS	21-22
Health and Safety	23
Data Protection Policy	23

Welcome to the School of Physical and Chemical Sciences

On behalf of the School of Physical and Chemical Sciences I warmly welcome you to Queen Mary University of London and to our School. We are excited to be able to be working with you as you explore your chosen subject and develop knowledge and skills that will help you succeed in your degree and beyond. This is an excellent time to be taking a degree with us. We have seen a continued increase in demand for places on our degrees and have had to raise the entry requirements accordingly. Congratulations on your achievement of winning a coveted position to study with us. By choosing to study with us have taken the first step toward your chosen career. You will develop both valuable transferable skills and become an accomplished scientist while working with us at Queen Mary.



In this year's National Student Survey, among the research-intensive Russell Group universities we were top for teaching astronomy undergraduate degrees and provided the top teaching experiences for Astronomy and Physics programmes in London. In both areas we were classified as being above or significantly above benchmark across the board. For Chemistry programmes, significant improvements were evident in Learning Resources and Learning Opportunities, and we were classified as being above or significantly above benchmark in all but one category. These are the results of what our graduating students think about their degree, and are a testament to the excellent education you will receive while studying with us. Over 96% of our postgraduate students responding to the equivalent survey were satisfied with their course, showing that we deliver excellent undergraduate and postgraduate experiences.

Throughout your degree I ask that you work with us via student representatives, through our academics and by direct communication with myself and the rest of my senior management team to exercise your student voice. Maintaining a good working dialogue between staff and students helps us continue to provide some of the very best educational experiences, and where possible, to identify ways to make things even better.

Our academic staff are global leaders in their research subjects, astronomy, physics, chemistry, data science and education. Our research informs our teaching, and you will see evidence of this side of School life in some of your lectures and in your independent project work. Please use the opportunity to discuss cutting edge science with your advisor when you meet them. This will give you the opportunity to learn something interesting beyond the curriculum to strengthen your knowledge as a scientist. The School provides an enhanced learning environment that includes expanding our maths and Python programming support, where you can get one to one tuition in addition to working in larger classes. We have active subject student societies, operate a peer assistance study scheme, and run initiatives to work with students in providing advice, work experience and skills development for their future careers. Our professional and technical staff will assist you in diverse roles in teaching, project and research work and student support and our postgraduate students will work to assist you in practical and exercise classes.

We provide a wide range of academic and other support, from the senior tutor, academic advisors, and module organisers to our full-time student support officer, and we encourage you to seek advice or help at any time. We hope that you enjoy your time at Queen Mary and take advantage of the many opportunities that you will have to develop intellectually and personally. We look forward to seeing your success in the coming years. Please connect with us online via our linked in page: <https://www.linkedin.com/in/qmulspcs/> so that you can follow developments with the School online. I hope to see you all in lectures, laboratories, programme level school events, as well as studying or relaxing between timetabled sessions in the School museum on the first floor of the G. O. Jones building.

Prof Adrian Bevan

Head of the School of Physical and Chemical Sciences

A Brief History of the School and College

Queen Mary has its roots in four historic colleges: Queen Mary College, Westfield College, St Bartholomew's Hospital Medical College and the London Hospital Medical College. The Mile End campus is historically the home of Queen Mary College, which began life in 1887 as the People's Palace, a philanthropic endeavour to provide east Londoners with education and social activities. It was admitted to the University of London in 1915 as the East London College. In 1934 the College achieved its Charter of Incorporation as Queen Mary College, named after Queen Mary of Teck, wife of George V. Westfield College was founded in 1882 as a pioneering college for the higher education of women, and was granted its Royal Charter in 1932. In 1989 Queen Mary College and Westfield College merged to form Queen Mary and Westfield College.

In 2000 the College changed its working name to Queen Mary, University of London. Queen Mary, University of London is now one of London and the UK's leading research-focused higher education institutions. Amongst the largest of the colleges of the University of London with 16,000 students.

In 2012 Queen Mary joined the prestigious Russell Group of top UK universities.

Queen Mary's 3,000 staff teach and research across a wide range of subjects in three sectors: Humanities and Social Sciences, Medicine and Dentistry, and Science and Engineering.

The School of Physical and Chemical Sciences

Physics has been taught at Queen Mary since 1888 (as part of the People's Palace). The first student to be awarded a BSc in Physics graduated in 1908 with a first class honours degree.

On 1st August 2021 the School of Physics and Astronomy merged with the Chemistry department creating the new School of Physical and Chemical Sciences. Research in the Physics department is organised around four research groups - the Astronomy Unit, the Centre for Research in String Theory, the Centre for Condensed Matter and Material Physics and the Particle Physics Research Centre. We also have undergraduate teaching programmes which align with these.

The School currently has 80 academic staff, 60 research and technical staff, and 25 professional services staff. We have over 750 undergraduate students, 50 Master's and 150 PhD students.

Key Dates

Queen Mary operates two twelve-week semesters, each corresponding approximately to one term.

Teaching begins in week 1 on **Monday 23rd September 2024**

The semester dates for 2024/25 are as follows:

Semester One

- 16 September - 13 December 2024
- Study period: 16 December - 20 December 2024
- Bank holidays: 25 and 26 December 2024, 1 January 2025
- **Examination period for Semester One: 6 January – 21 January 2025**

Semester Two

- 22 January – 15 April 2025
- Bank Holidays: 18 and 21 April 2025

Semester Three

- **Examination Period for Semester Two: 8 May – 6 June 2025**
- Bank holidays: 5 and 26 May 2025

Late Summer Resit Period

- 4 August – 15 August 2025

Exam dates

After the end of the first semester in December 2024 there is a two-week examination period in January 2025 that covers modules studied in the first semester. There are study weeks at the end of December and beginning of January.

After the end of the second semester there will then be a four week examination period for modules covered in that semester and year-long modules.

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.

Key dates: <https://www.qmul.ac.uk/about/calendar/>

Key assessment/project deadlines

You will need to ensure that you check your module QMPlus page to see when the deadline is for assessments or coursework. Project deadlines are also listed on the relevant project QMPlus page. It is your responsibility to know when your work is due and ask for clarification if you are unsure.

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. The precise date for the School of Physical and Chemical Sciences students will be announced by the University in due course. If you cannot attend the ceremony in July, then you can attend the one in December or the following July. Please note that you do not have to attend a degree ceremony.

Where to find us

Physical and Chemical Sciences is located in the G.O. Jones building in the Mile End Campus.

The School Office is Room 110 on the first floor of the G.O. Jones building.
 All offices and classrooms are prefixed with their floor (e.g. room 610 is on the 6th floor).



We are located in building 25 on the above campus map.

Address:	School of Physical and Chemical Sciences Queen Mary University of London 327 Mile End Road London, E1 4NS, UK
Telephone:	General Enquiries +44 (0)20 7882 6962
Email	Staff contacts or spcs-students@qmul.ac.uk
Opening Hours	The office will be open between 10am – 4pm Monday to Friday.
GO Jones Facilities	IT facilities/printers – Located in The Hive next door Every student is given £10 printing credit each year.

Academic and Pastoral Support

If you find yourself struggling with your studies, please do not struggle alone. We want to ensure that you engage with your studies and academic staff are here to support you if you are struggling.

Advisors

Every student will be assigned to a member of the academic staff, who will act as your advisor. Your advisor has the dual role of supervising your academic progress and also providing pastoral support. Where possible you will keep the same advisor throughout your degree programme, however it will be necessary to reassign students when a member of staff goes on sabbatical.

The principal academic duties of the advisor are:

- First point of contact for any support, alongside the Student Support Officer.
- To advise you on your choice of modules, ensuring that the proposed programme has coherence, especially important when you are contemplating modules from other disciplines.
- Meet regularly throughout the year to monitor progress and provide support in cases of unexplained absence, failure to produce coursework on time, and prolonged illness.
- To provide feedback on your academic performance.

Please check your university emails to see who your academic advisor is, and it is expected that you attend the scheduled meeting with your advisor during Welcome Week.

Contacting Staff – Advice and Feedback

If you have a question for your module organiser you should always try to speak to them after your lecture or arrange a meeting with them. The best way to enquire about any questions that you may have is to email academic staff, then if necessary you can schedule a meeting on campus or an online MS Teams chat. Staff are not required to read emails over the weekend.

[Staff contact details can be found here.](#)

Senior Tutor

[Dr David Mulryne](#) is the Senior Tutor for physics students and [Dr Giorgio Chianello](#) for chemistry students. The Senior Tutor has overall responsibility for academic support and pastoral care within the School. The Senior Tutor also has a key role in overseeing the school's engagement policy and chairs Student Voice Meetings. If you have any problems that cannot be resolved by your advisor or the Student Support Officer, you should contact the Senior Tutor for further guidance.

Further Advice and Guidance

[Student Information Zone](#)

[Writing and Study guidance and workshops](#)

[QMUL Advice and Counselling](#)

[Disability and Dyslexia Service](#)

Student Support Officer

Mason Newbury is the Student Support Officer (SSO) for Physical and Chemical Sciences. The SSO is here to support students throughout their studies.

- First point of contact for all students and signpost students to relevant support services and mechanisms.
- Offer advice on matters which may be impeding your ability to study.
- To make the student experience the best it can possibly be.
- Manage and monitor the School's engagement policy and offer support mechanisms to get students re-engaged with their programme of study.
- Manage the School's extenuating circumstances policy.
- Lead on the School's student feedback procedures for assuring academic standards and enhancing the student learning experience.

If you are having any difficulties at all with your programme of studies, please let us know. We are here to help and can provide you with guidance and support. If you do not feel comfortable approaching us, you can always talk to someone else in the school who you have found supportive (such as a module organiser or seminar tutor).

Extenuating Circumstances

What are 'extenuating circumstances'?

'Circumstances that are outside a student's control which may have 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'.

Extenuating circumstances are usually personal or health problems. Health problems include your emotional wellbeing and mental health, as well as your physical health. Extenuating circumstances do not include computer problems, misreading your exam timetable, employment commitments, planned holidays or events, or local transport delays.

Queen Mary operates a fit to sit policy, which covers all assessments including coursework and exams. If you sit an exam or submit a piece of coursework you are deemed to be fit to do so. In such instances a request for extenuating circumstances will not normally be considered. If you do not feel you are well enough to attend an invigilated exam then you should not attend and should submit a claim for extenuating circumstances instead. You will need to attend a medical consultation within three days of the date of your exam that you missed. Similarly, if you get sick during an exam and have to leave you will need to

attend a medical consultation within three days.

To submit an extenuating circumstance request you must complete the online EC claim form on MySIS. This can be found at the 'Extenuating Circumstances' tab at the top of your MySIS log-in and further guidance can be found on QMplus.

Your form must be accompanied by relevant supporting evidence (for example medical certification, death certificate, police report and crime number, or other written evidence from a person in authority) Please note that although accompanying documentation can be submitted after the form claims without any evidence cannot be considered. It is in your best interest to provide evidence and supporting documentation that is as comprehensive as possible.

Students may self-certify up to three separate incidents of extenuating circumstances per academic year using the approved university self-certification form (on MySIS). This means that these claims will be considered without the submission of documentary evidence. Each self-certified claim can cover a period of up to seven calendar days. Please note that self-certification does not mean automatic approval of a claim – the school will consider it in the normal way and will need to be satisfied of the validity of the claim, and satisfied that it justifies the outcome.

When you submit an extenuating circumstance form you will be emailed a confirmation receipt. All claims must be received by the below deadlines, claims submitted after this time will not be considered.

All extenuating circumstances claims are kept confidential until they are considered by a subcommittee of the School/Institute's Subject Examination Board. All proceedings of the subcommittee are strictly confidential, and will not normally be discussed at the full examination board meeting. It is your own responsibility to submit any claims for extenuating circumstances, not that of your tutor. Please ensure that if you have what you believe is a valid case, you complete the submission process in accordance with the school guidelines and deadlines.

It is not possible to make a retrospective claim for extenuating circumstances, specifically once you know your results. Therefore, claims submitted after the deadline will not be considered by the examination board. Please refer to the full guidance notes on extenuating circumstances from the Advice and Counselling service or online at <https://www.welfare.qmul.ac.uk/guides-and-forms/student-advice-guides>

Extenuating Circumstances Submission Deadlines

- Semester one assessments/coursework – **Monday 16th December 2024**
- Semester one examinations – **Friday 24th January 2025**
- Semester two assessments/coursework – **Friday 18th April 2025**
- Semester two examinations – **Friday 6th June 2025**
- Late summer resit examination – **Monday 18th August 2025**

How will the School contact you – Engagement and Attendance

Queen Mary will communicate with you in a variety of ways. Formal correspondence will be sent to you by email, and it is important that you keep Queen Mary up to date with your personal details and address. You can do this online via the MySIS record system.

Follow us on Twitter at <https://twitter.com/QMULSPCS> and our Facebook page.

Using Queen Mary Email

It is most common for the School of Physical and Chemical Sciences, Queen Mary and the Students' Union to contact you by your Queen Mary email. You are assigned a university email address when you enrol, and you are responsible for checking this account on a daily basis. All major notifications and updates will be sent to you by email first, such as examinations information, timetable changes and assessments.

You can access your email account by logging on to a Queen Mary computer, or, if you are not on campus, at: <http://mail.qmul.ac.uk>.

SPCS School Admin Office

The School Admin Office for Physics and Chemistry enquiries is located on the first floor of the G.O. Jones building and is open between 10am-4pm Monday and Friday. If you have any questions, please feel free to visit the office as we are always happy to answer your questions in person.

Attendance and Engagement Checkpoints

For the timely and effective administration of support, the School uses a number of engagement markers and checkpoints, such as attendance, assessment submission, participation etc. 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.

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.

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.

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 Advisor to discuss issues that might be affecting their studies, and for the provision of encouragement/advice.

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. This attendance data will be collected for the purpose of monitoring your engagement to identify students who may need further support. Please see the section below for the attendance expectations of the school and further action that will be taken for those who fall below that level.

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. The submission data will be collected for the purpose of monitoring your engagement to help us identify students who are not engaging and help them to understand the consequences of not submitting assessed work.

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. Examples of such activities are subject related quizzes, or exercises linked to module materials on QMPlus. This activity data on QMplus will be collected for the purpose of monitoring your engagement to identify students who may need further support.

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.

Assessment submissions will be monitored and students that fail to achieve above 40% for two or more assessments in a particular module, or fail a mid-term examination, will be contacted. Students with extenuating circumstances will be excluded from this, providing they have filled out the required documentation which then has to be accepted.

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 Advisors, and group work. The school will collect and monitor your engagement with your advisor and contact you when you have missed scheduled meetings.

Action taken by the school when a student is not engaging with their course

A student identified as approaching or falling below the minimum requirements of engagement set by the School will be contacted alerting them to this, outlining support mechanisms to deal with the issues that may be contributing to this.

The school expects attendance levels at each module of 70% for all undergraduates, over a rolling period of 2-3 weeks. Attendance falling below this level will result in an email drawing attention to this, indicating what support we could offer with work or other problems.

Students whose attendance falls below acceptable levels on consecutive rolling periods or those who are identify as failing multiple pieces of coursework will be invited to meet with the Student Support Officer (Mason Newbury) to discuss their attendance and circumstances surrounding their engagement. The Student Support Officer will attempt to help you reengage with your studies and signpost support resources on campus.

If a student is identified as in need of support in order to re-engage with their studies, they will also be invited to a meeting with their Advisor to discuss issues that might be affecting their studies, and for the provision of encouragement/advice. If this persists students will be required to meet with the Senior Tutor or Head of School for further action, which could include deregistration from the programme.

Deregistration from programme of study

Should you not meet programme requirements for attendance or for submission of coursework, you may be deregistered from your programme of study. You will be given warnings before deregistration occurs, and you will have the right to represent your case to the School.

Tuition Fee deregistration

When you enrol or re-enrol at the start of each academic year you agree to [Queen Mary's Tuition Fee Regulations](#), which set the deadlines for paying tuition fees. Failure to pay your tuition fees by these deadlines may lead to your deregistration from your programme of study, under College Ordinance C3

<http://www.arcs.qmul.ac.uk/governance/council/charter/>

Learner Engagement Analytics (LEA)

What is Learner Engagement Analytics (LEA) and what does it have to do with me?

Let's begin with the basics! Learner Engagement Analytics is a term that is used to describe the data the University holds about your engagement with various services, as well as your demographic data. Learner Engagement Analytics is often referred to as LEA, so you may also have heard about it under that name. Currently, your engagement data comes from your digital footprints that you leave when you use QMPlus and other University systems and data about your grades and academic history. When all this data about you is brought together in one system, it's called Learner Engagement Analytics.

The following types of data may be used for the LEA system at Queen Mary:

- Background information: your name, identifiers used by the [University / College], contact details, and a link to the photo we hold of you.
- Details about your course, the modules you are taking, the credits you have achieved and your advisers.
- Details of your assessments, marks and grades obtained.
- Details of your activity in **QMPlus and other digital systems**: logins, resources viewed, assessments submitted and graded, and session timeouts.
- Details about your engagement with teaching activities.
- Any extenuating circumstances that have been approved.
- As part of the ongoing development of the LEA platform we will be including some data about your use of reading lists and may pilot the inclusion of some other data about your library usage.
- We may link data for **Statistical Purposes only** to your date of birth, ethnicity, gender, declared disabilities, entry qualifications, whether your parents were in higher education, your socio-economic background, whether you are an overseas student. Two of these data types are what is known as special category personal data: Ethnicity and Disability. They are being included within our models with the aim of improving our monitoring of equality of opportunity and to improve the accuracy of the models. These statistical analyses will allow us to identify different patterns of engagement between different groups. They will not be used to identify individuals.

As you can see, LEA has a lot to do with you – it's data about you! The University has collected this data about you for a long time, but the University has decided to create a system that brings your data from different sources together, and this new system is going to be used to analyse your data to better understand and support your journey through the University.

What will my data be used for?

It's good to be careful with your personal data, and we can assure you that your data will only be used to improve the student experience and provide tailored support when you

need it. For example, in schools where LEA has been implemented in 2021-22, if we can see that your engagement has decreased, your Advisor and the student support staff in your school might reach out to you to see if you need a bit of extra support to get back on track. Another benefit is that the engagement data from all the students in your cohort can help academic staff to improve their learning materials. If a lecturer can see that most students in your class aren't opening the resources on QMPlus, it might be sign that they need to redesign the QMPlus page, so it is easier for you to access the right resources at the right time.

Now that you know what we do with your data, we also want to make it clear that your data will never be used for assessment unless you have explicitly been told that this is the case (this is only the case for a small minority of courses that have relied on engagement data for assessment for a long time, so this isn't a new feature of the LEA system). Similarly, if we can see that you have disengaged, the LEA system will never be used to make any automatic decisions about your progression. Finally, your data will never (not now, not in the future) be used for the purpose of the Prevent scheme.

Your data – like all other kinds of data the University collects about you – will be processed in accordance with the University's [Data Protection Policy](#) and [Student Privacy Notice](#).

Who will have access to my data?

We know that you probably don't want lots of people to see your data, and only a small group of people will have access to your data. Only two groups of people will have access to your data. The first group is staff whose job it is to support you and your learning. This includes your Advisers, academic staff and student support staff. Only staff that work directly with you (so not all staff across all parts of the university) have access to see your data. The second group is staff whose job it is to develop and maintain the LEA software. This may include IT staff and staff from external software suppliers. When staff from both of these groups access your data, they must adhere to strict data protection rules. Your data will also be combined with other students' data to find trends and enable comparison. When your data is used this way, it will not be possible to identify you.

What will happen if my LEA data shows a lack of engagement?

Our first step will always be to try to get in contact with you to find out what is going on. Usually, your Advisor or someone from your Schools' student support team will contact you. If you're going through a difficult period or you are struggling to keep up with your academic work, the staff member will signpost you to relevant support services and see if any additional support needs to be put in place.

We know that all students have different study habits, so if you feel the LEA data doesn't accurately reflect your engagement, you can discuss this with the staff member that contacts you.

Your LEA data will never be used to make automatic decisions about your progression – a staff member will always reach out to you before any decisions are made!

What's the future of LEA?

First of all, we're working on a dashboard that will give students a simple way to see their own Learner and Engagement Analytics. The intention is that students can choose to use this data to monitor their progress and get an accurate idea of their progress compared to the rest of their cohort. It will of course not be compulsory to check your LEA Analytics data – it's a tool you can choose to use if you find it helpful.

As the LEA system develops, the system will also be able to make predictions based on the data that comes into the system. This feature is not available yet, but when it becomes available, it will allow staff to identify if you might need a bit more support.

I have a concern or a question. Who can I contact?

We want to be completely transparent about the way LEA works at Queen Mary, so don't hesitate to get in touch if you have a concern or a question. In the first instance, please contact your Advisor.

QMPlus and MySIS

QMPlus

The virtual learning environment is QMPlus. Students will receive training on how to use QMPlus. All module information, lecture slides, reading lists, past papers 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 Physical and Chemical Sciences Undergraduate Information Zone) which contains announcements, timetables, forms and latest information on upcoming events.

MySIS

MySIS is Queen Mary's student information system, as such it stores all your contract details, examination results, module choices and so forth. The login portal can be accessed through <https://mysis.qmul.ac.uk/>. You will be sent your MySIS login information by central Queen Mary administration and if you have any problems accessing MySIS you should follow the contact instructions on the MySIS login portal.

It is important that you log in to MySIS to update your contact details whenever they change (particularly mobile telephone numbers as these tend to change frequently).

You will also need to login to MySIS to choose your module choices each year. Details of this procedure will be sent to you at the appropriate time.

Important Forms and Notices

Exams, Assessment and Regulations

Examinations are held in January and May. You will receive your individual examination timetable from the Academic Registry via MySIS in the month preceding. 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.

Please check your degree programme page for specific information on progression requirements. All degree, exam and progression requirements are referenced in the relevant academic regulations. This is all available on the QMPlus “Undergraduate Information Zone”.

Your academic year of enrolment onto your undergraduate degree will determine what academic regulations you must adhere to. If you started your first year in 2022/23 you will be on 22/23 Academic Regulations.

The Academic Regulations are [available online](#).

Resits

If you do not pass a module at the first attempt you are permitted one resit attempt.

The late summer resit period takes place in August and students will be sent their timetables in mid-July.

You need to get at least 40% overall to pass a BSc/MSci module (levels 4-6) and 50% to pass an MSci module (level 7).

In the School of Physical and Chemical Sciences our modules are assessed by 'synoptic' resits, this means that they are reassessed by 100% exam and your coursework marks no longer count towards the total for the module. The exception to this is the lab-based modules and projects which will each have different reassessment arrangements.

Change of Programme, Interruptions and Withdrawing

You should discuss any change in your programme/student status with your Academic Advisor. You can discuss interrupting/withdrawing with the Student Support Officer before making your final decision, as they can go through all of your options with you. All forms should be submitted (via email or in-person) to the SPCS office for processing.

[Change of Programme Form](#)

[Interruption Form](#)

[Withdrawal Form](#)

[College Guidance on Extenuating Circumstances](#)

Late submission penalties

For every period of 24 hours or part thereof that an assignment is overdue there would be deduction of five per cent of the total marks available (i.e. five marks for an assessment marked out of 100). After 7 days the mark would be reduced to zero, and recorded as a failure OFL (zero, fail, late). A late work penalty would be removed where a student provided good reason for the late submission under the extenuating circumstances policy.

Schools and institutes are also able to grant extensions to submission deadlines, provided that the extension date was in advance of the relevant subject examination board.

Not all submissions have a late submission window available so you should check the submission area and speak with the relevant MO.

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'.

[Plagiarism Policy](#)

[Use of Calculators](#)

[Past Exam Papers](#)

Academic Skills Enhancement

Academic Skills Enhancement works in a number of ways with students at any level, undergraduate or postgraduate, from any subject discipline, to develop the skills and practices they need to become more effective in their academic work. Areas covered include writing for academic purposes, effective reading, presentation skills, time-management, critical thinking and avoiding plagiarism.

Writing & Study Guidance is offered by support staff in the form of one-to-one tutorials, workshops, drop-ins, retreats and downloadable resources. We also offer a programme of PhD writing development events. In addition, tutorials on writing are offered by the Royal Literary Fund (RLF) Fellows, who are hosted by Academic Skills Enhancement.

Writing & Study Guidance and RLF tutorials are based in the Library on the Mile End Campus. For more information on the range of services we offer, and to book a tutorial or workshop, check qmul.ac.uk/library/academic-skills/.

Queen Mary ID Card

You will receive a Queen Mary photo-identity (ID) card upon enrolment. This card is very important and must be carried 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 removed from the building, or from campus.

Misuse of your card will normally lead to an investigation under the Code of Student Discipline (<http://www.arcs.qmul.ac.uk/students/student-appeals/misconduct/>)

The card shows your student number. You must take your card into all examinations and display it on your table for inspection. You will also need to copy the student number onto your paper.

The card also serves as your library card, and as an access card 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.

It is vital that you always keep your card safe and with you on campus. If you lose your card, or if your card is stolen, you should contact the Student Enquiry Centre (<http://www.arcs.qmul.ac.uk/students/sec/student-card/index.html>), who will be able to help you. A fee is charged to replace lost ID Cards.

Students' 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. 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 QMUL campuses. QMSU also supports a wide range of student societies, sports, 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 here](#).

Telephone: 0207883 8030

Website: <http://www.qmsu.org> (QMSU)

How we listen to your feedback

The School of Physical and Chemical Sciences is dedicated to ensuring high quality teaching and comprehensive support to students.

The school collects feedback from students in a number of ways, throughout the year you will have various opportunities to provide feedback to the school.

Each semester we hold Student Forums for each year, there is also a Student-Staff Liaison Committee (SSLC) and online reporting tools.

Students can access the online 'Feedback and Support' tab from the QMPlus homepage. From here students can report anonymous feedback online or report issues directly to staff.



In addition, during the semester the school also organise ad-hoc events aimed at improving the student experience.

If you have ideas for improvements or suggestions, then please get in touch using our online reporting tool on QMPlus.

Student Voice Meetings (SSLCs)

The purpose of our student voice meetings is to ensure that there is an effective channel for formal communication between students and staff in each school or institute, through which students can reflect and give feedback on their programme of study as an integral part of QMUL's systems and procedures for assuring academic standards and enhancing the student learning experience.

[More information about how to become a course rep can be found here](#)

University Improvements from Student Feedback

You Said: It would be really useful if we could alert the school of any absences online rather than via email.

We Did: Our online absence reporting form is now live on our website alongside a new detailed attendance policy.

You Said: I find some of the maths we are expected to know for intercollegiate modules is quite complicated and that this gap needs to be bridged.

We Did: There is a new maths module that is currently in development to capture any topics that need further explanation.

You Said: The four hour block of lectures can be overwhelming and leave us feeling drained.

We Did: Wherever possible we have changed this block so that you have more of a break between lectures.

You Said: Some markers do not give nearly enough feedback on coursework's leaving us unable to see where we went wrong.

We Did: Formal training for all markers has been implemented so standards are now very high and you should expect a great improvement.

You Said: We find PowerPoint heavy lectures very dull and not helpful.

We Did: This complaint was passed on at the teaching committee and wherever possible this was considered and acted upon.

Health, Safety and Data protection

You should familiarise yourself with emergency procedures for all areas in which you work, noting the location of emergency exits, assembly points and equipment. On hearing a fire alarm in a QM building, you should immediately leave through the nearest emergency exit, unless redirected by a Fire Marshal. Do not go to any other part of the building for any reason. Proceed to the designated emergency assembly area and report to the Fire Marshal. Do not leave the assembly area until instructed to do so. Tampering with fire alarms or fire-fighting equipment is a serious offence, and we will take disciplinary action against any student who breaks this rule.

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.

First aid assistance for minor accidents can be obtained by dialling 3333 from an internal phone, or 020 7882 3333 from any other telephone.

Personal information and data protection

During application and at (re-)enrolment you provide us with personal information about yourself such as relevant addresses and information about your background, which is held in systems such as MySIS. It's important that you ensure this information is accurate and keep it up to date. Throughout your studies (or after you graduate) you may also provide, or we may collect, other personal information and you should be aware that this also includes any work you submit for assessment in the course of your studies. Tutors may occasionally use anonymised student essays (or portions from them) as part of the teaching process. We hope you will be willing to support your fellow students by allowing this, but you may opt out by contacting your school office. Other markers of engagement are monitored to help support students.

We ensure that all personal data is held securely and not disclosed to third parties without your consent, unless we are obliged to do so by law - for example the annual student record that we submit to the Higher Education Statistics Agency - or other conditions allow.

HESA requires us to collect details of our students' ethnicities and disabilities as a means of monitoring the success of equal opportunities policies at a national level. This information is kept confidential and helps us to provide you with support and information on facilities and services that may be useful.

When you enrol or re-enrol online you will be asked to read a privacy notice about the purposes for which we use your personal data and to whom we may disclose it when required. You must read this declaration carefully. All personal data is maintained in accordance with the General Data Protection Regulation. For more information, visit [here](https://www.qmul.ac.uk/privacy/).
<https://www.qmul.ac.uk/privacy/> and/or contact QMUL's Data Protection Officer via data-protection@qmul.ac.uk.