

Student Experience Introduction

School of Economics and Finance

Welcome Talk with the **Student Support Team**

Supporting you as a **Postgraduate Taught student in the School**

September 2025 MSc student intake

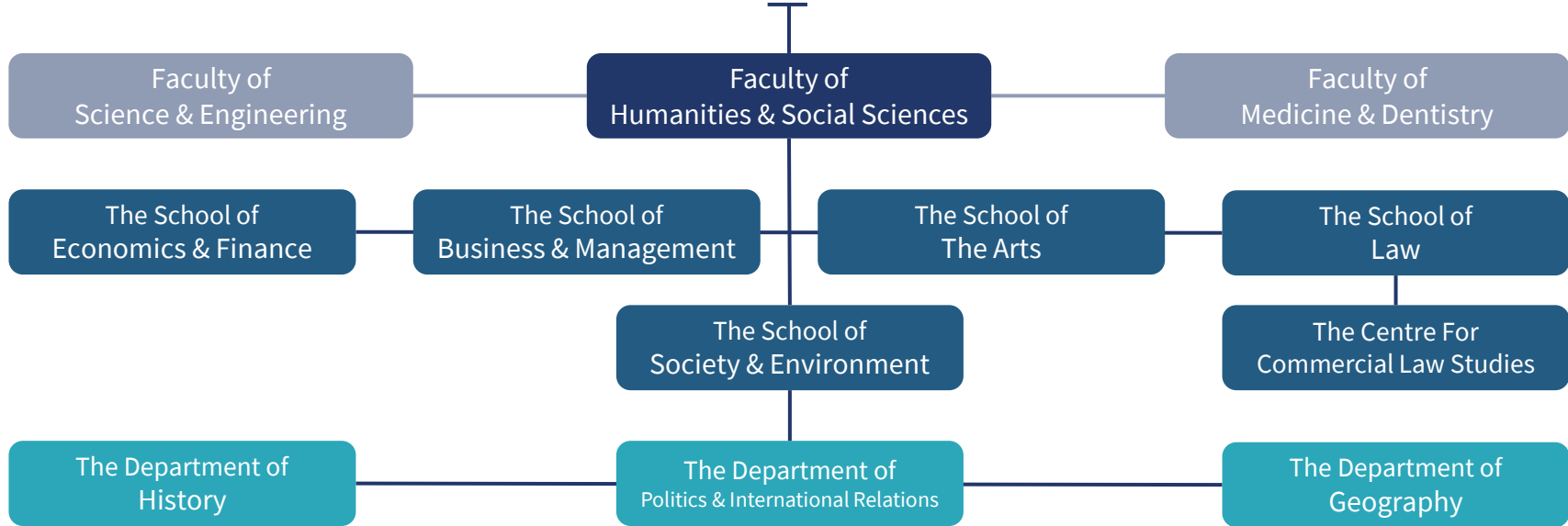
Today's session

Joining us

- ❖ **James Kilvington** – Postgraduate Programme Manager
 - ❖ **Oliver Grabowski** – Postgraduate Programme Officer
 - ❖ **Maha Anis** – Postgraduate Student Support Officer
 - ❖ **Kay Serroukh** – Postgraduate Student Support Officer
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University Structure

You are part of a huge student community



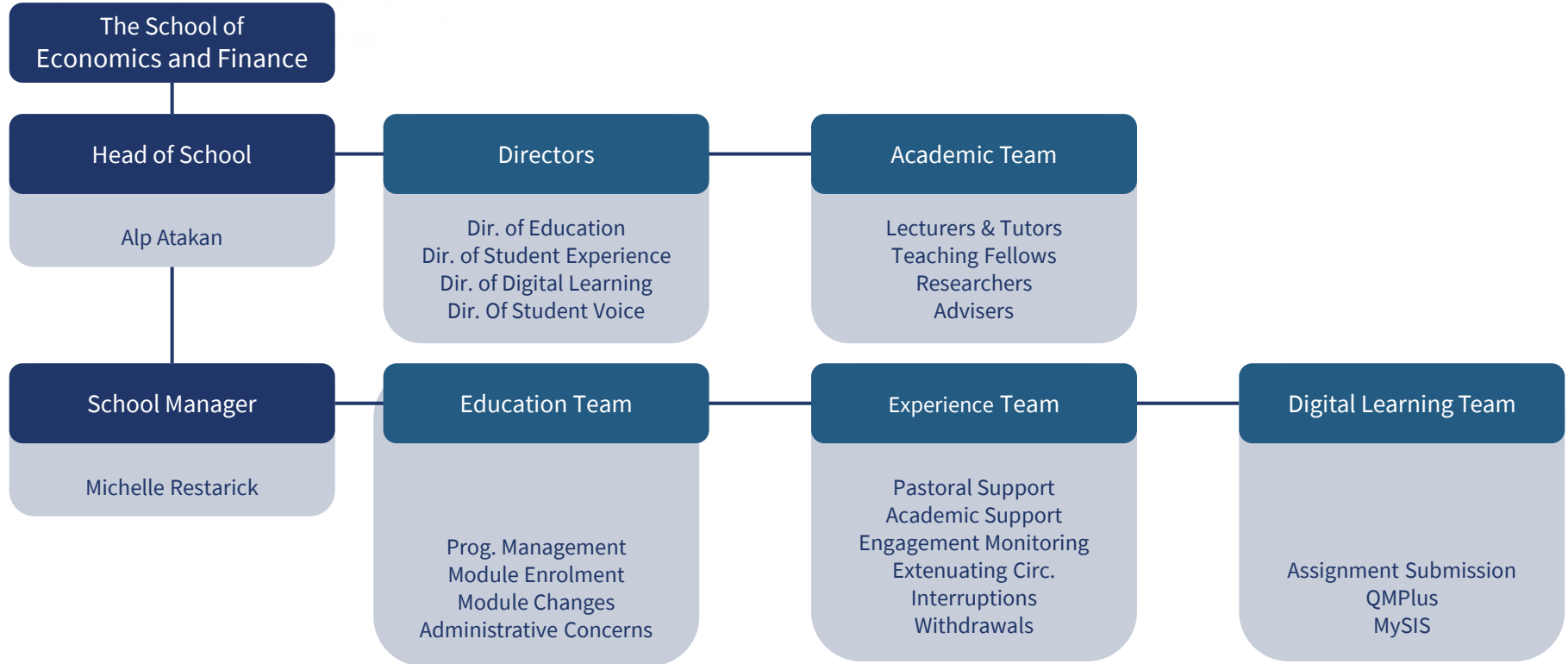
Welcome to our School!

Congratulations for securing a place at one of the UK's leading institutions for excellence in:

- ❖ Teaching
- ❖ Research
- ❖ Public engagement



SEF Structure



Your Student Support Team

You can find us at: **GC306**, Graduate Centre, School Office

Office hours: 09.30 to 16.30 Monday to Friday

Your Support Team members are:

- ❖ James Kilvington PGT Programme Manager
- ❖ Oliver Grabowski PGT Programme Officer
- ❖ Maha Anis PGT Student Support Officer
- ❖ Kay Serroukh PGT Student Support Officer



Student Support and Guidance

Kay Serroukh & Maha Anis (Student Support Officers/SSO) They are the first point of contact for non-academic advice, offering pastoral care and support to all postgraduate students in the School of Economics and Finance. They act as a link between students, the School, and University services, with weekly drop-ins and bookable 1-to-1 appointments available.

James Kilvington (Programme Manager) and **Oliver Grabowski (Programme Officer)** are your first point of contact if you need support on any issues related to the administration of *teaching activities and assessment*. They have responsibility within the School for module registration, timetabling, examinations, graduation and awards. Programme Team can help with questions on School or University *regulations, policies, and procedures*.

Daniela Tavasci (Director of Student Experience PGT) helps provides pastoral advice and guidance as well as advice on *academic related* issues.

AskQM

Your one-stop shop for student enquiries!



Contacting Us

- ❖ You can contact any Support Team member via [AskQM](#).
 - ❖ Choose the most appropriate enquiry category on AskQM.
 - ❖ Please remember to state your **student ID** and **programme title** in your email message.
 - ❖ Please allow up to **5 working days** for the response to your email and we politely request that students kindly do not follow up on their initial email as this duplicates work.
 - ❖ Kindly **refrain** from emailing individual personal email accounts as this duplicates work.
 - ❖ We will **not** tolerate abuse of any kind and would like to maintain a **mutual respect** between students and staff.
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Have a question? AskQM has the answers!



Access 600+ knowledge articles – self-serve anytime and anywhere. Available 24/7 to help you find quick answers on everything from tuition fees to timetables.



Still need help, but not sure who to contact? No need to guess.
With AskQM, you don't need to know the department or email address.



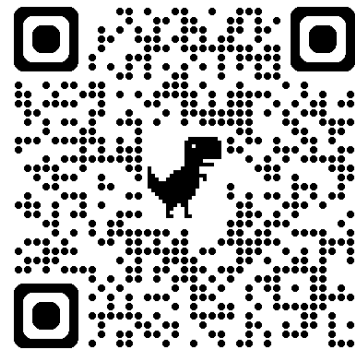
Log in to the AskQM portal through the QMUL App or the AskQM webpage (askqm.qmul.ac.uk/s or scan the QR code).



Submit your enquiry and it will go straight to the team that can help.



Track your enquiry for updates and responses in one place.



Need to get in touch with your School?

Submit your enquiry using one of the sub-categories below. It will go straight to your School's admin support team within AskQM, and they'll get back to you as soon as possible.

Category	Sub-Categories
Programme & Module Support	❖ Module Support ❖ Programme Support ❖ Student Welfare & Pastoral Support ❖ Timetable ❖ QM Plus ❖ Fieldtrips ❖ Placements
Exams, Assessments & Results	❖ Assessments / Coursework

Want to speak to someone in person?

Visit one of our **AskQM Hubs**:

- ❖ iQ East Court
- ❖ Mile End Library
- ❖ Whitechapel, Garrod Building

...and more locations coming soon!

Or call the AskQM Frontline Enquiry Response Team on **020 7882 5005**



Induction and Pre-sessionals

Induction is your opportunity to experience a range of social and formal events taking place to introduce you to the campus, the local area and London. The events are helpful for helping you to meet new people and to make the start of your time at University as exciting and unforgettable as it can possibly be! There will be a mix of scheduled sessions within the School that you will be expected to attend, alongside a range of University and QMSU events too.

Induction (Welcome Week)

Monday 15th September - Friday 19th September 2025 (Week 0)

Monday 22nd September – Friday 26th September 2025 (Week 1)

Full schedule: <https://www.qmul.ac.uk/sef/postgrad-study/induction/> and on QMPLUS at <https://qmplplus.qmul.ac.uk/course/view.php?id=28536>

Please remember to register for the social events!

Joint Programme Students

- ❖ MSc Accounting and Finance – sbm-postgraduate@qmul.ac.uk
- ❖ MSc Law and Finance – pglaw-support@qmul.ac.uk
- ❖ MSc Financial Mathematics – maths@qmul.ac.uk





Module Registration and Timetable

- You will select your module choices using [MySIS](#)
 - The deadline to complete your elective modules selection will be **4pm** on **Thursday 9th October 2025**
 - *Optional Drop-In sessions* have been arranged to discuss your Elective Module Selection with Teaching Assistants who are based in **room GC317**. Please check the Induction schedule for the session topics.
 - It will be possible to request to change your **Semester B module choices** in January 2026.
 - Your main programme of studies starts from Monday **29th September 2025**.
 - Your individual timetable will be available **on QMPlus** from **Friday 3rd October 2025**, in the meantime, this QR code will take you to a temporary timetable on **QMplus**.
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Attendance and Engagement

Attending your Lectures and Tutorials is a compulsory part of your academic progression.

Lecture Attendance:

- ❖ Attendance at lectures is monitored by a new attendance app called Campus M.
 - ❖ The **Campus M Attendance** recording solution is available via the **QMUL mobile app** which can be downloaded from the **Apple Store** or **Google Play**
 - ❖ Each lecture throughout the teaching week will have a unique code which is valid for one-time use only.
 - ❖ Engagement data is collected and utilised for welfare and engagement purposes (i.e. by Professional Services teams supporting you to succeed in your studies.)
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Exam Access Arrangement

Students with disabilities, specific learning differences such as dyslexia and short-term health conditions (e.g. broken limbs, pregnancy) can apply to the [Disability and Dyslexia Service](#) for Examination Access Arrangements (EAA).

Extenuating Circumstances

[Extenuating circumstances](#) (ECs) are defined by QMUL as: *"...circumstances that are outside a student's control and which may have a negative impact on a student's ability to undertake or complete any assessment so as to cast doubt the likely validity of the assessment as a measure of the student's achievement."*

❖ Students are strongly advised to read the Advice and Counselling [Extenuating Circumstances Guide](#).

❖ **EC deadlines** are listed in your individual handbooks on

Advice and Counselling Service

❖ Advice

Welfare Advisers offer professional advice re: financial, legal and welfare issues
Immigration, money, tuition fee status, international student issues, etc

❖ Counselling

Appointments with counsellors, help in a crisis, self-help resources

❖ Mental Health Advice

Appointments with Mental Health Advisers: welfare.qmul.ac.uk

❖ Student Advice Guides

Budgeting, Council Tax, Disability, Funding: welfare.qmul.ac.uk/student-advice-guides





Report + Support

reportandsupport.qmul.ac.uk

Other Useful Essential Links

- ❖ **Late Enrollers Induction:** <https://www.qmul.ac.uk/newstudents/international-students/late-arrivals/>
 - ❖ **Plagiarism & Academic Integrity for Students** (E-Learning module) - Learners can **self-enrol** on this course hosted on QMplus. Please access via QMUL log in from here: <https://www.qmul.ac.uk/library/academic-skills/online-study-resources/> and then select the **Academic Integrity module**.
 - ❖ **Consent Matters:** (E-Learning module) Learners can **self-enrol** from here: <https://qmplus.qmul.ac.uk/enrol/index.php?id=22610>
 - ❖ **International Student Success** E-Learning module - Learners can self-enrol on the course, hosted on QMplus (access via QMUL log in): <https://qmplus.qmul.ac.uk/enrol/index.php?id=19412>
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COURSE REP ELECTIONS

EVERY COURSE HAS A COURSE REP

Course Reps are elected by students each year. They collect feedback from students and work closely with staff to make changes happen and improve the course.

NOMINATE YOURSELF

8 > 29 SEPTEMBER

VOTING OPEN

1 > 8 OCTOBER



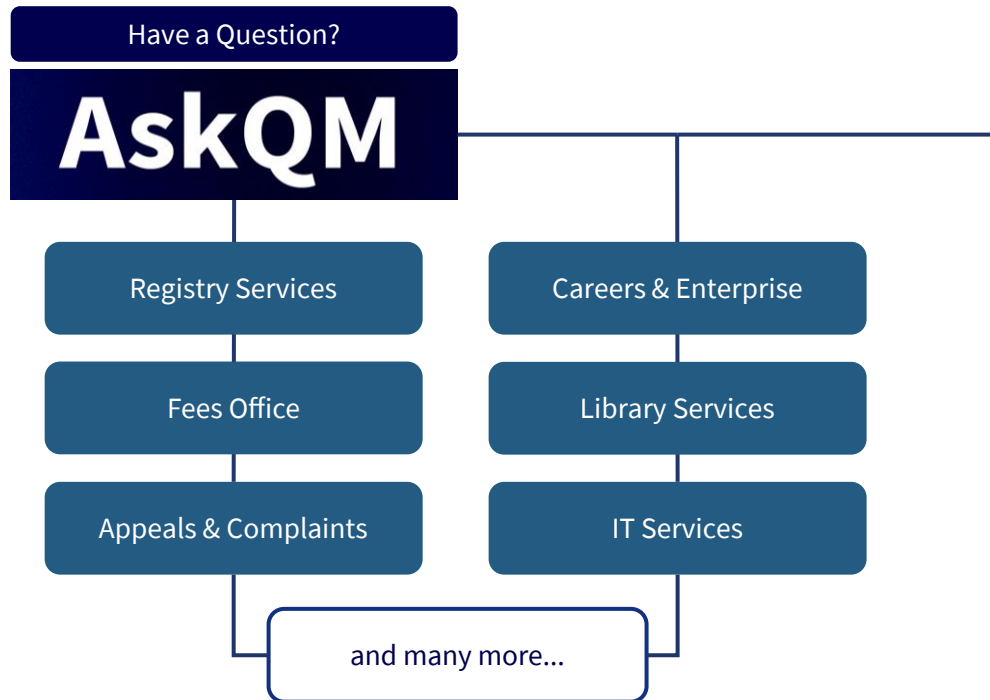
[QMSU.ORG/ELECTIONS/COURSEREPS](https://qmsu.org/elections/coursereps)

*All deadlines are midday.

**QM
SU**

**Queen Mary
Students' Union**

Your University Support Network



Advice & Counselling

The Advice and Counselling Service provide a range of **confidential, specialist services** to help students with **financial, immigration and practical matters**, and to support them with their **mental health and wellbeing**.

- Money & Practical Advice
- Wellbeing Support
- Visas & International Advice
- Sexual Assault & Harassment Advice
- Help in a Crisis

Located in **Geography Square**.
Open **Monday to Friday, 10:00 – 16:00**.

Your University Support Network

Disability & Dyslexia Service

Supporting students with **disabilities, diagnosed mental health difficulties and specific learning differences**. Helping students to get access to **funding, equipment and learning materials**.

Located in **3.06, Frances Bancroft Building**.
Open **Monday to Friday, 10:00 – 16:00**

Student Health Service

A university-operated student health service, available to all students living in **E1, E2, E3 & E14**.

Located in **Geography Square**.

Register at **studenthealth.qmul.ac.uk**

Residences

Providing accommodation to first-year and post-graduate students, with a dedicated welfare team to support students living in halls.

Residences Reception located in **France House**.
Open **24hrs a day, 7 days a week**.

Report + Support

University service for **reporting bullying, harassment, hate incidents or gender-based violence**.

Reports can be submitted **anonymously**.

Providing access to **support and action**.

Questions and Answers?

Follow us on social media!



Search for the 'School of Economics and Finance'

For more information ahead of term:

- ❖ Visit the school PGT hub: qmul.ac.uk/sef/postgrad-study
- ❖ Please check your QMUL student email address



Thank you!
