

School of Physics and Astronomy

Student Handbook 2020/21

This handbook is for all postgraduate students on programmes
within the school of Physics and Astronomy

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 Physics and Astronomy, 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 Harvey Abraham-Green, the Student Support Officer.

Disclaimer

The information in this handbook is correct as of September 2019. In the unlikely event of substantial amendments to the material, the School of Physics and Astronomy 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 Gary Welch or to Harvey Abraham-Green.

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Welcome to the School of Physics and Astronomy

On behalf of the School of Physics and Astronomy I would like to warmly welcome you to Queen Mary University of London and to the School.

This is an excellent time to be taking a Physics degree here - the School is in the process of a major expansion, with many outstanding new staff members appointed in the past few years, and a major refurbishment of our building completed in 2014. There is increased demand for places in the School - our undergraduate intake has been steadily rising, at a raised tariff level and our postgraduate numbers are also at record levels.



New teaching laboratories were opened in 2010 and a major refurbishment of the building has modernized all student teaching rooms, common areas and office areas. Our academic staff are active researchers whose work informs their teaching, and they are each members of one of our four dedicated research centres, in the areas of particle physics, theoretical physics, astronomy and condensed matter physics.

We have an active student society, operate a peer assistance study scheme and run a number of 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 are sure that you will 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,

Prof Peter Hobson

Head of the School of Physics and Astronomy

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 Physics and Astronomy

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. Up until 1960 the Physics department was based in the Queens' Building and in 1960 a bespoke new building opened for the growing discipline.

A full history of the School can be found online at <http://ph.qmul.ac.uk/alumni/history-and-archives>.

On 1st August 2011 the School of Physics merged with the Astronomy Unit creating the new School of Physics and Astronomy. Research in the School 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 50 academic staff, 40 research and technical staff, and 25 professional services staff. We have over 350 undergraduate students, 30 Master's and 90 PhD students.

Key Dates

Term dates

The term dates for the MSci/MSc are slightly different to the BSc term dates as there is no reading week (except at UCL) and classes run for 11 weeks straight. In 2020/21, the term dates are as follows:

Semester 1 - Autumn 2020

Monday 28th September - Friday 18th December 2020

(apart from **UCL** and **RHUL** modules, which will run a 10 week term from Monday 5th October - Friday 18th December 2020; reading week w/c Monday 9th November 2020)

Note:

- KCL Maths will have a reading week w/c Monday 7th December 2020
- QMUL have no reading week, so classes will finish Friday 11th December 2020

Semester 2 - Spring 2021

- **UCL** modules will run from Monday 11th January - Friday 26th March 2021 (reading week: w/c Monday 15th February 2021)
- **KCL** modules will run from Friday 15th January - Friday 1st April 2021
- **RHUL** modules will run from Monday 18th January - Friday 26th March 2021
- **QMUL** modules will run from Monday 25th January - Friday 9th April 2021

Revision week* - 19th April - 23rd April 2021

Main Exam period* - 26th April to 11th June 2021

***Please be aware QMUL will have Semester-Based examinations and no revision week:**

- Semester 1 Modules will be examined between 7 January – 22 January 2021
- Semester 2 Modules will be examined between 6 May – 4 June 2021

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.

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 Physics and Astronomy students will be announced by the University in due course. If you cannot attend the ceremony in December 2021 you can attend the one in July 2022. Please note that you do not have to attend a degree ceremony.

Where to find us

Physics at QMUL is located in the GO Jones building in the Mile End Campus.
The Physics Office is Room 110 on the first floor of the GO Jones building.
All offices and classrooms are prefixed with their floor (Room 610 is on the 6th floor).



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

Address:	School of Physics and Astronomy Queen Mary University of London 327 Mile End Road London, E1 4NS, UK
Telephone:	General Enquiries +44 (0)20 7882 6962
Email	physics@qmul.ac.uk or v.archer@qmul.ac.uk
Opening Hours	The office will be open with revised office hours due to Covid-19 restrictions. Students will need to book appointments here.
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:

- 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 online video/voice chat. Staff are not required to read emails over the weekend.

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

Senior Tutor

[Professor Steve Thomas](#) is the Senior Tutor. 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 attendance policy. 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 Feedback and Support](#)

[Writing and Study guidance and workshops](#)

[QM Advice and Counselling](#)

[Disability and Dyslexia Service](#)

Student Support Officer

Harvey Abraham-Green is the Student Support Officer (SSO) for Physics and Astronomy. 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 fill out the relevant form which can be obtained from the UG information zone on QMplus. The form should be completed and returned to v.archer@qmul.ac.uk.

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.

You are entitled to self-certify on up to three occasions each academic year. This means completing and submitting the Queen Mary self-certification form in place of independent evidence. Please note that self-certification does not mean automatic approval of a claim – your school/institute 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 given a receipt, you must keep the receipt safe for the duration of your studies. All claims must be received no later than three working days before the relevant examination board meeting otherwise they cannot be considered, the full deadlines are below.

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 14th December 2020**
- Semester one examinations – **Friday 22nd January 2021**
- Semester two assessments/coursework – **Monday 19th April 2021**
- Semester two examinations – **Friday 4th June 2021**

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 twitter.com/PhysicsatQM and our Facebook page.

Using Queen Mary Email

It is most common for the School of Physics and Astronomy, 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>.

Physics School Admin Office

The Physics School Admin Office is open between Monday and Friday and we are always happy to answer your questions in person. Due to the ongoing and evolving Covid-19 situation, we are asking students to book a slot if they would wish to talk to a member of staff in the office. There are also a number of helpful informational resources in the first-floor foyer.

[Book to visit the office here](#)

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.

Excused absences would be excluded from the above requirements. Requests for these should be made via the [online report form](#) (Found on the QMplus SPA home page). For absences longer than five days, you must provide a medical certificate from an authorised medical professional. This medical evidence should be submitted to the Student Support Officer.

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 (Harvey Abraham-Green) 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, <https://www.qmul.ac.uk/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/>

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 Physics and Astronomy Postgraduate Information Zone) which contains announcements, timetables, forms and latest information on upcoming events.

MySIS

MySIS is Queen Mary's student information system, as such is 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 “Postgraduate Information Zone”.

Your academic year of enrolment onto your Postgraduate degree will determine what academic regulations you must adhere to. So if you started your first year in 2020/21 you will be on 20/21 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 50% overall to pass a MSc/MSci module (level 7).

In the School of Physics and Astronomy 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 are 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 to the Physics office for processing.

[Change of Programme Form](#)

[Interruption Form](#)

[Withdrawal Form](#)

[Extenuating Circumstances Form \(in \[word\]\(#\) and \[pdf\]\(#\) format\)](#)

[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 five 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.

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 ([pdf](#))

[Use of Calculators](#)

[Rules relating to Teaching arrangements](#)

[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 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 (<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](#).

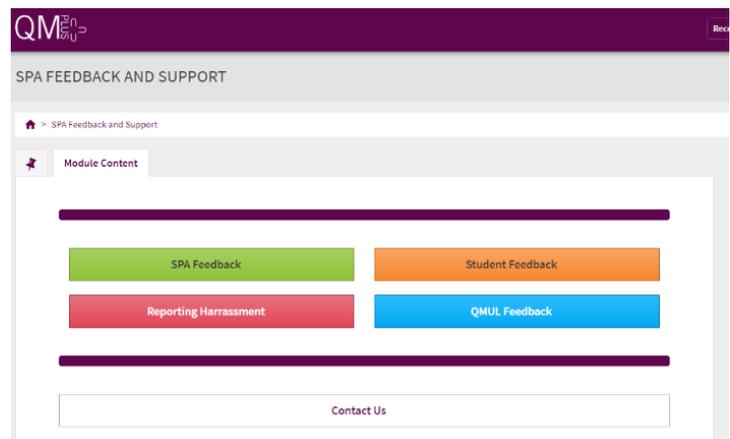
Telephone: 0207883 8030 www.qmsu.org (QMSU)

[Provide Volunteering](#)

How we listen to your feedback

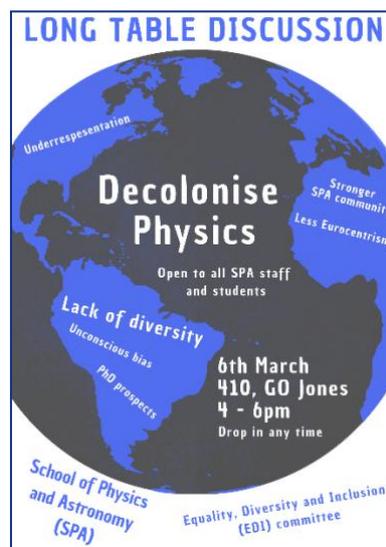
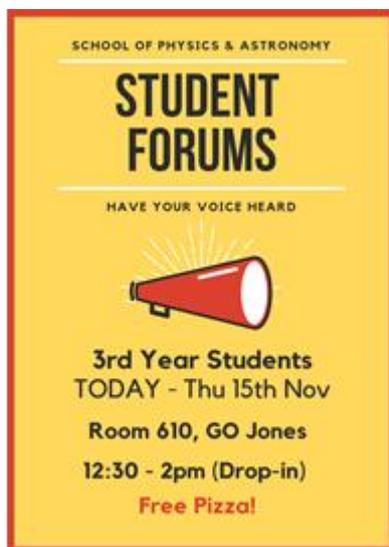
The School of Physics and Astronomy is dedicated to ensuring high quality teaching and comprehensive support to students.

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' portal from the QMPLus homepage. From here students can report anonymous feedback online or report issues directly to staff.



In addition to our regular events, during the semester the school have also organised ad-hoc events aimed at improving the student experience.

If you have ideas for improvements or suggestions then please get in touch with a staff member or use our online reporting tool.

Student-Staff Liaison Committees (SSLCs)

The purpose of student-staff liaison committees 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 he 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/> and/or contact QMUL's Data Protection Officer via data-protection@qmul.ac.uk.