

# Queen Mary, University of London

## Student Guide 2012-13



# Using the Student Guide

The Student Guide offers information on life and study at Queen Mary, University of London. All of the material in the Student Guide is institution-level information and applies equally to all students unless it specifically states otherwise. You will also receive a handbook from your school containing data specific to your programme of study. The School of Medicine and Dentistry issues materials that may override some information given in the Student Guide for its students.

The other important QM documents that you may need to refer to are the Academic Regulations. These provide authoritative information on governance and quality issues, and on study requirements. Nothing in the Student Guide or school handbooks overrides any aspect of the Academic Regulations, which always take precedence.

You can read the Academic Regulations and the Student Guide online at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk).

## **Research degrees**

If you are completing a research degree then you may need to contact the Research Degrees Office or refer to separate research degrees information, available online at [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk).

## **Disclaimer**

The information given in the Student Guide is correct at the time of publication. In the unlikely event of substantial amendments to the material you will be informed.

QM cannot accept responsibility for the accuracy of information given by third party publications and websites referred to in the Student Guide.

## **Feedback**

If you have ideas on how the Student Guide can be improved for future editions, please let us know at the address given above.

The Student Guide is available in a large print format. If you need a large print copy, or if you have any other special requirements, please contact:

Academic Registry and Council Secretariat  
Queen Mary, University of London  
Tel: +44 (0)20 7882 7920  
Email: [arcs-enquiries@qmul.ac.uk](mailto:arcs-enquiries@qmul.ac.uk)  
[www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk)

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# Welcome

Welcome to Queen Mary, University of London. Congratulations on securing a place to study here and welcome back if you are a returning student. I hope that you will have a successful, enjoyable and productive year with us. With QM joining the Russell Group universities in August it is an especially exciting time to be a student here.

The Student Guide is an important handbook that will help you during your studies. You will learn what you can expect from QM and, in turn, what we expect of you as a proactive and independent learner. It explains QM procedures and aspects of the regulations that affect you, while highlighting the wealth of facilities and varied support services that are available. Please take full advantage of the resources, activities and recommendations that are on offer. This should include the Students' Union, which can provide you with academic and personal support as well as championing your views to the College and national authorities. In addition QMSU manages venues across all QM campuses and supports student led organisations, societies and sports teams.

If you have questions about anything that you read in the Guide, please enquire at the relevant office. You will be expected to be familiar with and observe the various guidelines, regulations and procedures that are covered in this document.

The Student Guide summarises the main provisions of Queen Mary's regulations and

procedures and their full text is available online at [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk) (see 'Further Information' at the end of the Guide). Note that the General Regulations and the Examination and Assessment Regulations apply to all students, while in addition there are individual Academic Regulations that govern your programme of study. Each School and Institute has its own practices on matters such as attendance requirements, handing in assessment, tutorial arrangements, safety procedures, and so on. These and other useful guidelines for your programme of study are contained in your degree programme handbook. Make sure that you get a copy of the handbook for each School or Institute in which you are taking modules.

With best wishes for your time at Queen Mary.



Professor Simon Gaskell  
Principal





# Introduction to Queen Mary

Queen Mary, University of London is one of the UK's leading research-focused higher education institutions. We were created over time through the merger of Queen Mary College, Westfield College, The London Hospital Medical School and St Bartholomew's Medical College.

We have around 16,900 students studying a wide range of subjects in the humanities, social sciences, law, medicine and dentistry, and science and engineering. With nearly 30 per cent of our students coming from overseas, Queen Mary is a truly diverse institution.

Queen Mary highlights:

- In recognition of our excellence in research and teaching, this August we joined the Russell Group of 24 leading UK universities.
- Following the most recent Research Assessment Exercise (RAE 2008), the Guardian placed us 11th in the UK for the quality of our academics' work.
- Our academics have been honoured by election to Fellowships of the Royal Society, the British Academy, the Royal Academy of Medical Science and the Royal Academy of Engineering.
- The Times Higher Education's World University Rankings 2011 placed Queen Mary in the top 20 universities in the UK and in the top 130 in the world.

Queen Mary's mission is to:

- Produce research of the highest quality, which places us in the top rank of universities
- Teach our students within and outside the UK to the very highest academic standards, drawing in creative and innovative ways on our research
- Transfer the knowledge we generate to business and the community, regionally, nationally and internationally.

## Campus Information

Queen Mary is based on four sites in central and east London:

### Mile End

Our Mile End campus houses the Faculty of Humanities and Social Sciences, and the Faculty of Science and Engineering (excepting the Centre for Commercial Law Studies).

### Whitechapel

Whitechapel is the main base of Barts and The London School of Medicine and Dentistry, Queen Mary's medical and dental division.

### West Smithfield and Charterhouse Square

The Charterhouse Square and West Smithfield sites are home to three of our medical institutes, and teaching and research in some clinical subjects are carried out here.

# Introduction to Queen Mary

## Lincoln's Inn Fields

Lincoln's Inn Fields, the heart of London's legal world, is the location of our Centre for Commercial Law Studies (CCLS).

The campuses at Mile End and Whitechapel are only one mile apart, and the West Smithfield, Charterhouse Square and Lincoln's Inn Fields sites are just a short tube journey from Whitechapel or Mile End.







# Key Information

This section offers answers to some of the most commonly asked questions on life at Queen Mary. If you need further information on any of the issues covered then please contact Academic Registry or your academic school or institute.

## **Who deals with student administration?**

Academic Registry undertakes most administration for students not studying undergraduate medicine or dentistry, including registration and enrolment, maintaining records, examination administration and providing official transcripts.

The Student Enquiry Centre is the first point of call for advice on student administration related queries. We provide support to all students and can help with a wide variety of queries. If you are not sure about something or do not know who to contact, ask us.

The Student Office at Whitechapel performs the same functions for undergraduate students in the School of Medicine and Dentistry (MBBS and BDS programmes).

Student Enquiry Centre, CB05,  
Queen's Building, Mile End  
Tel: +44 (0)20 7882 5005  
email: [stadmin@qmul.ac.uk](mailto:stadmin@qmul.ac.uk)  
[www.arcs.qmul.ac.uk/registry](http://www.arcs.qmul.ac.uk/registry)

Student Office, G08, Garrod Building,  
Turner Street, Whitechapel  
Tel: +44 (0)20 7882 2239  
[www.smd-edu.qmul.ac.uk](http://www.smd-edu.qmul.ac.uk)

## **What is the Student Card?**

You will receive a photographic identity card from QM upon enrolment. This card is very important and you must carry it with you at all times on campus. If you cannot produce it upon request, or cannot satisfy staff that it is your card through comparison of your face and the photograph, you may be removed from the premises.

Your Student Number (e.g. 108574125) is also printed on the card. You must take your card into all of your examinations to display it for inspection and to copy your student number on to your script.

The card also serves as your library card, Students' Union card and access card. Many buildings have security points at which must show your card for access, while others require you to scan the card to release the doors.

It is vital that you keep your card safe. If you lose your card or if it is stolen then you should contact Academic Registry or the Student Office for assistance. You will need to complete a Replacement Student Card Application form, and a fee is charged for replacement cards. If your card was stolen then you will need to give a crime reference number.

## **How will QM communicate with me?**

We will communicate with you in several ways. Formal correspondence will be sent to you by letter, so it is vitally important that you keep us up to date with your personal details and address. We will also communicate internally

# Key Information

through messages sent via your School or Institute and also using notice boards. Messages relating to general student record processes, including examinations, will be posted on the MySIS message board.

It is most common for us to contact you by email; you are assigned a QM email address when you enrol and you need to check your account daily. You can access your email account by logging on to a QM computer or, if you are off-campus, at: <http://my.qmul.ac.uk/>. General information and news will be posted on the QM Intranet, at: <http://connect.qmul.ac.uk>.

## **How do I update my personal details?**

Each time you change your term-time or home

address, or your name, telephone number or another personal detail you must inform Queen Mary. You will be able to update your address and contact details on line using MySIS, however a change in name must be done in person at Student Enquiry Centre or the Student Office with accompanying identification. QM is not responsible for the non-receipt of correspondence arising from failure to update your contact details.

## **How do I use QM computing facilities?**

Our Computing Services department offers a range of facilities, including a personal log-on for workstations on campus and a QM email account. You will need to register for these services at the start of the academic year.



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Your QM email account is the main way in which we will communicate with you and it is important that you check it regularly. Computers and printing facilities are available on campus in open-access rooms and the libraries.

Full information on getting started with your computer account and the facilities available is given on the Computing Services website at: <http://qm-web.css.qmul.ac.uk>.

## **What are the Academic Regulations?**

The Academic Regulations are the definitive guide to the articulation and management of our academic standards for taught degree programmes. The regulations contain information on examination, award and progression procedures, as well as regulations on study, governance and administration processes at Queen Mary. When you enrol with QM as a student you agree to abide by these and other regulations.

The Student Guide contains summary information on the most commonly encountered regulations, but you will also need to look at the specific regulations for your individual programme and modules. The Academic Regulations are authoritative, and if you are in any doubt over an issue this is the document that you should consult. You can read the Academic Regulations online, at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk). If after reading these documents you are still not sure about any aspect of the Academic Regulations then you should contact your academic school or institute or the Academic Secretariat.

## **What are the expectations for student behaviour?**

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

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

Be aware that Facebook®, YouTube® and other social networking sites can be viewed by all users of the Internet. Students have been disciplined in the past for making defamatory statements about members of staff and other students online as well as for acts which brought the name of QM into disrepute.

## **Where can I get advice on my studies?**

At the start of your studies you will be allocated a personal tutor. Your tutor will provide guidance and support during your studies, and will be familiar with the kinds of difficulties that students experience at university. If your personal tutor cannot answer your questions, they will know who can.

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Each school or institute also has a senior member of staff with overall responsibility for student advising, generally called the Senior Tutor, or in the School of Medicine and Dentistry the Dean for Student Affairs. This is the person you should see if your personal tutor is not able or available to help on an issue. You may also seek advice from your school or institute office.

## **How can I express my views and influence decision-making?**

Your views are important to us, and there are a number of ways in which you can communicate your opinions.

### **School and Institute Level**

All schools and institutes have committees composed of student and staff representatives that enable you to express views on your degree programme or any other issues that concern you. These Student-Staff Liaison Committees (SSLCs) play an active role in developing and improving facilities. SSLC proposals go to the Head of School/Institute, who reports back to the Committee on the outcomes. SSLCs also nominate student members to attend Faculty and QM committees. You can stand for the committee yourself, or report issues to your elected representative. Elections of student members, known as 'Course Reps', are organised by the Student's Union.

Your School or Institute will also monitor programmes of study by taking soundings of student opinion. This is often done via an anonymous module evaluation questionnaire.

You should always take the opportunity to complete and return these so that you can contribute to the development of teaching at Queen Mary. The data from the questionnaires is collated and used systematically to enhance the learning experience.

The results will often be discussed in the SSLCs and module reports and published internally for you to view.

### **Institution level**

Queen Mary Students' Union (QMSU) represents our students at local and national levels. The Union is run by students for students and its policies are decided Student Council meetings, General Meetings and Referendums where you get to have your say. Student representatives are elected annually, and include a group of sabbatical officers who work full-time at QM. QMSU includes Barts and The London Students' Association (BLSA), which is based at Whitechapel and represents our medical and dental students.

The Union is recognised in the QM Charter as our students' corporate body, and its representatives sit on Council and most QM committees. Students are also elected to attend Senate. Student representation is vital and allows you to contribute to our decision making processes. You will automatically become a member of QMSU on enrolment, though you may opt out of membership if you wish.

### **National level**

Final-year students at all English universities are invited to take part in the HEFCE National

# Key Information

Student Survey (NSS) each year. This is your opportunity to share your experiences of Queen Mary with the wider world and with future students. Please do complete the Survey, and fill it in honestly. If you are a finalist then you will usually be contacted by email in the second semester. The results are important as they are used in compiling university league tables that can determine national university 'rankings'. The feedback you provide is valuable information; examples of how previous feedback has helped improve the student experience are published on 'You Say, We Did' web pages.

In order for HEFCE to carry out the NSS, we need to inform them of your contact details (generally your QM email address). Your consent for this is sought as part of the enrolment process, and no information is disclosed without your consent.

## **What support is available for students with disabilities or learning difficulties?**

We offer a comprehensive range of support services for students with disabilities or learning difficulties. Fuller details are given in the Student Support Services section of this Guide and online, at: [www.dds.qmul.ac.uk](http://www.dds.qmul.ac.uk)

We also offer support for students who may have specific English language needs as well as providing academic study support. More information is given in the Student Support Services section of this guide and online, at: [www.sllf.qmul.ac.uk/languagecentre/](http://www.sllf.qmul.ac.uk/languagecentre/)



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## **Do I need to buy textbooks?**

Buying textbooks is normally optional, although you will find it helpful to have some books of your own. Most modules will have one or more recommended or compulsory titles, and you are expected to budget for these. A limited number of copies of popular books will generally be available in the Library.

The QM bookshop at Mile End stocks most recommended titles, and operates a second-hand scheme through which you can sell books that you no longer need and buy others at discounted rates. Be aware that some titles vary considerably between editions and that you may require the most up to date version.

## **What are the arrangements for field courses?**

Field work is an integral part of some degree programmes in the School of Geography and the School of Biological and Chemical Sciences. If you are a student in either of these Schools, speak to your personal tutor and refer to your School handbook for detailed information.

## **Can I spend a period studying abroad or elsewhere in the UK?**

You may be able to spend up to one year studying elsewhere in the United Kingdom or abroad, depending on your School or Institute practices and programme requirements. The results that you achieve during this period will count towards your award, and may be rescaled or weighted to bring them in line with QM marking. See 'Study Abroad' in the Student Support Services section for more details.

## **Can I do a sandwich year or an industrial placement?**

Some programmes of study have a sandwich year as an integral part of the degree, for example 'Computer Science with Industrial Experience'. On these programmes you will be expected to do a year in industry and it will count towards your degree. If you are not studying a programme like this then you can still take a year out of your studies undertaking a placement. This should be spent undertaking an activity relevant to your programme of study; however it will not count towards your degree and will not appear on your transcript.

## **What is the QM policy on medical examinations?**

QM reserves the right to require you to undertake a medical examination at any time to determine your fitness to study. We may require full disclosure of any report on your fitness to study or practise.

If you have been absent due to illness or an infectious or contagious disease then you must produce a medical certificate confirming fitness to resume your studies. Students on medical and dental programmes must inform the QM Health Centre if they are, or have reason to believe they may be, infectious carriers of any disease or condition specified as requiring notification.

## **What happens if I am in debt to QM?**

You will not be entitled to receive your module results, to re-enrol for the following academic year, attend graduation to receive any award of QM or the University of London until the debt is repaid.

# Key Information

If you fail to pay your tuition fees promptly and on time then QM is entitled to terminate your enrolment and registration. If this happens then you will be de-registered and will no longer be a student of QM.

If you are at all worried about your ability to pay your tuition fees, or your situation changes during the year then you must contact the Fees Office immediately. For confidential advice and support about student finance, hardship funds and any other financial issue, please contact the Advice and Counselling Service (see Support Services for contact details).

## **What if I need to make a complaint?**

We hope that you never need to make a complaint about any part of your time at Queen Mary, but we recognise that problems can occasionally arise.

We have a structured process in place for complaints. You should begin with an informal complaint at School/Institute or at service level: in most cases problems can be resolved at this stage. If you are unhappy with the outcome then you can make a formal complaint to the Head of School/ Institute or service, followed by a formal complaint at institution level, the outcome of which may be appealed against. Finally, you may make a petition to the Office of the Independent Adjudicator (OIA), though it is very rare for a complaint to reach these later stages.

Support is available from the Students' Union, Student-Staff Liaison Committees, and staff with appropriate knowledge or involvement in the case.



# Key Information

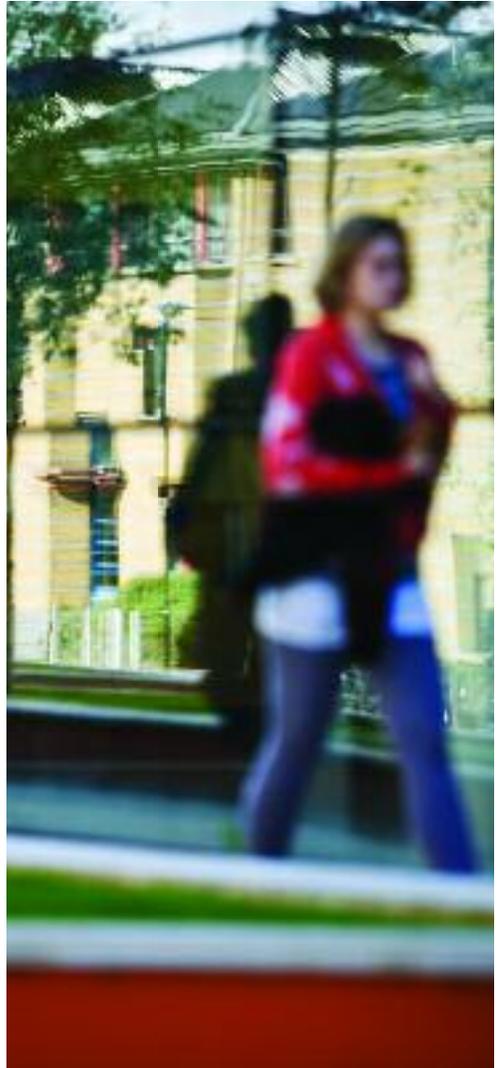
The Student Complaints Policy is available online, at: [www.arcs.qmul.ac.uk/student\\_complaints](http://www.arcs.qmul.ac.uk/student_complaints). Please read this in full if you intend to lodge a complaint. For information on departmental complaint procedures you should refer to your School's handbook or website.

## **How will my personal data be used and protected?**

The information that you provide at enrolment is held on a computerised database and maintained in accordance with the Data Protection Act. We ensure that the 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). When you graduate, your details will be transferred to our Alumni Database so that we can stay in touch with you in the future. For more information, visit: [www.arcs.qmul.ac.uk/information\\_governance](http://www.arcs.qmul.ac.uk/information_governance)

The Higher Education Statistical Agency (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 information on facilities and services that may be useful. We hope that you will cooperate with this initiative.

When you enrol or re-enrol online you will be asked to read a declaration about the purposes for which we use your personal data and to



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whom we may disclose it when required. You must read this declaration carefully.

## **What if I am a student who applied for immigration permission using a CAS issued by QM?**

If you are in the UK with Tier 4 (General) Student immigration permission and you applied for your immigration permission using a Confirmation of Acceptance for Studies (CAS) issued by QM, we are required to report certain events to the UK Border Agency. These events are:

- Failure to enrol
- Interruption of studies
- Withdrawal from studies
- De-registration
- Early completion of studies
- Progression to an out of attendance study mode (e.g. re-sitting out of attendance)

QM is also required to monitor your attendance on or engagement with your programme of studies. We will monitor the following:

- Submission of coursework and attendance at exams
- Online confirmation of engagement exercises in January and May
- Your compliance with local engagement/attendance monitoring policies in your school or institute.

If we determine from our records that you are no longer attending or engaged with your

programme of studies or your attendance or engagement is not satisfactory, we will ask your school or institute to begin taking measures to address your attendance or engagement problem. If your attendance or engagement does not improve, you may be deregistered. QM is required to report students who are deregistered to the UK Border Agency who may curtail (cut short) your immigration permission.

All students with Tier 4 (General) Student immigration permission must make sure that QM has your up to date contact details and immigration information. You must also make sure that the Academic Registry, Research Degrees Office or Student Office at the School of Medicine and Dentistry has the following:

- A copy of your current passport details page(s)
- A copy of your current immigration sticker or card
- Your current contact details (E.g. Postal address, email and telephone number)

You should let us know of any changes as soon as possible. You can update your contact information online at <https://mysis.qmul.ac.uk/>

To update your passport or immigration permission details, you will need to take your documents to the Student Enquiry Centre, School Office or Research Degrees Office (as appropriate). For confidential immigration advice e.g. how to apply for or extend your Tier 4 immigration permission, please contact the

# Key Information

Advice and Counselling Service. The Welfare Advisers at the Advice and Counselling Service are the staff at Queen Mary who are trained and authorised to offer immigration advice to students.

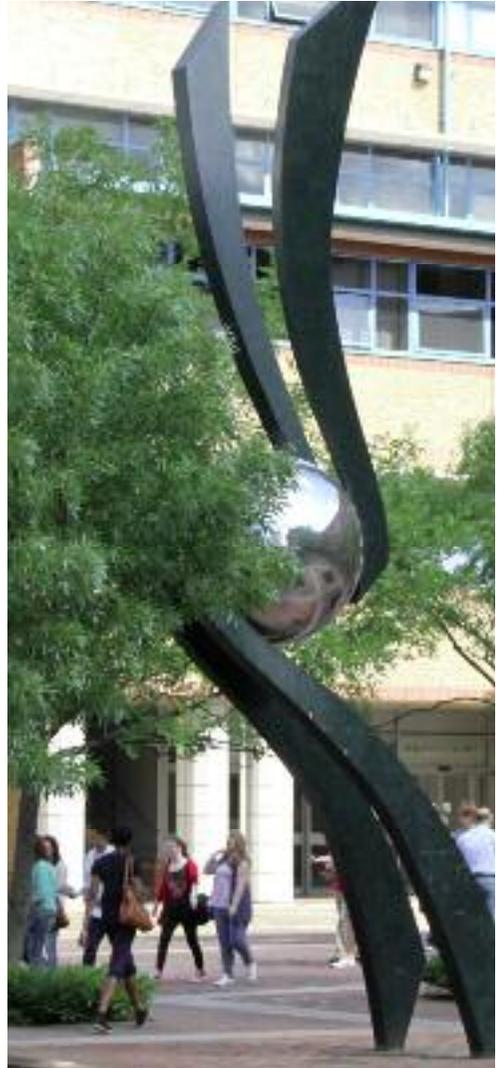
## **What safety regulations apply at Queen Mary?**

Your programme of study will inform the safety regulations that affect you. Schools or Institutes teaching in laboratories, workshops, clinical settings and performance areas will give specific guidance in their handbooks; read this carefully. You must attend any health and safety training sessions held by your department and abide by the QM Health and Safety Policy, which can be viewed online, at: [www.arcs.qmul.ac.uk/policy\\_zone/index.html#health\\_safety](http://www.arcs.qmul.ac.uk/policy_zone/index.html#health_safety)

## **What should I do in the event of a fire?**

On hearing a fire alarm in a QM building, you should immediately leave through the nearest emergency exit. 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 or re-enter the building until instructed to do so. Failure to follow these procedures may lead to disciplinary action.

Tampering with fire alarms or fire-fighting equipment is a serious offence, and we will take disciplinary action against any student responsible.



# Key Information

## **What are QM's insurance arrangements?**

QM has insurance arrangements that cover the safety and wellbeing of enrolled students on Queen Mary premises or engaged in QM activities, but these do not cover personal possessions, and you are strongly advised to make arrangements for these yourself. Property may potentially be stolen from cloakrooms, cafeterias, examination halls and other campus locations, so you should ensure that you are protected. The Students' Union can advise you on policies specifically designed for students.

If you are living in QM accommodation then you will have automatic contents insurance for possessions kept in your room; for details consult the Residences Office's Handbook for Residents, at: [www.residences.qmul.ac.uk//Docs/21155.pdf](http://www.residences.qmul.ac.uk//Docs/21155.pdf)

## **Where is lost property kept?**

If you have lost something at QM, please contact the Security Control Room at your campus. If the item has not been handed in, the Security Service will produce a lost property report that can be referred to by your insurance company if you make a claim. We will keep your contact details and a description of the lost property on file in case the item is handed in later. Please see [www.security.qmul.ac.uk](http://www.security.qmul.ac.uk) for more details. Your School/Institute may also have its own lost property store.

## **Can I park my car on campus?**

There are no parking facilities available for students unless you have special circumstances. Please contact Student and Campus Services if you think you have circumstances which require a permit at: [www.security.qmul.ac.uk/Parking/](http://www.security.qmul.ac.uk/Parking/)

## **Can I collect funds for charity on campus?**

Yes, if you obtain written permission from the Secretary to Council at least two weeks before the collection is to be made. Full details can be obtained from the Council Secretariat (E12, Queens' Building).

## **Can I display posters or distribute leaflets on campus?**

Yes, but only on designated notice boards and with the permission of the person, office or organisation responsible for that board. Materials for display or distribution must bear the name of the group responsible and contact details for an authorised person or officer who can be contacted to deal with queries.

## **Can I smoke on campus?**

Only in designated areas, which does not include Library Square. QM is a smoke free campus and therefore if you need to smoke you must go off site to do so. You cannot smoke in the QM halls of residence.

# Key Information

## **Are breastfeeding facilities available on campus?**

The following rooms are available, on a booking basis only:

### **Mile End Campus:**

Nursery, 406 - 408 Bancroft Road  
To book contact Max Moorcock, 020 7882 2790, m.e.moorcock@qmul.ac.uk

### **Whitechapel Campus:**

Abernethy Building, First Floor, Room 1.16  
To book use the diary in room 1.10 and enter the times you require. NB, Only suitable for mothers to express milk.

### **Charterhouse Square:**

Wolfson Institute, Meeting room 002  
To book contact Linda Goodchild, 020 7882 6224, l.k.goodchild@qmul.ac.uk

## **Do I need to get a TV licence if I live in halls?**

Yes, you must have a TV licence to watch or record television. As well as TV sets and video or DVD recorders, this includes using mobile phones, set-top boxes, laptops or personal computers to receive or record television programmes. However if you are returning home for the summer holidays and only need a licence for nine months, you may qualify for a



# Key Information

refund on the remaining three. You can get more information from the students' section of the TV Licensing website.

<http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/>

## **Can I work part-time for QM?**

There are opportunities to work for QM as a student ambassador or for the Students' Union in one of the catering outlets. For information on working as a student ambassador, please contact the Education Liaison and Access Office on [education-liaison@qmul.ac.uk](mailto:education-liaison@qmul.ac.uk). Please see the Students' Union website for any employment opportunities [www.qmsu.org/jobs/](http://www.qmsu.org/jobs/).

Although we recognise that most full time students are required to work part time, it is strongly recommended that you keep this to an absolute minimum so as not to interfere with your studies.

If you are struggling with your finances (and most students do at one time or another) then there is help available. Please see 'Advice & Counselling Service' or 'Bursaries, Grants and Scholarships Office' in the 'Student Support Services' section.





# The academic year

This section provides key information on academic processes and regulations that you will encounter during your time at Queen Mary (QM). Processes for dental and medical students will vary detail in some areas, and the School of Medicine and Dentistry will supply additional materials covering this information. You may find it useful to read this section in parallel with the QM Academic Regulations which can be found online at:

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

## What is expected of me in terms of attendance and participation?

Before enrolling you should have already ensured that your programme is acceptable and suitable for you in terms of being able to meet the specified attendance, learning and assessment requirements. We cannot normally alter a programme of study to meet an individual's needs.

You are expected to attend all elements of your programme of study during the specified term dates (including the entire exam period). You must also meet all published assessment deadlines and sit tests and invigilated exams.

Your academic school or institute will notify you of attendance and assessment requirements through its student handbook, website or notice boards, or by email. It is your responsibility to find out what is expected of you at the start of the academic year and to arrange your time so as to meet all deadlines and be present in all learning activities (lectures, seminars, labs etc).

If you are taking modules from more than one academic school or institute, remember that some schools and institutes have different coursework submission procedures; if in doubt, contact your school or institute.

## Can I be absent?

You may not be absent without permission, and permission can only be granted by the Head of School/Institute. Certification must be provided for illness and other such causes of absence, and you must arrange to catch up on missed lectures and work. If you feel you are going to be absent for a significant period of time (for example more than two weeks) and therefore miss too much to be able to catch up, then you should discuss this with your academic advisor/personal tutor and give serious consideration to interrupting your studies; see below 'How do I interrupt my enrolment or change my registration status?' for more information.

If you fail to meet your academic school or institute's requirements for attendance and/or submission of assessment then your registration, from a module or from the programme itself, may be terminated by your school or institute (see 'What is deregistration?' below). QM has a responsibility to the Government and other external agencies to ensure that students attend and submit their assessment. Therefore non-attendance and poor performance is taken very seriously and if you are consistently absent or do not submit assessment then it is highly likely you will be deregistered and this information reported to authorities such as the UK Border Agency, Transport for London and the Student Loans Company.

# The academic year

## What is enrolment?

Along with registration, completing enrolment is part of the process of you becoming a student of QM and as such is compulsory. Only once you are fully enrolled will you be able to go to lectures and other learning activities as well as access facilities such as the library or the Student Union. Enrolment also allows us to check that your records and fee-payments are up to date and collate important information. When you enrol you also confirm that you will abide by the QM regulations.

During your time at QM you will be required to complete different enrolment activities depending on whether you are a new or returning student.

## Pre-enrolment

New students will receive an email informing you that the first stage of enrolment, online pre-enrolment, is available to you with the link into MySIS (My Student Information System - <https://mysis.qmul.ac.uk>) embedded in the email along with your login details. This email is sent to students from mid-August onwards, depending on when your admissions offer became unconditional.

When new students login to pre-enrol online you will see up to six sections to check and update: personal and academic details, qualification history, address information, data consent, studentship information (research students only) and the declaration. Students can save the data and log-in again later if they need to find information from elsewhere to complete the process.

Once new students have completed online pre-enrolment, the next stage will be to complete enrolment in person. Completing pre-enrolment is a condition to being able to fully enrol.

## Enrolment

This is another process for new students only, where you are required to physically attend the enrolment centre, submit important documentation about your fees, your identity, and have your photograph taken. Upon enrolment you will be issued with your Student ID Card, which will include a photograph of your full head and face and must be carried with you at all times on QM premises; see 'What is the student ID card?' in the key information section.

## Re-enrolment

Re-enrolment is an online process accessed through MySIS which all returning students must complete at the start of each new academic year. It confirms you have returned, and updates us with key information that might have changed over the past year. An email will be sent to students informing you that you can re-enrol once you have progressed into the next academic year. In order to access re-enrolment, returning students need to log in to MySIS - <https://mysis.qmul.ac.uk> with your QM username and password. Students will have received their QM username and password at enrolment in the first year. If you have lost or forgotten your username or password you will need to contact the IT Services Helpdesk on +44 (0)20 7882 8888 or email [its-helpdesk@qmul.ac.uk](mailto:its-helpdesk@qmul.ac.uk)

# The academic year

Please note that if you are a returning student in debt for tuition fees, you will not be able to access re-enrolment until the debt has been cleared. Where students are also members of staff, you should be aware that you will need a separate student QM username to access enrolment processes.

If you have a problem with either pre-enrolment or re-enrolment, you should contact the Student Enquiry Centre/Research Degrees Office/SMD Student Office (as appropriate) in the first instance for assistance.

## Temporary enrolment

If you are unable to fully enrol by providing all the information required at enrolment (for example, you do not have confirmation of your tuition fee arrangements) then you may be temporarily enrolled for a limited period of time. This will allow you to continue attending lectures and have some access to library facilities, however it will expire and if you do not provide the information required by that time, your enrolment and registration will be terminated and you will no longer be a student. This includes returning students who do not complete the online re-enrolment process and returning international students who do not provide up to date visa information.

## What are the arrangements for tuition fees?

Tuition fees cover registration and exam fees. They do not include fees for text books, any specialist equipment and some field courses. Payment of tuition fees is a precondition for full enrolment. Exceptionally, you may be temporarily enrolled for a fixed period before

paying or confirming payment of fees or you may pay through instalments. For further information please contact the Fees Office details of which are given in the Student Support Services section.

If you fail to pay your fees on time then QM is entitled to terminate your enrolment and registration. If this happens then you will be de-registered and you will no longer be a student of QM. If you are at all worried about your ability to pay your tuition fees, or your situation changes during the year then you must contact the Fees Office **immediately**. For confidential advice and support about student finance, hardship funds and any other financial issue, please contact the Advice and Counselling Service. (see Student Support Services for contact details).

If you are de-registered for non-payment of fees but then pay the outstanding amount you can be reinstated as a student, however you will be charged an administrative fee for re-enrolment (currently £250). Students are advised that reinstatement shall not occur until the appropriate point during the following academic year.

## How do I interrupt my enrolment or change my registration status?

Permission for interruption of studies on the grounds of illness or other good cause may be granted by your academic school or institute. You may only interrupt for a maximum of two years in total; interruption for a period longer than this will be granted only in highly

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exceptional circumstances and with the express permission of the Academic Secretary. Any break in your studies for a significant period requires submission of an 'Interruption of Studies' form, available from Academic Registry and online at: [www.arcs.qmul.ac.uk/registry/maintenance\\_of\\_student\\_records.html](http://www.arcs.qmul.ac.uk/registry/maintenance_of_student_records.html)

Interrupting your studies will mean that although you remain registered you will cease to be an enrolled student of QM and therefore will not be able to attend lectures or use facilities such as the library. If you are resitting out of attendance then you cannot interrupt your studies, as you are not enrolled.

If you do interrupt then the Academic Regulations in place at the time of your initial registration remain in effect. You are advised to contact your tutor and the Advice and Counselling Service before interrupting or

withdrawing; funding regulations change frequently and it is important that you understand how your decision might affect your entitlements in the future. Welfare Advisers in the Advice and Counselling Service are the staff at Queen Mary that provide specialist and up to date advice on your eligibility for student finance if you interrupt or withdraw.

Until you have formally interrupted or withdrawn from study you will officially remain a student of QM and be liable for tuition fees and, where appropriate, residence fees. The deadline for interrupting studies is 21 April 2013.

## Can I change my programme of study?

Yes, but normally within the first two weeks. This can be straightforward if the two programmes are closely related, but if the change is more fundamental then you may



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need to start the new programme from the beginning. This will mean extending your period of study and paying additional tuition fees.

It is possible when changing programme, with the approval of your school or institute, to study a reduced number of modules on part-time basis. This can be useful if you require just a few additional credits to meet the requirements of your new programme. Normally, however you must be registered for modules of a minimum of 45 credits.

The 'Change of Programme of Study' form, available from Student Enquiry Centre and online at [www.arcs.qmul.ac.uk/registry/maintenance\\_of\\_student\\_records.html](http://www.arcs.qmul.ac.uk/registry/maintenance_of_student_records.html), requires signatures from your new (where appropriate) and existing Heads of School/Institute (or their delegated authority) before the change is approved. You should always consult your personal tutor and Student Enquiry Centre before changing your programme of study.

## **What are withdrawal and de-registration?**

Withdrawal from your programme or deregistration by QM will lead to the immediate termination of your enrolment and registration with QM which means you are no longer a student. If you withdraw or are deregistered from your programme then you may not use any QM facilities. The deadline for withdrawing from studies is 21 April 2013.

Deregistration from a module does not necessarily lead to the termination of your enrolment. We may deregister you from a module in the event of unsatisfactory attendance or failure to submit the specified assessment. Where the module is not replaced with a suitable alternative, the mark awarded will be either that achieved up to the point of deregistration, weighted as applicable, or zero. If this happens then it will affect your overall degree classification, be recorded on your transcript and may be mentioned in any references your academic school or institute give in the future.



# The academic year

Deregistration from a module(s) or from a programme of study will not occur without warning from your academic school or institute giving you the opportunity to improve or explain your absence or poor performance. If you are deregistered then you may appeal using the College Appeal Regulations (CAR) if you feel you have grounds on which to do so.

## What is module registration?

Your programme of study is made up of a number of different modules, each covering a key topic or theme. Some (or even all) of the modules may be required for your programme and you will have to take these, but at the start of each academic year you can choose your other modules (electives) from a list set up by your School/Institute. This selection, and its validation by your School/Institute, is called module registration.

If you are not registered for a module then you are not permitted to attend lectures or to take any assessment for that module. If you register for a module then you are deemed to be taking it or to have taken it even if deregistration or withdrawal follows, unless you transfer the registration to another module.

## How do I register for a module?

To register for your modules you will log-in to MySIS (your personal area of SIS) with your usual computer log-in, and make preliminary choices from a list using the descriptions to tell you what the modules are about. Any core or compulsory modules will be preselected and you cannot change these.

Once you are happy with your choices, you will send them to your School or Institute for approval (e.g. they will make sure there aren't any timetable clashes and you have a balance of modules in each semester) – you can send comments to them with the selection if you wish. All of your selections must be confirmed and approved by the specified deadline. The final outcome of your choices will be confirmed to you by email. Module registration has to be completed by the specified deadline (normally mid October within the first two weeks of teaching).

All modules have a limited number of places, and priority is given to students who are required to take them for their programmes. Therefore it is important that you choose your electives and complete module registration as soon as possible.

## Can I withdraw from a module?

During the first two weeks of each semester, students on certain programmes of study are able to modify their choice of modules by undoing your choices in MySIS. However remember that you may risk losing your place on popular modules if you don't act quickly.

## Can I take a module from another University of London (UoL) college?

With approval from your school or institute, yes. As a student of QM you can register to take modules at other UoL colleges such as Kings, UCL, SOAS and the LSE. To take such a module you will need to get the approval of your academic school or institute as well as

# The academic year

approval from the other college. To register for one of these modules you will need to complete the appropriate form available from Student Enquiry Centre.

## What are the requirements for passing a module?

You must complete all specified assessment to the standard required in the module specification and regulations. For example some modules will require you to get a specific mark in the coursework element in order to pass. An aggregated, weighted mark will be awarded for each module you take.

The pass mark for a module is an overall total mark of 40.0, except for MBBS, BDS and postgraduate programmes, where the requirement is 50.0. There may also be specific hurdles for particular items of assessment in the module, and you should always read the module description for details. In such cases if you do not achieve the required marks then you will fail the module.

If you pass a module, you cannot take any of the assessment again in order to improve your mark.

## How are undergraduate modules graded?

Performance in undergraduate modules except on the MBBS and BDS is graded as follows:

**Grade A** – 70.0 – 100.0    **Grade B** – 60.0 – 69.9

**Grade C** – 50.0 – 59.9    **Grade D** – 45.0 – 49.9

**Grade E** – 40.0 – 44.9    **Fail** – 0.0 – 39.9



# The academic year

These grades are purely related to academic performance. Other grades are awarded to indicate extenuating circumstances, assessment offences, non submission or not sitting assessment etc.

## What is the difference between core and compulsory modules?

A compulsory module is a module that must be taken. A core module is a module that must be taken and passed. Both have to be taken and therefore you will not be able to opt out of these modules during module registration (see 'What is module registration?' above). These are different to elective modules which you choose to take and do not have to be passed. Your school or institute will be able to confirm which modules are core and compulsory.

## How will I be assessed?

Modules are often assessed by a combination of assessment methods; the types used are mostly determined by the subject area. QM has identified five different assessment methods: examinations, coursework, practical assessment, dissertations/projects and professional capability.

For all types of assessment there will be a published deadline by which you must submit your work, or date when you will sit the assessment (such as an exam or test). It is important that you submit your assessment by that date, as academic schools and institutes will impose a penalty for late submission. If, due to extenuating circumstances, you are having difficulties in completing your

coursework by the deadline, contact the relevant school or institute in advance and ask about getting an extension; do not wait until after the deadline. Extensions will not normally be given without evidence of valid extenuating circumstances. Remember that handwritten coursework must be legible or it may not be marked.

## Will all the assessment I do count?

Although the majority of the work you do will carry marks, some of your assessment will not be compulsory, and is designed purely to give feedback on your progress. Other assessment will be 'required' and must be completed to a satisfactory standard though it does not count towards the final mark. Finally, there is assessed coursework which does count toward the module mark. QM has a code of practice for assessment and feedback which you can access at

<http://www.learninginstitute.qmul.ac.uk/Ita/Ita-publications/code-of-practice-on-assessment-and-feedback/>. This will tell you what you can expect from QM in terms of feedback on your work and how you may be assessed.

## How will I know when my exams are taking place?

QM will publish the full exam timetable at least three weeks before the first exam. You will receive your timetable towards the end of the second semester, via your MySis portal and via the ARCS website at [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk). If your timetable has not been published via your MySis portal by the end of the second semester

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then you should contact the Examinations Office at [exams@qmul.ac.uk](mailto:exams@qmul.ac.uk).

The entire timetable, with all amendments, can be viewed online. Please remember it is your responsibility to check your timetable and to look for possible amendments.

If you have registered for modules at another UoL college then the details of the exam will be sent to you once we receive them from the relevant college; this is normally during the Easter vacation. If you do not receive this information, contact the Exams Office at the college teaching the module.

Do not make vacation arrangements that will involve you being away before the formal end of the exam period, this is due to the occasional and unavoidable necessity to change the date of an exam.

## Am I entitled to special exam arrangements?

If you have a disability or specific learning difficulty then you may request special exam arrangements, for example, additional time or special equipment and you should discuss your needs with the Disability and Dyslexia Service. Applications must be made before 15th March 2013 to guarantee that they will be implemented in time for that year's examination period. If applications are made after the deadline the College cannot guarantee that they will be implemented until the next exam period. Visit the Disability and Dyslexia Service website, at: [www.dds.qmul.ac.uk](http://www.dds.qmul.ac.uk).

## What happens if I arrive late for my exam?

You should make sure that you arrive at least 30 minutes before the start of your exams, allowing sufficient time for transport difficulties. However if you do arrive late you may be allowed to enter but you will not be awarded additional time in compensation. If you arrive more than 30 minutes late then you will only be admitted if no other student for your exam has left the venue. You may not leave the exam venue unaccompanied in the first 30 or final 15 minutes.

## What should I bring to my exams?

Only the materials permitted for the exam as stated in the rubric, together with your Student ID Card. These materials should be kept loose on the desk or in a clear plastic bag or pencil case. Calculators, dictionaries, word lists and



# The academic year

other translation devices are not permitted except where specified in the rubric. You will be asked to place your Student ID Card on your exam desk so that the attendance list and identities can be checked.

QM is not responsible for the security of your belongings, so please do not bring valuable and unnecessary items with you. You will be required to put all personal possessions away from you and ideally in a bag placed in a designated area of the venue. You will be permitted to keep your wallet, purse and/or mobile phone with you but these must be stored underneath your desk and NOT in your pocket. You can have a thin jacket or cardigan but again this must be stored under your desk (not on the back of the chair) if you are not wearing it.

Ensure that your mobile phone, if you must bring it, is turned off and left with no alarms set. The alarm on many models of mobile phones will sound even when the handset is switched off. If your phone causes a disturbance during an exam then it will be confiscated and be treated as an assessment offence.

Before the start of every exam you must empty your pockets completely. This is because if you are in possession of unauthorised materials then you will have been deemed to have committed an assessment offence. Obviously the use of unauthorised material is an assessment offence, however the Assessment Offence Regulations make no distinction

between possession and use and intention is irrelevant. For example, you may leave some revision notes in your pencil case, however even if it was an accident and you had no intention of using them during the exam, this is an assessment offence and the penalty is the same. Please note that unauthorised material includes any notes stored on your mobile phone or other personal media device, all of which can be checked by an invigilator.

You should make yourself familiar with the Assessment Offence Regulations and the Assessment Regulations on the Registry website, at: [www.arcs.qmul.ac.uk/registry](http://www.arcs.qmul.ac.uk/registry).

## **What happens if I miss an exam?**

If there is no good reason for your absence then you will be given a mark of zero. If your absence was due to extenuating circumstances (an unplanned reason outside of your control) such as medical reasons, you will normally be allowed to sit the exam at the next opportunity without the missed exam counting as one of your permitted attempts, see below 'What should I do if I am unwell on the day of my exam?'.

## **What should I do if I am unwell on the day of my exam?**

Do not attempt an exam if you are unwell. In attending you are judged fit enough to sit the exam ('fit to sit') and the mark that you obtain will stand. It is important to note that you cannot get extra marks to compensate for any illness you were suffering on the day.

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If you feel unable to sit an exam due to illness then you must notify your school or institute by submitting a claim for extenuating circumstances as soon as possible before the deadline in your school or institute. This must be accompanied by a doctor's certificate giving details of your illness and confirming that you were unfit to attend on the date of the exam. You should aim to see your doctor on the day. If your claim is accepted by the Exam Board then you will normally be permitted to take the exam at the first available opportunity as if for a first time (a 'first sit').

If you are absent without good reason then you are likely to fail the module (see 'What happens if I miss an exam?').

## What do I need to do to receive my qualification?

Undertake an approved programme of study and meet the requirements for progression (if applicable) and the requirements for award. Each award type has regulations setting out its requirements; these are contained within the Academic Regulations.

## What are academic levels?

Each module has a level reflecting its academic complexity within its discipline. The levels range from 3 (foundation or pre-university level) to 7 (Masters level). If you are following a three year undergraduate degree programme such as a BA or BSc then you will be expected to progress to and graduate with level 6 (Honours level) modules in your third developmental year. A MEng or MSci award is

designated level 7. The Queen Mary Academic Credit Framework details the academic level of each award and is available online, at: [www.arcs.qmul.ac.uk/policy\\_zone](http://www.arcs.qmul.ac.uk/policy_zone)

## What is progression?

Progression is the process where you move from one developmental year to the next, usually at the end of the academic year. To progress you must pass modules to a set value of academic credit and any specified core modules. For some postgraduate programmes, you may be required to meet additional progression requirements in your taught modules before moving on to the project or dissertation. You will not be able to advance to the next developmental year if you have not met the requirements for progression.

If you meet the required number of credits for progression but fail a core module then you may, subject to the approval of the Exam Board, transfer to a pathway or programme for which you have met the requirements.

If you do not meet progression hurdles for MEng or MSci then you may be required to transfer to the associated BEng or BSc programme, while if you perform exceptionally well on a BEng or BSc programme you may be advised to transfer to the associated MEng or MSci. If you achieve a merit or distinction in FdA or FdSc then you may be offered admission to the appropriate developmental year of an associated honours degree programme.

# The academic year

## What are the progression requirements for my award?

The tables below outline the general progression requirements in terms of academic credits for each award. Most programmes of study also specify core module requirements for progression and some MEng and MSci programmes require you to get a minimum year or weighted average to progress. Your school or institute will hold this information. Even where you meet these requirements, you cannot normally progress carrying more than 30 credits of trailing resits.

| BA, BSc, BSc(Econ), BEng, BSc(Eng)      |                       |                       |
|---|-----------------------|-----------------------|
| Progress from/to                        | Credits you must take | Credits you must pass |
| Foundation year to Developmental Year 1 | 120                   | 90                    |
| Developmental years 1 to 2              | 120                   | 90                    |
| Developmental years 2 to 3              | 120                   | 180 of total 240      |
| For award                               | 360                   | 270                   |

*Note:* After the foundation year, level 3 modules do not count towards the requirements for progression or award.

*Note:* BA degrees in modern languages have an additional progression hurdle for the year spent abroad, and a correspondingly higher credit requirement for the award. Your school or institute will be able to give you detailed information.

*Note:* There may also be a threshold requirement for progression. Please contact your school for details.

| MSci, MEng                              |                       |  |
|---|-----------------------|--|
| Progress from/to                        | Credits you must take | Credits you must pass                              |
| Foundation Year to Developmental Year 1 | 120                   | 90   |
| Developmental years 1 to 2              | 120                   | 105  |
| Developmental years 2 to 3              | 120                   | 210 of total 240                                   |
| Developmental years 3 to 4              | 120                   | 300 of total 360 (MSci)<br>315 of total 360 (MEng) |
| For award                               | 480                   | 420  |

## What are the special arrangements for LLB progression?

If you are enrolled on the LLB programme then you must pass all modules undertaken each year to progress or to complete the award. If you fail any modules then you will, unless referred, need to resit the entire diet of exams. If you fail up to one subject in the Intermediate or Part I exams then you may be 'referred', or permitted to resit only the failed subjects at the next opportunity.

# The academic year

## What about the progression rules for the MBBS and BDS?

Both of these programmes normally require you to pass everything to be able to progress, however you should consult with your individual school or institute handbook for more information.

## What are the credit requirements for my award?

To receive your award you must take and pass modules to a set value of academic credit. A

single module is equivalent to 15 credits.

Individual award regulations specify the academic levels at which credit must be achieved, details of which are given in the Academic Regulations and the Queen Mary Academic Credit Framework both of which are available online, at: [www.arcs.qmul.ac.uk/policy\\_zone](http://www.arcs.qmul.ac.uk/policy_zone).

The value of academic credits required varies between awards as follows:

| Award  | Credits you must take | Credits you must pass |
|--|-----------------------|-----------------------|
| BA; BEng; BSc; BSc(Econ); BSc(Eng)               | 360                   | 270                   |
| LLB  | 360                   | 360                   |
| BA Modern Language programmes with a year abroad | 480                   | 270*                  |
| MSci; MEng                                       | 480                   | 420                   |
| Dip HE   | 240                   | 180                   |
| Cert HE  | 120                   | 90                    |
| FdA; FdSc  | 240                   | 240                   |
| Foundation Certificate                           | 120                   | 90                    |
| Grad Dip   | 120                   | 90                    |
| Grad Cert  | 60                    | 45                    |
| MA; MSc; MBA; MRes; LLM                          | 180                   | 180                   |
| MClinDent  | 360                   | 360                   |
| PGDip  | 120                   | 120                   |
| PGCert   | 60                    | 60                    |

\* The 270 credits must consist of credits achieved in developmental years 1, 2, and 4. Please contact SLLF for further details.

# The academic year

*Note:* Credit requirements for awards only apply to students who enrolled in 2008 onwards. If you enrolled in 2007 or earlier then your award requirements will be framed in terms of units to be taken and passed and there will not be the same emphasis on academic levels.

## **What is my award classification?**

Your award classification is the 'grade' of degree with which you will graduate and is based on the College Mark, which is a weighted average of marks from all the

modules that you take. The weightings vary between awards, and are detailed in the table below. The mark is always calculated as though the required number of modules was taken. The College Mark is calculated to one decimal place.

If you do not meet the requirements for your award but do have resit entitlements then you may be offered the opportunity to exit with a lower award for which you have met the requirements. You will then become ineligible to take the remaining resit opportunities.



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## College Mark Weightings

| Award   | Year 1 | Year 2 | Year 3 | Year 4 |
|---|--------|--------|--------|--------|
| BA (except Geography and modern languages); BEng (except Electronic Engineering); BSc(Eng) (except Electronic Engineering)          | 1      | 2      | 4      | -      |
| BA (Geography); BSc; BSc(Econ); BSc(Eng) Electronic Engineering   | 1      | 3      | 6      | -      |
| BEng (Electronic Engineering)   | 1      | 3      | 6*     | -      |
| BA programmes in modern languages   | 1      | 2      | 1      | 4      |
| BSc Computer Science with Industrial Placement  | 1      | 3      |        | 6      |
| MSci in Chemistry and Pharmaceutical Chemistry (SBCS); MSci in Environmental Science; MEng (except SEMS Engineering programmes)     | 1      | 2      | 3      | 4      |
| MSci in School of Mathematical Sciences   | 1      | 2      | 4      | 4      |
| MSci in Department of Physics; MSci in SBCS (except Chemistry and Pharmaceutical Chemistry); MSci in Department of Computer Science | 1      | 3      | 6      | 6      |
| MEng in SEMS (Engineering programmes)   | 1      | 2      | 4      | 5      |
| MEng in Electronic Engineering  | 0.8    | 1.6    | 3.2    | 4.4    |
| FdA; FdSc   | 1      | 2      | -      | -      |
| Grad Cert; Grad Dip   | 1      | -      | -      | -      |
| Dip HE  | 1      | 2      | -      | -      |
| Cert HE   | 1      | -      | -      | -      |

\* 6, of which 4 = non-project modules and 2 = project module

4.4, of which 2.4= non-project modules and 2 = project module

Example: A BSc(Econ) is weighted 1:3:6. There are ten weighting units (1+3+6), so one weighting unit is equivalent to 10 per cent of the College Mark. Here, the marks from the first developmental year will count for 10 per cent of the College Mark, the second year 30 per cent, and the third year 60 per cent.

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## Award Classifications

| Grad Cert; Grad Dip; FdA; FdSc |                |
|--------------------------------|----------------|
| College Mark                   | Classification |
| 70.0 - 100                     | Distinction    |
| 65.0 - 69.9                    | Merit          |
| 40.0 - 64.9                    | Pass           |

| BA; BEng; BSc; BSc(Econ); BSc(Eng); MSci; MEng |                                      |
|--|--------------------------------------|
| College Mark                                   | Classification                       |
| 70.0 - 100                                     | First Class Honours                  |
| 60.0 - 69.9                                    | Second Class Honours, Upper Division |
| 50.0 - 59.9                                    | Second Class Honours, Lower Division |
| 45.0 - 49.9                                    | Third Class Honours                  |
| Less than 45.0                                 | Pass                                 |

| MA; MSc; MBA   |                |
|--|----------------|
| College Mark   | Classification |
| 70.0 - 100 + module mark of 65 or more in dissertation project | Distinction    |
| 65.0 or more   | Merit          |
| 50.0 - 64.9  | Pass           |

| LLM          |                |
|--------------|----------------|
| College Mark | Classification |
| 70.0 - 100   | Distinction    |
| 60.0 - 69.9  | Merit          |
| 50.0 - 59.9  | Pass           |

# The academic year

| MRes   |                |
|--|----------------|
| College Mark   | Classification |
| 70.0 - 100 + module mark of 70 or more in dissertation project | Distinction    |
| 65.0 or more   | Merit          |
| 50.0 - 64.9  | Pass           |

| MClintDent; PGCert; PGDip |                |
|---------------------------|----------------|
| College Mark              | Classification |
| 70.0 - 100                | Distinction    |
| 65.0 - 69.9               | Merit          |
| 50.0 - 64.9               | Pass           |

*Note:* Some programmes have special regulations and award classifications may differ. Please contact your school or institute for further information.

*Note:* If you are studying for LLB, MBBS or BDS then you should refer to the academic regulations for information on award classification.



# The academic year

## What is advanced standing?

If you enrol on a programme for which you have evidence of prior certified learning you may be admitted with advanced standing which will exempt you from one or two years of an undergraduate programme or from certain modules of a postgraduate programme.

Undergraduates may be admitted directly to the second year of a three year programme or third year of a four year programme. You cannot be admitted directly to the final year of an undergraduate degree. Postgraduate students may be given advanced standing for up to 25% of the taught component of a masters programme. The decision to award advanced standing is made during the admissions process.

If you have advanced standing, then only the assessment completed at Queen Mary during the current registration period will be taken into account, placing you on an equal footing with other students. When calculating your College Mark (overall average) any advanced standing will be taken into account by using a different calculation.

Advanced standing is not permitted where the prior learning has already counted towards a previous qualification at the same level.

## What are Examination Boards?

Examination Boards ensure that marks and classifications are awarded fairly and consistently across QM in accordance with the Academic Regulations. There are two types; Subject Examination Boards (SEBs) regulate

modules and programmes of study, and report to and advise the Degree Examination Boards (DEBs), which consider and approve all recommendations for awards, classifications, retakes and failures. Further information is given in the Academic Regulations, at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk).

You should make yourself aware of the date of the Subject Examination Board meeting(s) for your programme of study. These are normally held in June for undergraduate programmes, and in October for postgraduate programmes.

## What is discretion?

Examination boards have the discretion to upgrade an award classification in very limited specified situations, provided that they are satisfied that the student's performance warrants the higher classification and meets any criteria set for the use of discretion. Not all students meeting the criteria will automatically



# The academic year

be raised; this is solely at the academic judgement of the board.

Typically, an undergraduate student would only be considered for upgrade if his/her College mark is within either 1 or 2% of the classification boundary and has a profile of module mark performance at the higher level. Different mechanisms may apply for postgraduate taught students.

## What is an honours degree?

Undergraduate degrees awarded with classifications of first class, second class (upper division), second class (lower division) and third class are awarded with honours. Programmes not classified in this manner may be awarded with honours subject to individual programme regulations.

## What is a pass degree?

This is a degree without honours. Pass degrees are sometimes offered to students where there are accepted extenuating circumstances and the student has achieved a College Mark of 40.0 or greater, but has only passed between 240 and 270 academic credits. There is no pass degree for MSci, MEng or postgraduate awards. If you are offered and accept a pass degree then you will lose your right to further resits.

## What is an aegrotat degree?

If you miss some or all of your final year assessment due to illness or severe extenuating circumstances and do not qualify for the award of a degree then you may be offered an aegrotat degree if the examiners are confident that you would have reached the required standard had you completed the assessment and you are unlikely to return to do so.



# The academic year

You may decline the aegrotat and take the missed assessment at the next available opportunity provided that you have not exhausted your resit attempts. If you accept the aegrotat then you will lose your right to sit the missed assessment.

## When are the graduation ceremonies held?

The graduation ceremony is normally held in the Great Hall. You may attend in person or ask for it to be conferred in absentia if you cannot attend. The main ceremonies take place in July for undergraduates and in December for postgraduates. If you are unable to attend the main ceremony for your award then you may register for the next available series of ceremonies. Please note that degrees are awarded at the relevant Degree Examination

Board meeting and therefore if you are unable to attend the ceremony you will still receive your degree.

You will be asked to indicate whether or not you wish to attend before your final exams. Do not delay in responding as you may find that there are no places left if you wait until your results are published.

After you have graduated, your name and address will be transferred to our Alumni Relations database so that we can keep in touch with you. Your degree certificate will be posted to your home address directly from the University of London. It is therefore important that your registered address is up to date before you leave QM. For further information on graduation, go to: [www.qmul.ac.uk/graduation](http://www.qmul.ac.uk/graduation).

## What happens if I fail one or more modules?

If you do not achieve the minimum requirements to pass (normally just achieving a pass mark) then you will fail the module. You may, depending on your programme, be permitted a specified number of further attempts to pass by resitting the assessment or retaking the module.

## What is condoned failure?

Postgraduate students must normally pass all their modules to meet their award requirements. However, the relevant Subject Examination Board may disregard failure in up to 30 credits where you have achieved a module mark of 30.0 - 49.9 in each of the



# The academic year

failed modules and your overall average is 50.0 or greater. This is known as condoned failure. Some awards have special regulations that either do not permit condoned failure or which specify different requirements for condoned failure, please check with your school/institute for more information.

## What is the difference between a resit and a retake?

A resit requires simply that you sit the assessment on a further occasion; you will not need to attend any teaching for the module. You will either resit the assessment you failed or one item of assessment weighted at 100 per cent (this is called synoptic re-assessment), depending on the regulations for each module. You should contact the school/institute responsible for the module if you are unsure what type of re-assessment is applicable. The module mark for your resit will be pegged (non MBBS, BDS only), and will count for the year in which you originally took the module rather than the year of the resit. You will need to pay a registration fee but no tuition fees for that module. A resit counts as one of your permitted attempts for a module.

A retake requires attendance at classes, completion of all elements of assessment for the module (whether or not previously passed or not) and payment of additional tuition fees on a pro rata basis. Permission to retake will be approved by the relevant Examination Board. Retake module marks are not pegged. For LLB,

MBBS and BDS students, permission to retake will normally require you to retake the entire developmental year rather than just the modules that you have failed.

Please always seek advice from your school or institute if you need to resit or retake a module.

## When do resits take place?

Resits normally take place during the next academic year, although some Schools offer late-summer exams in August for undergraduate students. This allows students who do not meet progression requirements a chance to rejoin their original cohort.



# The academic year



The provisional of late-summer resits for 2012/13 is as follows, although please check with your School:

- No late-summer resits: Electronic Engineering and Computer Science; English and Drama; Geography; History; Languages, Linguistics and Film; Physics
- Late-summer resits for first developmental year only: Engineering and Materials Science; Mathematical Sciences
- Late-summer resits for first and second developmental years only: Biological and Chemical Sciences; Economics and Finance; Law; Business and Management\*; Politics and International Relations\*

*\*only where needed for progression*

MBBS students have a resit period in late August. Timing of BDS resits are dependent on your developmental year of study.

Finalist students are not permitted late summer assessment. Some schools and institutes may run late-summer resits for postgraduate students, please contact your school directly for further information.

## **Do I have to pay to resit?**

You will be advised of the resit cost at the point of registering for your resits.

# The academic year

## What are pegged marks?

Module marks (the overall total) for most resits are 'pegged' at the minimum pass mark. Regardless of the quality of your answers, you cannot achieve a higher score for the module than the minimum pass mark. You may not normally resit or retake a module that you have already passed in order to improve your mark.

Resits for LLB, LLM, MBBS and BDS students are not pegged. Marks for first sits and first takes are not pegged for any student.

## How do I register for resits? Non MBBS, BDS and LLB students only

### Students in attendance

If you have progressed to your next developmental year but have failed a module(s) and still have a number of attempts left to pass, then during the online module registration process in MySIS, at the beginning of the academic year, you will be able to confirm whether or not you wish to take the resit. This is your opportunity to 'opt out' as unless you state otherwise you will be registered for the resit.

If you do not opt out of any resits by the prescribed deadline then you will be registered for these resits and expected to take the relevant assessment. Please note that MySIS will prevent you from opting out of so many resits that you are unable to meet the progression or award requirements for your programme.

If the next available opportunity to take your resit is in late summer then you will not be able to opt out and will be expected to take the relevant assessment.

## Students out of attendance

If you have not progressed to the next developmental year or have failed to meet the requirements for award then you will still be required to register for your resits by the published deadline using the online task via MySIS. This is an 'opt in' task as unless you choose to take a resit you will not be registered for it. If you do not 'opt in' and register for your resits by the published deadline then you will lose the right to any further attempts to pass the module.

## What are first sits and first takes?

First sits and first takes allow you to resit or retake the relevant module(s) without it counting as one of your permitted attempts. For first sits or first takes the module marks are not pegged and the module will count for the year in which you originally took it. First sits and first takes always take place at the first available opportunity. For some students this may be in the late summer, depending on progression requirements and school practice.

If you are awarded a first sit then depending on the reassessment practice for the module you will either complete the missing assessment only (the mark for which will be combined with your other assessment marks for that module) or take one item of assessment weighted at 100 per cent. (specific modules may have regulations that vary slightly from this pattern).

# The academic year

## How many times may I attempt a module?

Most undergraduate students who began their programmes in 2010/11 and earlier have three attempts in total: the first attempt or first sit, and two resit or retake opportunities. Those starting in 2011/12 and later have two attempts: one a first attempt or first sit and one resit. However, MBBS and BDS students have only two attempts. For students on the LLB this is dependent on the year you started, please contact the School of Law for details.

Postgraduate students have two attempts to pass a module: the first attempt, first sit or first take, and one resit or retake attempt.

Failure must always be agreed by the relevant Subject Exam Board before resit assessment can take place.

## What happens if I miss a resit attempt?

The missed resit will count as one of your permitted attempts and the Degree Examination Board may agree to terminate your registration and enrolment.

## What happens if I need to resit a module that has been discontinued?

Assessments for modules that are no longer taught are only offered for one year after the discontinuation date. After that point, the relevant Subject Examination Board may impose an alternative form of assessment.

## What are extenuating circumstances?

If you believe that your ability to undertake or complete a particular item of assessment has

been negatively affected by circumstances outside your control so as to cast doubt on the likely validity of the assessment as a measure of your achievement, then you may wish to submit an extenuating circumstances claim. Extenuating circumstances include events such as illness or the death of a close relative (parent, guardian, sibling). They do not include computer difficulties, local transport delays, printing problems, employment or workload, misreading your exam timetable or planned holidays.

Please note that if you do attend or submit your assessment then extenuating circumstances cannot be taken in to account in marking your work or by giving you another attempt. If you miss an assessment and your case is accepted then you will be given another opportunity, you will never receive additional marks.



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Extenuating circumstances forms will be available from your school or institute. If you believe that you have a case for consideration then you should submit this form with supporting documentation (for example medical certification, death certificate, police report and crime number, or other written evidence from a independent professional) to the designated office in your school or institute by the specified deadline. All claims must be received no later than three working days before the meeting of the relevant examination board's extenuating circumstances subcommittee. If you are on a joint honours programme, claims must be submitted three working days before the meeting of the earliest examination board's extenuating circumstances subboard. Your School or Institute will provide information about these deadlines. Note that although the accompanying documentation can be submitted after the form, claims without any evidence cannot be accepted. It is in your best interest to provide information and evidence that is as comprehensive as possible.

All claims for extenuating circumstances are considered by a subcommittee of the Examination Board which makes recommendations for approval by the Subject Examination Board. The claims themselves and the proceedings of the subcommittee are strictly confidential and will not normally be discussed at the full Examination Board meeting.

If you have continuing problems then you must keep your personal tutor informed as often as necessary. The Exam Board needs to know whether your circumstances have changed or are unaltered.

It is your own responsibility to make a claim for extenuating circumstances, not that of your tutor; however, reminders will be sent out from your school/institute to submit your claim forms at critical points during the year. Ensure that if you do have what you believe to be a valid claim, that you complete the submission process in accordance with your school or institute's guidelines and deadlines.

Please be assured that any claim you make is strictly confidential. It will not be discussed generally by members of staff, and certainly not made available to other students. Although some circumstances are often difficult to talk about it is important that you make them known as soon as possible if they are negatively affecting your academic progress. It is very difficult for extenuating circumstances to be taken into account if you do not disclose them at the appropriate time (before the Examination Board meeting). Please refer to the full guidance notes on extenuating circumstances available from the Advice and Counselling Service or online at [www.welfare.qmul.ac.uk/](http://www.welfare.qmul.ac.uk/).

# The academic year

## What is an assessment offence?

Assessment Offences are dealt with under the Regulations for Assessment Offences and include the following (this is not an exhaustive list):

- Plagiarism, including self-plagiarism..
- Fraudulent reporting of source material.
- Fraudulent reporting of experimental results, research or other investigative work.
- Colluding in the preparation or production of submitted work unless such joint or group work is explicitly permitted.
- The use, or attempted use, of ghost writing services for any part of assessment.

## What is plagiarism?

Plagiarism is when you present some else's work as your own without acknowledging the source, irrespective of intention. Using someone else's work or ideas in your own written work is not plagiarism if you have appropriately acknowledged the source. Plagiarism also includes close paraphrasing and failure to reference yourself when repeating work you have previously submitted for academic credit to Queen Mary or another institution - known as 'self plagiarism'. Plagiarism also includes failing to appropriately credit the input of other students in assessed group projects.

Plagiarism is considered to be a serious offence, and carries severe consequences under the Regulations for Assessment

Offences, penalties range from failure in the module to permanent expulsion from QM. Queen Mary uses software programmes that automatically detect plagiarism. It is your responsibility to ensure that you understand plagiarism and how to avoid it. The recommendations below will help, but if in doubt ask for further guidance from your personal tutor.

- Record your sources when taking notes, and cite these where you use ideas from the original source.
- Ensure that references are not lost when cutting and pasting information between documents.
- Be sensible: generally accepted views do not always require acknowledgment (e.g. light travels faster than sound).
- Ensure you use quotation marks when using other people's words. Be particularly careful with paraphrasing.
- Ensure that all sources are referenced appropriately in the text of your work and fully credited in your bibliography.

If you feel you need additional guidance with your academic writing (or with your English for non-native speakers) then the Language and Learning Unit offers numerous tutorials and workshops free of charge to students. Further information can be found on the website: <http://qm-web.languageandlearning.qmul.ac.uk/elss/academicenglishonline/>. Please see 'English

# The academic year

Language and Study Skills' in the Student Services section of this guide.

## What is an exam offence?

The following are all examples of exam offences (list is not exhaustive):

- The possession of unauthorised material in an exam, including material stored on a mobile phone or similar electronic device
- Leaving notes in a toilet, or other location in the exam venue
- Causing a disturbance
- Writing after the exam has finished
- Accessing, or attempting to access an exam paper before an exam

Unauthorised materials include anything which you are not specifically permitted to access during the exam this includes revision notes, and information stored on a mobile phone or similar electronic device. It is the possession of these that constitutes an offence, not the intention to use them. It is therefore very important you ensure that any notes you have are not accessible during the exam - this includes storing notes in the toilets. If you find you have anything on you during the exam please put your hand up and give the material to an invigilator.

You are discouraged from taking mobile phones and other electronic devices into the exam venue. Such devices must be powered off and the battery removed if possible so that it



cannot make a noise during the exam, this in itself is an exam offence. Do NOT just switch your phone to silent. All personal items, including wallets must be stored under your desk in the plastic bags provided – items must not be kept in your pockets and you will be considered to be in possession if they are found in your pockets. You will be reminded to empty your pockets when you enter the venue and at the beginning of the exam. If you go to the toilet, are asked to empty your pockets and are found to have a mobile phone on you this will be an offence and your phone will be confiscated.

# The academic year

Exam offences are very serious offences and therefore the penalties are severe; if found guilty you may be failed in all modules taken during the year, be suspended or even deregistered from QMUL. If you are suspected of an offence during an exam then an invigilator will inform you of this, annotate your exam script and impound any prohibited materials (including mobile phones) and the script. You will be able to continue the exam, using a new script if necessary.

All exam offence allegations are investigated by the Academic Secretariat in accordance with the Regulations for Assessment Offence. You will be notified if an allegation is made against you and asked to attend an interview. If the investigation reveals an offence has been committed then a penalty will be imposed. For more information on the process for dealing with assessment offences please visit: [http://www.arcs.qmul.ac.uk/exams/assessment\\_offences](http://www.arcs.qmul.ac.uk/exams/assessment_offences)

## What are the penalties for an assessment offence?

The penalties for assessment offences range include failure in the element of assessment, failure in the module or expulsion from QM. The penalty applied depends on many factors, including the value and type of the assessment, and whether it is a first offence or not.

When an accusation of an assessment offence is made it is investigated by a suitable member of staff in your School/Institute or by the Academic Secretariat.

If the item of assessment is worth 30 per cent or less of the total module mark, then it will normally be investigated by your

School/Institute and the penalties that may be applied include a capped resubmission and a mark of zero for the assessment.

If the assessment is worth more than 30 per cent of the total module mark then the matter will be referred to the Academic Secretariat for investigation. You will be asked to attend an interview and if you do not deny the offence, the Chair of the Assessment Offences Panel will impose a penalty.

Panels are convened when a student denies an allegation and the penalties range up to expulsion from QM. You will always be given the opportunity to explain the circumstances of the alleged misconduct. Please refer to the Academic Regulations for full details of procedures and penalties for misconduct in assessment. [www.arcs.qmul.ac.uk/examinations/assessment\\_offences/](http://www.arcs.qmul.ac.uk/examinations/assessment_offences/)

You may appeal against a decision of the Assessment Offences Panel or its Chair. This must be done, in writing, to the Academic Secretary within 14 days of receiving notification of the decision. The College Appeal Regulations contain further details and can be found online at: [www.arcs.qmul.ac.uk/student\\_complaints/](http://www.arcs.qmul.ac.uk/student_complaints/)

## Can I appeal against my module or degree results?

Exam Board decision – this is known as an academic appeal.

If you are considering submitting an appeal, please refer to the full information on academic appeals provided on Queen Mary's website: [http://www.arcs.qmul.ac.uk/examinations/academic\\_appeals](http://www.arcs.qmul.ac.uk/examinations/academic_appeals)

# The academic year

An appeal must be submitted using the appropriate form within 14 days of the publication of your results. You may submit your appeal via email from a Queen Mary email [appeals@qmul.ac.uk](mailto:appeals@qmul.ac.uk) Although interviews are not required you may request a meeting with the member of the Academic Secretariat who will be dealing with your case.

Academic appeals can be made on two grounds; please note, however, that you cannot appeal against academic judgement.

- procedural error: Where the process leading to the decision being appealed against was not conducted in accordance with QM's procedure, such that there is reasonable doubt as to whether the outcome might have been different had the error not occurred. Procedural error shall include alleged administrative or clerical error, and bias in the operation of the procedure.
- that exceptional circumstances, illness, or other relevant factors were not made known at the time for good reason, or were not properly taken into account.

You can not appeal against academic judgement and can not appeal simply because you did not achieve the module mark or degree classification you were hoping for.

The following are NOT considered valid grounds for an appeal:

- Appeals against the academic judgment of internal or external examiners.
- Lack of awareness of the relevant procedure or regulations.

- The retrospective reporting of extenuating circumstances that might have been reasonably made known at the time.
- Appeals that are based on the informal assessment of your work by members of academic staff.
- Marginal failure to attain a higher class of degree.
- Vexatious or frivolous appeals.

If your appeal is upheld then either a procedural or regulatory error will be amended, or in cases relating to extenuating circumstances the case will be referred back to the relevant Exam Board to review its original decision.

If there are insufficient grounds to uphold your appeal it will be rejected and you will be informed of this, with a full explanation for the decision. If you are unsatisfied with the outcome of an appeal then you may request that the Principal's Nominee (currently the Vice-Principal for Teaching and Learning) reviews the case on the grounds of procedural error only.

Alternatively, if you are unhappy with the outcome of your appeal then you may approach the Office of the Independent Adjudicator (OIA) within three months of receiving your completion of procedures letter. For further information regarding the OIA please visit their website:

<http://www.oiahe.org.uk/>



Graduation

# Graduate Attributes

## Developing your graduate attributes

The Queen Mary Graduate Attributes are designed to give you every opportunity, throughout your student experience, to understand and develop key skills and strengths that are valued by employers. We want you to emerge at the end of your studies as a distinctive, capable and confident graduate who has made the most of the opportunities on offer.

There are many ways to enhance your student experience at Queen Mary and improve your employability after graduation. It is your responsibility to take advantage of these opportunities – in both your degree programme and extra-curricular activities – and create your own distinct graduate attributes profile. We are extremely proud of our diverse and cosmopolitan study body and we passionately believe in your ability to go out into the world and achieve great things. Let us help you to achieve your potential...

You can read more about your graduate attributes statement here:

[www.qmul.ac.uk/gacep/statement/index.html](http://www.qmul.ac.uk/gacep/statement/index.html)

## How to develop your graduate attributes profile

Here are some of the ways you can ensure that you make the most of opportunities on offer at Queen Mary and develop your individual profile of knowledge, skills, values and behaviours.

## Engage fully in your degree programme learning

There are opportunities to develop your graduate attributes in all taught programme courses at Queen Mary. Look out for the ways in which you can develop your graduate attributes in modules, co-curricular activities and across your degree programme as a whole, and fully engage in these learning activities. Participate in reflective debrief sessions or tutorials to consider and assess your academic and personal development, and talk to your academic advisor about your graduate attributes profile.

## Make the most of extra-curricular activities:

Make sure you take up some of the wide range of extra-curricular opportunities open to you at Queen Mary – you can develop your graduate



# Graduate Attributes

attributes by participating in a Queen Mary Students' Union society, sports club, becoming a course rep or volunteer or undertaking work experience. Opportunities include:

- High quality work experience available on campus e.g. 400+ paid jobs or volunteer PASS Mentor roles in your department, supporting other students with their academic study
- Over 700 volunteer opportunities in community organisations via Queen Mary Student Union's Provide Volunteer Service, the student-led Queen Mary SIFE social enterprise team or the QM Projects team
- A programme of enterprise education and entrepreneurship activities designed to support your development of the capabilities required in the professional world and the skills for starting your own business

## **Mind the GAP Graduate Attributes website for all taught programme students**

Mind the GAP, run by the Learning Institute, can help you develop your knowledge of and engagement with the Queen Mary graduate attributes. Featuring video interviews with students and employers, together with self-study materials and resources, the site is designed to support your continuing development of your individual graduate attributes profile throughout your degree programme.

## **Contact**

Email: [graduate-attributes@qmul.ac.uk](mailto:graduate-attributes@qmul.ac.uk)  
[www.mindthegap.qmul.ac.uk](http://www.mindthegap.qmul.ac.uk)



# Queen Mary Careers Support

## Enhancing your ability to reflect on your learning and monitor your progress for employability

Employers like to employ those individuals that are very active in their own professional development. Here are some of the ways you can make this visible and help monitor your own progress.

- Complete the Queen Mary Skills Certificate: The certificate is an optional activity open to all students engaged in on-campus roles and activities.
- Use our online materials to identify how your programme of study and each on-campus extra-curricular activity helps to develop specific graduate attributes.

## Be active in career decision making and preparation for employment – from your arrival at Queen Mary

Look out for and use these opportunities and support:

- Your Departmental Careers Consultant - talk to your DCC about what work experience to do and when. Your Careers Consultant will help you to find vacancies and prepare for applications and interviews.
- A tailored programme of careers events appropriate to your academic discipline and overseen by your Departmental Careers Consultant.
- The Queen Mary Careers web site - where you can find a timetable recommending what to do and when in terms of career preparation from your arrival right through to graduation.



# Queen Mary Careers Support

- A network of 'Alumni Career Ambassadors', graduates from your course now participating in a range of networking events and one-to-one services in your department such as the LinkedUp Mentoring Service and speed-meets.
- Integrated writing support within the careers service to help you with applications.

**Make employability information work for you!**  
Look at these early on and plan ahead.

## **Queen Mary Careers Team**

Looking for part-time work or an internship?  
Need help with your CV or a job interview?  
Want to find out about your options when you graduate?

The QM Careers team provides information, advice and employer events to help you get work whilst you study and after you graduate.

- Book an appointment for one-to-one careers information or advice. Book by phone or in person the day before you would like to come in, or drop by on the day – we may have appointments free.
- Find out more about the world of work from employers and former students at our careers events (see our website for a full listing).

- Attend workshops on job applications, interviews, assessment centre techniques and a range of graduate skills – from leadership to commercial awareness.
- Find a range of part-time, internship and full-time job vacancies on our website.

We look forward to meeting you! Find us in room WG3 in the Queens' Building (near the Octagon).

Keep up to date with our latest news and events:  
[www.facebook.com/qmcareers](http://www.facebook.com/qmcareers) and  
[www.twitter.com/qmcareers](http://www.twitter.com/qmcareers)

## **Contact**

Telephone: 020 7882 8533  
Email: [careers@qmul.ac.uk](mailto:careers@qmul.ac.uk)  
[www.careers.qmul.ac.uk](http://www.careers.qmul.ac.uk)

# Queen Mary Careers Support

## **Career Diagnosis for Medical Students Dental Work for Dental Students**

Queen Mary Careers team, in collaboration with staff from the School of Medicine and Dentistry, maintain the Careers Diagnosis and Dental Work websites. The sites support medical and dental students in making informed career decisions. The site provides access to a range of targeted career guidance materials and support for the development of the skills necessary to manage your career. Information about local and London based careers events are also posted on the site.

### Contact

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

## **Careers Brief for Law Students**

Careers Brief is a dedicated law careers website brought to you by the School of Law and Queen Mary Careers team. Careers Brief provides comprehensive information on everything you need to know, from choosing whether to enter the legal profession, to offering advice on assessment days and how to approach applications. It also lists the 20+ law careers events (most involving employers) taking place each year on campus.

### Contact

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





# Student Support Services

We offer a wide range of support services for our students, from healthcare and counselling to academic and career development workshops. This guide outlines details of the main services available to you at Queen Mary and provides contact information for you to access the facilities. For fuller information on a service, look online or get in touch directly.

## Academic Registry

Registry deals with most aspects of administration for your degree, including enrolment, module amendments, record keeping, personal details, student Oyster card applications, CAS requests for visa extensions, examinations and production of certificates and transcripts.

## Student Enquiry Centre

We generally provide support to all students and can help with a wide variety of queries. If you are not sure about something or do not know who to contact, ask us.

Registry is located on the ground floor of the Queens' Building (CB05). There is a separate Student Office for the School of Medicine and Dentistry at Whitechapel, in the Garrod Building on Turner Street and a separate office for research degree students on the ground floor of the Queens' Building (E15).



## Contact

Student Enquiry Centre:  
Email: [stuadmin@qmul.ac.uk](mailto:stuadmin@qmul.ac.uk)  
Telephone: 020 7882 5005

School Office - School of Medicine and Dentistry (MBBS and BDS students):  
Email: [smd-student-enquiries@qmul.ac.uk](mailto:smd-student-enquiries@qmul.ac.uk)  
Telephone: 020 7882 2239  
[www.smd-edu.qmul.ac.uk](http://www.smd-edu.qmul.ac.uk)

Research Degrees Office  
Email: [researchdegrees@qmul.ac.uk](mailto:researchdegrees@qmul.ac.uk)  
Telephone: 020 7882 5864  
[www.arcs.qmul.ac.uk/research\\_degrees](http://www.arcs.qmul.ac.uk/research_degrees)

## Bursaries, Grants and Scholarships

### Student Loans

If you have applied for funds from Student Finance then you will receive the first instalment once you have enrolled fully for the academic year. If your payments do not arrive and you cannot remedy the problem with Student Finance yourself, please contact the Advice and Counselling Service for specialist support.

# Student Support Services

## Bursaries

If you are eligible for a Queen Mary Bursary you will automatically be sent information regarding this to your College email account.

## Access to Learning Fund

UK students who have taken out their full maintenance loan entitlement (if eligible) may apply for help from the Access to Learning Fund. Information and application forms are Student Enquiry Centre. Or can be downloaded from [www.arcs.qmul.ac.uk/bursaries/alf.html](http://www.arcs.qmul.ac.uk/bursaries/alf.html)

## Contact

Telephone: 020 7882 5079

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

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

## Dean's Benevolence Fund

Students in the School of Medicine and Dentistry in financial difficulties may apply for grants or loans. Priority is given to students in good standing who need short-term assistance to help them complete their studies.

## Contact

Telephone: 020 7882 2124

## Advice and Counselling Service

The Advice and Counselling Service offers free and confidential professional services to students. The service is located on the ground floor of the Geography Building at Mile End, and is open on weekdays throughout the year, including most vacations. Detailed information and advice is available online.

## Welfare Advice

Welfare advisers can advise on solutions and options relating to financial, legal and welfare issues, to help you concentrate on your studies. The service can advise you about your rights and entitlements, and also offers an advocacy service if you need professional representation to remedy your difficulties. The service provides specialist advice and support on all aspects of student finance (loans, grants, bursaries), hardship funds, welfare benefits and dealing with debt. The service also offers preventative advice, on issues such as planning a budget and maximising your income from a range of sources, to help you avoid problems emerging during your studies.

## Counselling

Being a student can present many personal and emotional challenges, and these can sometimes have negative effects. Counselling can help you to understand difficult experiences and feelings. If you are finding life difficult, the opportunity to think and talk reflectively about your difficulties can bring relief and meaningful changes. Counselling is offered for any personal issue that may affect you.

## Immigration Advice

Welfare advisers in the Advice and Counselling Service offer confidential advice on all student and Tier 4 related immigration issues. The welfare advisers in the Advice and Counselling Service are the staff at QM who are authorised by the UK government to offer immigration advice to our students. See the Advice and Counselling Service website for information about immigration issues.

# Student Support Services

## Contacting the Advice and Counselling Service

The Advice and Counselling Service offers a daily drop in service Monday to Friday during the main College term times, in addition to pre-booked appointments. For more information and contact details please visit the Advice and Counselling Service's website. If you are on a placement, studying abroad, or find it difficult to get to Mile End, some services can be provided via telephone or email.

Telephone: 020 7882 8717

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

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

## Queen Mary Careers Team

Your Departmental Careers Consultant is part of the Queen Mary careers team and will support you in all aspects of your career preparation: from finding and applying for part-time work and internships, to deciding on a career after you graduate. There are materials for self study as well as QM JobOnline, a 'one-stop-shop' portal for on-campus, local and London vacancies.

Please see the *Graduate Attributes and Careers* section of this guide for further details.

## Disability and Dyslexia Service

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

- Support and guidance in applying for the Disabled Student's Allowance
- A fund for supporting international students with disabilities
- Liaison with academic staff regarding 'reasonable adjustments'
- Support in ensuring that course materials are fully accessible for disabled students
- Screenings for students who think they might have specific learning difficulties
- Advice and guidance in arranging appointments with an educational psychologist to assess whether a student is dyslexic
- One-to-one study skills support for students with dyslexia and other specific learning difficulties
- On-site DSA assessments of need for dyslexic students
- Mentoring support (including peer mentoring) for students with mental health issues and Asperger's syndrome
- Note-taking and other human support
- Access to assistive technology
- Guidance in accessing examination concessions such as additional time

## Contact

Telephone: 020 7882 2756

Fax: 020 7882 5223

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

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

# Student Support Services



## English Language and Study Skills

English Language and Study Skills provide a wide range of learning support services, which are open to all and are free of charge. These include in-session English courses and workshops to help improve writing and study skills, including tutorials with a Royal Literary Fund Fellow. We also have an on-line English language support provision which includes a discussion board and English language exercises and guidance.

Please note that One to one tutorials and maths support is now provided by library services.

Further information and booking forms are available on the ELSS website.

## Contact

Telephone: 020 7882 2827

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

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



## Faith

The College chaplaincy, St Benet's, is located near the main entrance to the Queen's Building. St Benet's is an inclusive Christian chaplaincy and all students and staff, of any faith background or of none, are welcome at St Benet's, which is open 9.00 – 17.00 on weekdays during term-time. St Benet's offers confidential pastoral support, informal Sunday morning services and a range of other social activities.

Queen Mary also has a multi-faith centre available for students and staff of all faiths to use. The Centre is located on the Mile End campus and has two rooms (Prayer Rooms 1 and 2) that are carpeted and free from furniture with floor

# Student Support Services

cushions provided. The Centre is open each weekday in term-time between 9.00am and 7.30pm and is available for use by any recognised faith society of the College's Students' Union.

There are a large number of faith group societies affiliated to the Students' Union. Full details, including contact details are available from the Queen Mary faith website below.

## Contact

Telephone: 020 7882 3179  
(Reverend Jenny Petersen)  
[www.faith.qmul.ac.uk](http://www.faith.qmul.ac.uk)

## Contact Multi Faith Centre

[www.qm-mfc.co.uk](http://www.qm-mfc.co.uk)

## International Office

The International Office (Queen's Building E104) offers general advice and services for students from overseas studying at Queen Mary. If the International Office staff cannot assist you directly they will direct you to the appropriate QM or external service. The Study Abroad and International Exchange Programme Office (Queens E09) offers advice and support to visiting Study Abroad Associate students and deals with queries from full degree students interested in participating in Queen Mary's International Exchange Programmes.

## Contact

Telephone: 020 7882 3066  
[www.qmul.ac.uk/international](http://www.qmul.ac.uk/international)

## IT Services

IT Services provides you with centralised computing services, facilities and support. We

offer open access computer suites for courses and general use including Internet access and email.

The open access computer suites can be found at the locations below. Most suites are open during normal working hours and evenings, with reduced hours at weekends and during vacations; others are accessible at all times using your Student Card for access. Some rooms may be booked for teaching during the day. Computer availability screens are located in the main library and outside some of the open access computer suites. Some academic departments provide additional computer suites for their own students.

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

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

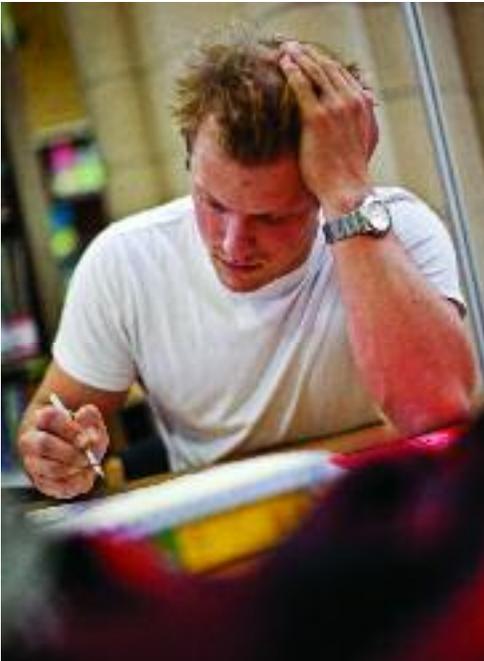
Registration for IT Services occurs during enrolment and details are available online.

The use of IT facilities is covered by College regulations prohibiting, among other things, software piracy and unauthorised computer use.

# Student Support Services

## Computer Suites

| Mile End campus           | Whitechapel campus  | West Smithfield campus  |
|---------------------------|---------------------|-------------------------|
| Main Library              | Whitechapel Library | West Smithfield Library |
| Queens' Building          | Garrod Building     | Robin Brook Centre      |
| The Hive / Level One      |                     |                         |
| Francis Bancroft Building |                     |                         |



### Contact IT Services Help Desk

Telephone: 020 7882 8888

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

<http://qm-web.its.qmul.ac.uk>

### Language Learning

Language Learning offers the opportunity to develop your skills in other languages. Courses are available at all levels in French, Spanish, Japanese, German, Arabic and Chinese. Courses run for between two and four hours a week over one, two, or three semesters. Additional information and application forms are available online.

### Contact

Telephone: 020 7882 2842

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

### Legal Advice Centre

Queen Mary's School of Law runs an award winning Legal Advice Centre, offering free guidance on problems concerning landlord and

# Student Support Services

tenant, employment, private contracts, consumer transactions, civil partnerships and intellectual property. It also operates Pink Law, which are advice sessions specifically aimed at the LGBT community. Advice is given by law students under the supervision of volunteer solicitors. The Centre cannot advise you on claims against the College or current students. Detailed information is available online.

## Contact

Telephone: 020 7882 3931

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

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

## Library Services

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

The Libraries contain wide-ranging collections of print books and journals and audio-visual resources. In addition, the Library provides access to over 16,000 online journals, 142 electronic databases and 12,000 e-books, all available on-line 24/7. These can be accessed from the networked PCs within the Library buildings, and also from your halls or home or anywhere else you have internet access. You will need to log-in with your Queen Mary Student Service account username and

password, which you will get from IT Services when you enroll, to access our e-resources when off-campus. Check the Library website at [www.library.qmul.ac.uk/e-resources](http://www.library.qmul.ac.uk/e-resources) for help with how to do this, which can be accessed not only from networked PCs within the Library buildings, but also via the Library website from anywhere else you have internet access.

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

There are dedicated help points across all our libraries, where trained staff can answer queries. However, our staff are also happy to help with any queries you may have at the point of need. For more complex enquiries about your subject or some of our services, you may be referred to a specialist in that area. In particular, the team of Academic Liaison Librarians are most familiar with the resources for your subject – you will meet them during induction sessions and they can be contacted at any time during your studies.

## Mile End

The ground floor of Mile End Library provides a bright, modern environment where conversational learning is encouraged. There are clusters of networked PCs as well as wireless coverage and power points to every workspace, so you can use your laptop. The ground floor also houses the Teaching Collection, which contains

# Student Support Services

the course reading list books most in demand by undergraduates, and the Quick Reference and Study Skills Collections, as well as the DVD collection and viewers. Also on the ground floor are the Learning Cafe, bookable study rooms, a seminar room and assistive technology room, as well as printing (both networked and wireless), scanning and photocopying facilities. The first and second floors of the building, containing the main book and journal collections, are silent study areas, with individual study spaces and more networked PCs on the first floor. The second floor also contains an Archives Reading Room, for consulting primary sources from the Archives. The wireless coverage extends to all parts of the Library, and study places with power points are also available, mainly on the second floor.



The East and West Hives, also on the Mile End campus, provides an informal environment for group and social study, with more clusters of networked PCs.

## Whitechapel

Whitechapel Library is based in the church of St Augustine with St Philip, just behind the Royal London Hospital. The Library has up to date course textbooks, as well as print journals, on the ground floor and in the basement. A large number of networked PCs are available throughout the Library, together with printing, photocopying and scanning facilities and wireless network access for laptops. The Library provides a range of study spaces from silent study to more informal areas, with group study facilities located in the recently refurbished basement area.

## West Smithfield

West Smithfield Library, within the grounds of St Bartholomew's Hospital, is a traditional library, with the building and interior dating back to 1879. Course textbooks and journals are housed on the ground floor and in the gallery. There is silent study space in the gallery, and a group study area, Networked Queen Mary PCs, Printing, photocopying, and scanning facilities are all available in the Library and study basement, as well as wireless network access for laptops.

## Library opening hours

Mile End Library is usually open 24 hours a day, seven days a week before and during the main exam period. Details will be available on the Library website at [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk) in Semester 2.

# Student Support Services

| Term-time opening hours | Mile End       | Whitechapel       | West Smithfield | The Hive  |
|-------------------------|----------------|-------------------|-----------------|-----------|
| <b>Monday - Friday</b>  | 8am - midnight | 8.30am - midnight | 9am - 9pm       | 8am - 8pm |
| <b>Saturday</b>         | 1pm - 8pm      | 1pm - 8pm         | 1pm - 8pm       |           |
| <b>Sunday</b>           | 1pm - 8pm      | 1pm - 8pm         | Closed          |           |

| Vacation opening hours | Mile End     | Whitechapel  | West Smithfield | The Hive  |
|------------------------|--------------|--------------|-----------------|-----------|
| <b>Monday - Friday</b> | 8am - 7.30pm | 8.30am - 8pm | 9am - 6pm       | 8am - 8pm |
| <b>Saturday</b>        | Closed       | Closed       | Closed          |           |
| <b>Sunday</b>          | Closed       | Closed       | Closed          |           |

Check the Library website at [www.library.qmul.ac.uk](http://www.library.qmul.ac.uk) before each vacation for details of when Vacation opening hours will be in force, as these vary from year to year.

## Contacts

Telephone: 020 7882 8800

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

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

## Occupational Health Service

Occupational Health (OH) is a distinct branch of preventative health care, which specialises in the relationship between work and health. The Queen Mary's OH Service is concerned with the prevention of ill health related to study, primarily in students of the School of Medicine and Dentistry, as the practical nature of their course brings them into contact with patients.

The OH Service is provided by a small team of highly trained specialists, including: OH



# Student Support Services

Advisers who are trained nurses with a special qualification or experience in OH and a Consultant Occupational Physician.

The OH Service is located on the ground floor of the Geography Building on the Mile End Campus and is open Monday – Friday, 09.00 – 16.30.

## Contact

Telephone: 020 7882 8700  
Email: [occhealth@qmul.ac.uk](mailto:occhealth@qmul.ac.uk)  
<http://qm-web.ohs.qmul.ac.uk/>

## Residential Services and Support

Residential Services incorporates:

Housing Services, based in the Queen's Building (Room E01) at Mile End, deals with student halls applications, room allocations and residential fee payments. The Office also provides comprehensive guidance on private sector housing.

Residences Reception, based in France House, Westfield Way at Mile End, offers a 24 hour reception handling all enquiries relating to the management of residential accommodation and maintenance requests.

Residential Support and Pastoral Care, also based in France House Reception, handle issues relating to discipline, pastoral care and social events.

If you are a resident in College accommodation you should consult the Residents' Handbook for comprehensive information on all hall related issues, and contact details for the relevant section of Residential Services.

## Contact

Telephone: 020 7882 5522  
Email: [residences@qmul.ac.uk](mailto:residences@qmul.ac.uk)  
[www.residences.qmul.ac.uk](http://www.residences.qmul.ac.uk)

## Student Events

There are a wide range of on and off-campus events organised exclusively for Queen Mary students, such as fun fairs, international celebration days, east London treasure hunts and trips abroad to name a few. We run an engaging programme of activities open to all students to participate in throughout the academic year. These events are a great opportunity for you to make new friends, explore more of London and the UK and really make the most out of your time spent studying at Queen Mary. For all the up to date information and listings of our upcoming events please visit our website or follow us on Twitter.

## Contact

Email: [studentevents@qmul.ac.uk](mailto:studentevents@qmul.ac.uk)  
Twitter: @QMStudentevents  
<http://www.studentevents.qmul.ac.uk/>

## Student Health Service

The Student Health Service (SHS) provides routine National Health Service (NHS) GP and health care services to QMUL students who are eligible to register as patients. You are eligible to register as a patient if you are on a course of 6 months or more at QM, and if you live in the following London postcode areas: E1, E2, E3 and E14.

If you will be living in one of the QMUL residences on or near the Mile End campus, you will receive an email from the College

# Student Support Services

before you arrive, with instructions on how to register with the Student Health Service online. For all other registrations, please contact the Student Health Service.

If you will be living outside the London postcodes mentioned above, and you are eligible to register with an NHS GP, you should register with a GP near to where you will be living while you are at QMUL, as soon as you arrive.

All students who are eligible to register with an NHS GP are expected to register as soon as they arrive at the College.

If you are not registered with the Student Health Service, and you become unwell while on campus, you may be able to see a GP at the Student Health Service if you are considered to be in need of immediately necessary medical treatment.

## Who is entitled to NHS treatment?

*Studying on a course for 6 months or more*  
You are eligible to receive free NHS treatment.

*Studying on a course for less than 6 months*  
If you are from an EEA country or a country with a reciprocal health agreement with the UK, you are eligible to receive free NHS treatment. If you are not from one of these countries, you are not eligible to receive free NHS treatment (this includes, for example, Associate Students from the USA). However, you can attend the Student Health Service at QMUL as a private patient, and you will need to pay a consultation fee (cash only). You will also have to pay for any medication, tests, or hospital visits.

*It is essential, therefore, that you arrange adequate health insurance cover before leaving your home country.*

In an emergency on campus, first-aid staff can be contacted on 020 7882 3333.

You must ensure that you are immunised against meningitis C. This can be arranged through your own doctor or the Student Health Service.

## Contact

Telephone: 020 7882 8710

Main College Term Time:

(Monday – Friday 9 - 1pm & 2 - 5.15pm)

020 8980 3023

During main College vacations:

(Monday – Friday 4.30pm – 6.30pm)

020 7377 7056 (weekends and out of hours)

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

## Students' Union

Queen Mary Students' Union (QMSU) is an organisation led by elected students working to make your time at Queen Mary is the best it can be, both academically and socially. The Union will support you in all aspects of your time at Queen Mary, providing advice on academic and welfare issues and representing your views to the university and national authorities. All students are automatically members of QMSU and have full access to the support, services, facilities and activities it provides. You may opt out of membership of the Students' Union should you wish, please contact QMSU for further information.

# Student Support Services

The Students' Union operates a number of facilities including the Qmotion Health and Fitness Centre, Fitness to Practice & The Shield, Drapers Bar and Kitchen, The Griff Inn, Ground Café, The Learning Café (in the Library), Infusion and the Village Shop and services across each QMUL campus. QMSU also supports a wide range of student societies, club sports, recreational sports, campaigns, volunteering and media outlets. Full information on the Students' Union and their services is available at [www.qmsu.org](http://www.qmsu.org).

## Contact

Telephone: 020 7882 8030

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

[www.bartslondon.com](http://www.bartslondon.com) (BLSA)

## Study Abroad and International Exchange Programme Office

Many students at Queen Mary have the opportunity to study abroad for a period. The Socrates Erasmus programme permits study at institutions in Europe, while Queen Mary's relationships with universities in the United States, Australia and Singapore allow travel further afield for some disciplines. Certain departments have additional exchange programmes specific to their fields of study, and many language students spend a compulsory year abroad as part of their award requirements.

In general, if you are registered for a three-year undergraduate degree then you may spend the first semester or the whole academic year abroad in your second developmental year,

while if you are registered for a four-year programme you may spend one or two semesters abroad in the third developmental year. There may be preconditions of language ability for certain countries; the Language and Learning Unit can offer tutoring.

If you are considering studying overseas you should discuss your options with your personal tutor first. Detailed advice on the International Exchange Programme is available online. If you are interested in participating in an Erasmus exchange you should discuss this with the Erasmus coordinator in your department. You will be permitted to study abroad only if you have met your progression requirements.

During your time abroad you will sit examinations set by your host institution and the results will count towards your award. Therefore you will need to make sure that these are equivalent in 'volume' to those you would be taking at Queen Mary, or there may be implications for your degree classification. If in doubt you should consult Academic Registry or your personal tutor. If you have outstanding resit examinations that fall during your time abroad then you must return to Queen Mary to sit them at the normal time.

## Contact

Telephone: 020 7882 5074

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

## Tuition Fees

The invoicing and collection of tuition fees is the responsibility of the Finance Office (Queen's Building, W117).

# Student Support Services

It is important that you keep up to date with tuition fee payments, as students in debt shall be de-registered and cease to be students of QM. As de-registration normally occurs in February this means students who are de-registered are unable to take any examinations.

In very exceptional circumstances, a student who is in debt as a result of failing to pay their tuition fees, may be permitted to complete the year. In such instances if you remain a debtor at the end of the academic year, you will not be permitted to attend graduation or enrol for the next year and your results and award will be withheld. If you are in debt or are facing financial difficulties then you must contact the Fees Office immediately and may wish to seek specialist advice from the Advice and Counselling Service. The Welfare Advisers in the Advice and Counselling Service are able to advise you on your eligibility for loans, grants and bursaries, for tuition fees and living costs, and can advocate on your behalf if you have been incorrectly refused Student Finance or if your entitlement has been incorrectly assessed.

Please note if you are de-registered it may be possible to be reinstated once the debt has been cleared, however this is subject to an administrative charge (currently £250). Students are advised that reinstatement shall not occur until the appropriate point the following academic year.

For further information relating to your tuition fees, including how to pay them, please refer to the QM website at: [www.qmul.ac.uk/tuitionfees/](http://www.qmul.ac.uk/tuitionfees/)

## Contact

Telephone: 020 7882 7676

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

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

## Westfield Nursery

Queen Mary's Nursery provides full day care for 65 children aged three months to five years. The nursery prioritises students and staff at Queen Mary, but is also available to those outside QM. All practitioners are fully qualified and receive continuous professional training on early years practice. The Nursery is Ofsted registered and holds Investors in People status.

The Nursery has been on the Mile End campus since 1991 and housed in purpose built premises with two outside play areas since 2002. It is open 48 weeks of the year, from 8.30 - 17.30 on weekdays. Early application is advised as demand is high. Please contact the Nursery directly for an information pack.

## Contact

Telephone: 020 7882 2782

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

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





# Further Information

The Student Guide is a brief, user-friendly summary of key information and, as such, cannot cover every detail of the regulations and procedures that will affect you. This page gives a list of the principal regulations and procedures that govern your behaviour and conduct whilst you are at Queen Mary or involved in QM activities:

Further information on all issues covered in the Student Guide, and details of all General, Academic and other regulations can be found at: [www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk).

Significant College Policies and Codes of Practices include:

- Academic Regulations
- Code of Student Discipline
- Code of Practice on Alcohol and Drugs
- Code of Practice on Freedom of Speech
- Code of Practice on Safety
- Code of Practice on Sexual and Racial Harassment
- College Appeal Regulations
- Complaints Policy
- Computing Facilities Regulations
- Harassment Policy
- Information Security Policy
- Library Regulations
- Photocopying Policy
- Race Equality Statement
- Regulations on Assessment Offences
- School of Medicine and Dentistry Undergraduate Student Charter
- Web Policy





# Glossary

This section explains some of the main terms that you are likely to encounter in the Student Guide and in your studies.

**Academic credit** refers to an indicator of the amount and level of learning. Academic credits are awarded in multiples of 15.

**Academic level** refers to the relative complexity, depth of study, and learner autonomy required in relation to a module in the context of its discipline. Each module shall be assigned a level from the following scale:

- Level 3: Foundation or pre-degree level (previously level 0)
- Level 4: Introductory (previously level 1)
- Level 5: Intermediate (previously level 2)
- Level 6: Final (previously level 3)
- Level 7: Masters (previously level 4)

**Academic year** refers to a period running from September to August. The developmental years of most undergraduate programmes follow academic years, and policies and regulations are always written by academic year. See also developmental year, and calendar year.

**Advanced standing** refers to a prior certificated study from another institution that is deemed equivalent to QM modules from which exemption is sought.

**Assessed coursework** refers to coursework that students are required to complete and submit, and which contributes in whole or in part to module marks and awards.

**Award** refers to undergraduate, graduate, and postgraduate certificates, diplomas, bachelor degrees (with and without honours), undergraduate masters degrees and postgraduate masters degrees. The awards offered by QM are detailed in the Ordinances and the Academic Regulations.

**Calendar year** refers to a twelve month period. Many masters programmes run for a full calendar year (generally September to September), which may cross two academic years. See also academic year and developmental year.

**College Mark** refers to the weighted average of a student's performance, calculated in accordance with the regulations for the award, on which the classification of the award is based.

**Compulsory module** refers to a module that must be taken in order to meet requirements for progression or award.

**Core module** refers to a module that must be taken and passed in order to meet requirements for progression or award. Core modules cannot be condoned.

**Co-requisite module** refers to a module that must be taken at the same time as another, specified, module.

**Course, course unit** *See Module*. The terms course and course unit are no longer used.

# Glossary

**Developmental year** refers to a year of a programme. Normally one academic year of full time study, during which students are normally required to be registered for 120 credits of modules. Developmental years for part time students normally last two years. See also academic year and calendar year.

**Dissertation, project, research project** refers to an extended piece of independent study assessed by an output report or extended essay. The dissertation or project comprises a significant part of most masters programmes. In these regulations, the term 'dissertation' also refers to projects and research projects.

**Element of assessment** refers to an individual item of assessment. The assessment for a module may comprise several elements of assessment.

**Enrolment** refers to a process by which individuals with offers of places to study become students of QM. New students must pre-enrol before enrolment, and returning students must re-enrol each year.

**Extenuating circumstances** refers to 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.

**First sit** refers to the repeat of all or part of a module's assessment following a certified absence at the first attempt due to extenuating

circumstances acceptable to the examination board. A first sit replaces the first attempt and does not count towards the value of academic credit for which a student must normally be registered in an academic or developmental year. First sit module marks are not pegged.

**First take** refers to the repeat of a module following failure at a previous attempt. This involves attendance and completion of all elements of the module, and submission of all assignments, whether assessed or not. First takes count towards the value of academic credit for which a student must normally be registered in an academic or developmental year. Module marks for first takes are not pegged.

**Invigilated examination** refers to a timetabled summative examination that contributes in whole or in part to the module mark.

**Level** See Academic level.

**Module assessment** refers to assessment of the performance of a student on a module. This may include a variety of elements and forms, including coursework, dissertations, and practical assignments.

**Module** refers to an approved block of teaching and learning leading to the award of academic credit and forming part of a programme of study.

**Module mark** refers to the overall module result. This may be an aggregate of marks from several elements of assessment, which may be weighted.

# Glossary

**Pathway** refers to the specific combination of modules within a programme leading to a named award.

**Prerequisite module** refers to a specified module that must be taken before a second specified module can be taken.

**Programme regulations** refers to the regulations for an individual programme of study, approved by Senate, or its delegated authority.

**Programme of study (programme)** refers to a package of modules approved by Senate, or its delegated authority, and leading to an award of QM or the University of London.

**Progression** refers to the process of moving from one developmental year to the next, or from the taught element to the project element of a programme.

**Project** See dissertation

**QMACF** refers to the Queen Mary Academic Credit Framework. The structure of academic credits and levels applied to all modules and programmes leading to awards of QM or the University of London (introduced in 2008).

**Qualifying mark** refers to a specified minimum mark that must be obtained in one or more elements of assessment in order to pass a module. This is in addition to, and distinct from, the requirement to achieve a pass in the module mark to pass the module. For example: 'Students must obtain a minimum aggregated

and weighted average of 30.0 in addition to a module mark of 40.0 in order to pass the module.'

**Registration** refers to a process by which students sign up for modules of a programme of study.

**Required assessment** refers to assessment that students are required to complete to a prescribed standard and to submit, but which does not contribute to the module mark.

**Research project** See dissertation

**Research students** refers to students registered for a programme of study specifically designated as a research programme. Research programmes have separate Academic Regulations (Section 6).

**Resit** refers to the repeat of all or part of a module's assessments, following failure at a previous attempt. Resits do not involve the repeat of attendance for the module. They do not count towards the value of academic credit for which students must normally be registered in an academic or developmental year.

**Retake** refers to the repeat of a module following failure at a previous attempt. Retakes involve attendance and completion of all elements of the module, and the submission of all assessments (summative and formative). They count towards the value of academic credit for which students must normally be registered in an academic or developmental year. Retakes incur pro rata tuition fees.

# Glossary

**Special regulations** refers to programme regulations that diverge from the general Academic Regulations for exceptionally good reason, and which are approved by Senate, or its delegated authority. The special regulations are detailed in sections 7 and 8 of the Academic Regulations.

**Students** refers to students of QM. Ordinance C1 describes 'those persons who are students of QM and associate students of QM'. The Academic Regulations apply to all students undertaking undergraduate or postgraduate study at QM, and to any persons whom Senate declares to be students of QM.



**Subject** refers to the term by which modules are known for the LLB and other programmes that operate under the LLB regulations. (see Module). Where the term 'module' is used in these regulations, it also refers to subjects unless stated otherwise.

**Taught component** refers to the parts of a programme that are delivered as taught modules, as opposed to dissertations and projects. The term is generally used in relation to postgraduate programmes.

**Total credit value** refers to the total amount of academic credit required for an award.

**Threshold requirement** refers to a requirement used in the progression requirements for MSci and MEng programmes. Students must achieve a year- or aggregate-average (threshold) in order to progress to the next developmental year. This is in addition to the credit requirements for progression.

**University** refers to the University of London, unless otherwise specified.

## Assessment types definitions

### Invigilated examination (short code EXM):

A formal, timed and invigilated assessment that takes place under the regulations for invigilated examinations. To include but not limited to: seen and unseen examinations (including on-line examinations) that take place in QM's formal examination periods.

# Glossary



**Coursework (short code CWK):** An assessment that takes place during the module. To include but not limited to: essays, reports, presentations, poster presentations, seminar/tutorial work, in-class or in-semester tests, mid-sessional examinations, project proposals, gobbet exercises and homework sheets.

**Practical (short code PRA):** An assessment that requires the application or demonstration of knowledge and/or skills/competencies in a practical context. To include: laboratory work, computer work, performances, fieldwork, Organised Structured Clinical Examinations and oral assessments in languages.

**Dissertation/project (short code DIS):** An extended piece of independent study that is assessed by the output report or long essay. To include but not limited to: dissertations, research projects and project reports.

**Professional capability (short code CAP):** An assessment of a student's professional attitude and conduct to meet the requirements of a Professional and Statutory Regulatory Body. To include but not limited to: assessment of behaviour and conduct (primarily for primary qualifying medical and dental qualifications but may be appropriate in other programmes).



# Useful Telephone Numbers

## **Emergencies**

Security (Mile End)  
– Emergency 020 7882 3333

## **General**

Main Switchboard 020 7882 5555

Security (Mile End)  
– General 020 7882 5000

Security  
(Charterhouse Square) 020 7882 6020

Security (Whitechapel) 020 7882 2599

## **College Administration**

Student Enquiry Centre 020 7882 5005

Admissions and  
Recruitment Office 020 7882 5511

Appeals and  
Complaints Office 020 7882 3457

Bursaries, Grants  
and Scholarships Office 020 7882 5079

Fees Office 020 7882 7676

International Office 020 7882 3066

Housing Services 020 7882 5522

Student Office (SMD) 020 7882 2239

## **Support and Services**

Advice and Counselling 020 7882 8717

Careers 020 7882 8533

Chaplaincy 020 7882 3179

Disability and Dyslexia  
Service 020 7882 2756

English Language and  
Study Skills 020 7882 2827

Language Learning 020 7882 2842

Legal Advice Centre 020 7882 3931

IT Services Help Desk 020 7882 8888

Library Enquiries (Mile End) 020 7882 8800

Library Enquiries  
(West Smithfield) 020 7882 8188

Library Enquiries  
(Whitechapel) 020 7882 7112

Occupational Health 020 7882 8700

Student Health Service 020 7882 8710

Students' Union 020 7882 8030

Study Abroad Office 020 7882 5074

The Learning Institute 020 7882 2800

Westfield Nursery 020 7882 2782



# Useful Telephone Numbers

## External Services

|   |                |
|---|----------------|
| Emergency Services<br>(police, ambulance,<br>fire-brigade)  | 999 or 112     |
| Bow Road Police station<br>(for non emergencies)  | 0300 123 1212  |
| Citizens Advice Bureau  | 0844 826 9699  |
| NHS Direct (medical<br>advice over the phone)   | 0845 4647      |
| Nightline (confidential<br>advice line for students,<br>by students)  | 020 7631 0101  |
| Office of the Independent<br>Adjudicator  | 0118 959 9813  |
| Samaritans (confidential,<br>impartial support for those<br>in distress)  | 0845 790 9090  |
| SANEline (Confidential<br>support for those with<br>mental illness)   | 0845 767 8000  |
| Shelter<br>(source of free housing<br>advice)   | 0808 800 4444  |
| Student Finance England   | 0845 300 50 90 |
| The Havens (local support<br>centre for victims of sexual<br>assault)   | 020 7247 4787  |
| UK Council for International<br>Student Affairs (UKCISA -<br>promotes and protects the<br>needs of international<br>students in the UK) | 020 7107 9922  |





# Campus Map Mile End

-  Library/bookshop
-  Fitness centre
-  Bar
-  Coffee place
-  Eatery
-  Staff Car Park
-  Bicycle Parking
-  Cash Machine

 Information  
Visitors who require further information or assistance please go to the Main Reception in the Queens' Building.





## Educational / Research

|                                 |    |  |    |
|---------------------------------|----|--|----|
| Arts One                        | 37 | IRC  | 14 |
| Arts Two                        | 35 | Informatics Teaching                       |    |
| Arts Research Centre            | 39 | Laboratories                               | 5  |
| Bancroft Road Teaching Rooms    | 10 | Joseph Priestley Building                  | 41 |
| Computer Science                | 6  | Library                                    | 32 |
| David Sizer Lecture Theatre     | 30 | Law  | 36 |
| Engineering Building            | 15 | Lock-keeper's Graduate Centre              | 42 |
| Environmental Health and Safety | 10 | Mathematical Sciences                      | 4  |
| Fogg Building                   | 13 | Occupational Health and Safety Directorate | 12 |
| Francis Bancroft Building       | 31 | The People's Palace                        |    |
| G.O. Jones Building             | 25 | /Great Hall                                | 16 |
| Geography                       | 26 | Queens' Building/Octagon                   | 19 |

## Residential

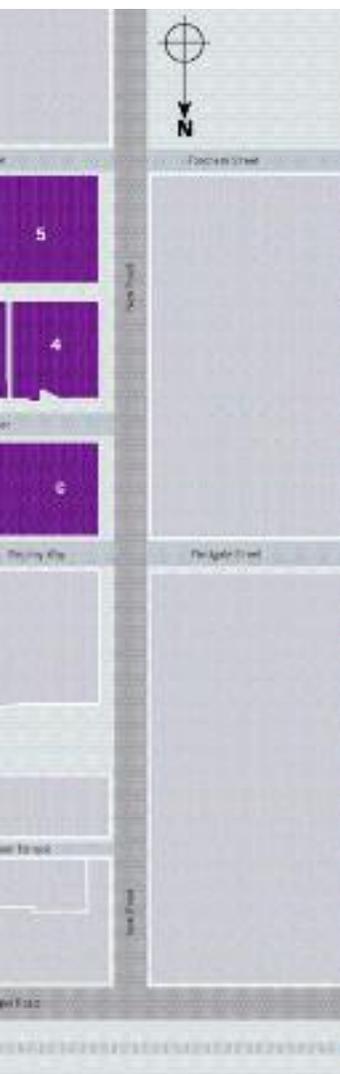
|                       |    |                  |    |
|-----------------------|----|------------------|----|
| Albert Stern Cottages | 3  | Ifor Evans Place | 2  |
| Albert Stern House    | 1  | Lindop House     | 21 |
| Beaumont Court        | 53 | Lodge House      | 50 |
| Chapman House         | 43 | Lynden House     | 59 |
| Chesney House         | 45 | Maurice Court    | 58 |
| Creed Court           | 57 | Maynard House    | 44 |
| France House          | 55 | Pooley House     | 60 |
| Feilden House         | 46 | Selincourt House | 51 |
| Hatton House          | 40 | Varey House      | 49 |

## Facilities

|                                |    |   |     |
|--------------------------------|----|---|-----|
| Advice and Counselling Service | 27 | Occupational Health Service/ Student Health Service | 28  |
| Blomeley Centre                | 48 | Octagon   | 19a |
| Bookshop                       | 22 | Police Box  | 38  |
| Careers Service                | 61 | Post Room   | 17  |
| Clock Tower                    | 20 | QMotion Fitness Centre                              | 7   |
| The Copy Shop                  | 56 | Residences Reception                                | 54  |
| The Curve                      | 47 | Security  | 18  |
| Drapers' Bar                   | 8  | St Benet's Chapel                                   | 23  |
| Ground Café                    | 33 | Students' Union Offices/ Temporary Building         | 62  |
| The Hive                       | 24 | Westfield Nursery                                   | 11  |
| The Hub                        | 34 | Village Shop  | 52  |
| Infusion                       | 9  |   |     |
| Mucci's                        | 29 |   |     |

# Campus Map Whitechapel





### Educational / Research

|                              |    |                                 |    |
|------------------------------|----|---------------------------------|----|
| Front Block                  | 1  | 53-55 Philpot Street            | 13 |
| Alexander Wing               | 2  | John Harrison House             | 14 |
| Garrod Building              | 3  | Pathology and Pharmacy Building | 16 |
| St Philip's Church Library   | 4  |                                 |    |
| Dental Institute             | 5  |                                 |    |
| Students' Union              | 6  |                                 |    |
| Abernethy Building           | 7  |                                 |    |
| Queen Mary Innovation Centre | 8  |                                 |    |
| Blizard Building             | 9  |                                 |    |
| 64 Turner Street             | 10 |                                 |    |
| Yvonne Carter Building       | 11 |                                 |    |
| Wingate Building             | 12 |                                 |    |

### Residential

|              |    |
|--------------|----|
| Floyer House | 15 |
|--------------|----|

# Campus Map

## Charterhouse Square



| Educational / Research          | Residential | Facilities      |
|---------------------------------|-------------|-----------------|
| Joseph Rotblat Building         | 3           | 4 The Shield    |
| Dean Rees House                 | 1           | Gym             |
| Old Anatomy Building            | 2           | Staff car park  |
| The William Harvey Heart Centre | 5           | Bicycle parking |
| Wolfson Institute               | 6           |                 |
| John Vane Science Centre        | 7           |                 |
| Lodge House                     | 8           |                 |
| Dawson Hall                     | 4           |                 |

# Campus Map

## Lincoln's Inn Fields



### Educational / Research

Centre for Commercial Law  
Studies (CCLS)

### Facilities

1

Staff car park

# Campus Map West Smithfield



## Educational / Research

- Pathology and Museum Block
- Robin Brook Centre
- East Wing
- 38 Little Britain
- William Harvey House
- 51-53 Barts Close

## Facilities

- 1 Staff car park
- 2
- 3
- 4
- 5
- 7

# Calendar of important dates

Below is a summary of important dates for students, including semester dates, holidays, examinations and revision week. You are expected to be in College throughout semester 1, 2 and during the full examination period, regardless of whether you have any examinations scheduled for this time.

|  |  |
|--|--|
| 8 August 2012                            | Online re-enrolment opens for continuing students  |
| 17 September 2012                        | Enrolment for new students begins  |
| <b>17 September 2012</b>                 | <b>Start of the first semester</b>   |
| 24 September 2012                        | Start of teaching for most programmes  |
| 7 October 2012                           | Deadline for continuing students to re-enrol   |
| 7 October 2012                           | Deadline for module registration to be completed   |
| 19 October 2012                          | Deadline for temporarily enrolled students to complete enrolment   |
| December 2012                            | Winter graduation ceremonies   |
| 3 December 2012                          | Semester 2 module amendment opens  |
| 14 December 2012                         | <b>Strict</b> deadline for reassessment opt-in/opt-out for UG and PGT students resitting out of attendance |
| 14 December 2012                         | <b>Strict</b> deadline for reassessment opt-in/opt-out for students resitting in attendance                |
| <b>14 December 2012</b>                  | <b>End of first semester</b>   |
| <b>17 December 2012 - 4 January 2013</b> | <b>Winter holiday</b>  |
| <b>7 January 2013</b>                    | <b>Start of the second semester</b>  |
| 18 January 2012                          | Deadline for semester 2 module amendments  |
| 31 January 2013                          | Deadline for payment of tuition fees   |
| 7 February 2013                          | De-registration process for non-payment of tuition fees under Ordinance C3 commences                       |
| March/April 2013                         | Publication of examination timetables  |
| 15 March 2013:                           | Deadline for new applications for special examination arrangements   |
| <b>28 March 2013</b>                     | <b>End of the second semester</b>  |
| 1 - 19 April 2013                        | Spring holiday   |
| 21 April 2013                            | Deadline for taught students to apply for interruption of study  |
| 21 April 2013                            | Deadline for withdrawal requests from taught students  |
| <b>22 April - 26 April 2013</b>          | <b>Revision week</b>   |
| <b>29 April - 7 June 2013</b>            | <b>Examination period</b>  |
| July 2013                                | Summer graduation ceremonies   |
| <b>5 - 16 August 2013</b>                | <b>Late summer examination period</b>  |

A detailed calendar of all important QM dates can also be found online at: [www.arcs.qmul.ac.uk/registry/](http://www.arcs.qmul.ac.uk/registry/)

**Note:** Many dates will differ significantly for medical and dental students. If you are studying medicine or dentistry you will receive an alternative calendar as part of your programme resources.

Some schools and institutes will have a reading week during Semester 1 and 2, please contact them directly for more details.

# Notes

# Notes

Academic Registry and Council Secretariat  
Queen Mary, University of London  
Mile End Road  
London  
E1 4NS  
[www.arcs.qmul.ac.uk](http://www.arcs.qmul.ac.uk)



Any section of this publication is available upon request in accessible formats (large print, audio, etc.). For further information and assistance, please contact:  
[arcs-enquiries@qmul.ac.uk](mailto:arcs-enquiries@qmul.ac.uk)  
020 7882 7920