

School of Biosciences and Medicine

Handbook 2019/20

FACULTY OF HEALTH AND MEDICAL SCIENCES

Medical Microbiology (EuroMasters) MSc

Welcome	1
The University and Student Partnership Agreement	3
About the School of Biosciences and Medicine	5
Academic Calendar	5
MSc Medical Microbiology Timetable for 2019/20	6
Staff at the Department of Microbial Sciences	7
Communication	8
Your Personal Tutor	9
Attendance	10
Attendance on the MSc in Medical Microbiology	11
Teaching Methods	11
Safety in the Laboratory	12
Resources available in the Department of Microbial Sciences	14
Digital Study Tools	14
Captured Content	14
University's Health and Safety Policy	15
Reporting an Incident	15
Your Degree Programme	15
Programme Structures	16
Dissertation/Project	18
Assessment	19
Referencing Guidelines	20
Grade Descriptors	20
Professional, Statutory and Regulatory Body Requirements	20
External Examiners	20
Have Your Say	21
Course Reps	21
Staff/Student Liaison Committees (SSLCs)	22
Boards of Studies	23
Module Evaluation Questionnaires (MEQs)	23
Postgraduate Taught Survey	23
'Shape Your Surrey' Student Survey	23
Help and Support	24

Welcome

WELCOME FROM THE EXECUTIVE DEAN OF FACULTY



I am writing to wish you a warm welcome to the Faculty of Health and Medical Sciences. I am delighted that you have chosen to study at the University of Surrey and I am sure that you will enjoy your educational and professional experiences with us.

Within the Faculty, you will be learning alongside students who are studying on high-quality teaching and research programmes that span the Health Sciences, Biosciences, Veterinary Medicine and Psychology. A key feature of many of our programmes is the professional or industrial placement experience. This provides a valuable opportunity that will prepare you for a world beyond university and contributes to our high ranking for graduate employment prospects.

We pride ourselves on providing the highest quality teaching facilities for our students. In 2019, the School of Health Sciences moved to a state-of-the-art facility on the Manor Park Campus that includes a state-of-the-art simulation suite with a hospital ward, ambulance bay and an operating theatre with observation room. They join our Veterinary Medicine students on Manor Park who have access to excellent clinical environments, anatomy and pathology labs and mock surgery facilities. Our Biosciences students will gain their laboratory experience in our Innovation for Health building, opened in 2016, which provides excellent facilities for bioscience practical classes and study space. Psychology students will benefit from newly refurbished study and laboratory facilities due for completion in the Autumn of 2019 as part of our long-term commitment to provide the best learning environments.

Our ambition is to lead in education and research that will help to address the major global challenges facing us and our planet today. This includes providing education in the relevant healthcare or science areas and undertaking world-leading research that will improve health and well-being. Our research underpins our teaching, with the goal for students to have an understanding of latest developments in their field. Research in the School of Health Sciences is focused on management of long-term conditions and the application of technology to improve healthcare outcomes. Our School of Biosciences and Medicine leads in education that is relevant to prevention and treatment of disease, such as improving nutrition and diet, and animal health, to name a few. Our Biosciences research adopts molecular, cellular, computational and systems biology approaches to understand more about the physiology of sleep, ageing and nutrition. Our pathology research is focused on infectious diseases, cancer and metabolic diseases. Our School of Psychology has a tradition of conducting high quality applied research with a strong theoretical basis to tackle today's societal needs. The School also has an excellent reputation for teaching undergraduate and post-graduate students, and offers doctoral level training in Clinical and Health Psychology, as well as research-led PhDs. Our newest School is the School of Veterinary Medicine which opened in 2014. Its mission is to inspire and educate veterinary professionals who will advance veterinary medicine to meet the needs of a changing world in a different way. Research in the Vet School features fundamental studies into animal health and disease, and in infectious diseases is having an impact on understanding pathogen behaviour in the host and environment, with a focus on new and emerging and zoonotic diseases.

After successful completion of your undergraduate degree, for those of you wishing to undertake further study at Surrey, the Faculty offers highly regarded and flexible postgraduate taught programmes leading to the award of professional development credits or Masters Degrees. We also offer a wide range of research degrees. The University Doctoral College School supports

postgraduate research provision (progress monitoring, training, careers and financial advice) and mentoring by providing a clear focal point for students, staff and the outside world.

In summary, the Faculty offers an outstanding environment for research and study, with state-of-the-art facilities provided by continuous investment in buildings and infrastructure, all set on our attractive campuses. Together with other top-class facilities such as the Surrey Sports Park and the delights of Guildford and the surrounding countryside on the doorstep, you could not have chosen a better place to continue your education.

I wish you every success as you grow your scientific curiosity and professional experiences through our Faculty.

Professor Helen Griffith

Executive Dean, Faculty of Health and Medical Sciences

WELCOME FROM THE HEAD OF PROGRAMME

I am delighted to welcome you to the School of Biosciences and Medicine in the Faculty of Health and Medical Sciences, University of Surrey and to the MSc Medical Microbiology Programme.

The MSc programme in Medical Microbiology is full of challenges and excitement but I am sure that you will gain much out of the experience and ultimately enhance your own career. I hope that you enjoy the mixture of theory and practical sections and the strong emphasis on host pathogen interactions which makes this MSc programme so unique.

The course handbook contains important information that will answer many of the questions that you have regarding the programme. However, if you need help with any aspect of the MSc course or would like to make any comments please do not hesitate to talk to either your personal tutor or myself.

I wish you every success in your MSc and also hope that you take advantage of the many opportunities that exist to complement your studies with other university activities that are available.

I hope you enjoy your time here and I will be happy to help you in any way I can.

Dr Dany JV Beste

Director of the MSc Medical Microbiology Programmes



The University and Student Partnership Agreement

The University's values and approach toward partnership working are:

RESPECT – We include everyone

Through valuing equality and diversity in people, cultures and ideas we build a vibrant and caring environment to support people based on compassion and fairness.

AMBITION – We set stretching goals

Through focusing our energy into the common purpose of improving the University and its benefits to students, partners and society.

COLLABORATION – We prefer to work in partnership

Through supporting staff and students in working closely together, across disciplines, with businesses and industry, to benefit society.

INTEGRITY – We always aim to 'do the right thing'

Through a commitment to honesty, decency and transparency we uphold the highest ethical standards and professionalism in our activities.

EXCELLENCE – We strive to be the best we can

Through always seeking to improve in everything we do and thereby taking things to a higher level.

The Students' Union values and approach toward partnership working are:

SUPPORTIVE – The Union promises to provide a variety of support to students or be able to signpost them in the right direction.

APPROACHABLE – The Union is open to all students and encourages participation from across the student community.

DEMOCRATIC – The Union ensures students are given the opportunity to debate and make informed decisions as a whole student body.

DYNAMIC – We will innovate in ways which best support students' needs.

ETHICAL – The Union will act in an ethical way that shows its accountability to students.

The University to be an inclusive and inspirational learning environment.

As staff members of an academic community we will:

- a) Emphasise that the University is an open learning environment, in which challenge and debate is accepted, thereby promoting tolerance whilst stretching and stimulating students.
- b) Develop our course provision, teaching methods & technology to meet the needs of a diverse student body, business, government and society.
- c) Provide effective academic support services which contribute to student personal development and success, ensuring fair access to the support offered.
- d) Provide advice and feedback to students in a timely manner to encourage academic development.
- e) Set clear expectations regarding student engagement with learning spaces and each other, so that together we can maximize joint learning outcomes.
- f) Promote opportunities for student representation and feedback.
- g) Provide access to an appropriate learning environment.
- h) Ensure the learning environment supports and includes every one of all races, beliefs, abilities, sexual orientation and gender and is free of discrimination on these grounds.
- i) Ensure fair decision making in academic assessment and related procedures.
- j) Provide timely information on changes which may affect the experience of current or future cohorts and clear complaint pathways.

As student members of the academic community we will:

- a) Be open minded and accepting of differing views and experiences within a diverse but inclusive community.
- b) Engage with the learning environment and commit to use learning materials and resources fully.
- c) Submit work that is my own work and clearly identify and fully acknowledge all material that is entitled to be attributed to others, such that work is produced in accordance with the principles and practices of academic integrity
- d) Use academic support services and resources, such as personal tutor sessions, Library and Learning Centre and the VLE, to achieve and enhance our learning, employability and career goals; contributing to personal development and success.
- e) Engage with mechanisms for academic feedback at the right point in time and to the necessary depth, to promote best learning outcomes.
- f) Respect others' learning opportunities across different teaching spaces and support one another, so that together we can maximize our learning experience.
- g) Engage with opportunities through the Students' Union and University to provide ongoing feedback on aspects of the student experience and highlight opportunities for improvement or change.
- h) Include everyone irrespective of differences in race, beliefs, ability, sexual orientation and gender and challenge discrimination of any kind in the learning environment.

The University to be a supportive community contributing to a positive student experience.

As staff members of the community we will:

- a) Contribute to student progression, achievement, personal development and employability through professional support services.
- b) Support access to extra-curricular activities throughout the year, whether through Union sports clubs and societies or activities organised by the University.
- c) Listen and respond to the student voice and feedback on professional services and learning opportunities available at the University.
- d) Promote diversity and inclusivity.
- e) Promote student safety, security, and wellbeing, making referral to relevant services where appropriate.

As student members of the community we will:

- a) Engage with professional support services to promote our success, personal development and employability
- b) Contribute to our personal development and success through extra-curricular engagement
- c) Engage with opportunities to provide student voice and provide feedback on professional services
- d) Promote diversity and inclusivity
- e) Be aware of our safety, security and wellbeing and act responsibly (in a way that will not put ourselves or anyone else in harm), contacting the relevant help if required.

To facilitate staff and student communication and collaboration across the student lifecycle, staff and students will:

- a) Ensure clear and timely communication using the most appropriate channels (electronic, face to face) while recognising data rights and any privacy impact on all parties involved.
- b) Ensure all parties take responsibility to inform and be informed. Promote belonging and ownership through active, not passive, engagement.
- c) Practice open governance, publishing key committee minutes and feedback from students/surveys wherever possible, to ensure transparency, evidence actions and share outcomes / learning.
- d) Encourage students to be active members of their academic and non-academic communities, to continue this post-graduation through the Advancement (Alumni) office.

About the School of Biosciences and Medicine

<https://www.surrey.ac.uk/school-biosciences-medicine>

Academic Calendar

Students should refer to <https://my.surrey.ac.uk/key-dates> for key University dates during 2019/20 Academic Year.

Semester Week	Date	Event
Semester One		
0	30 September to 4 October 2019	Welcome Week
1	7 October 2019	Teaching Starts
2	18 October 2019	Final deadline for students to re-register (returning and new)
2	18 October 2019	Final day for module changes
9	2 December 2019	Deadline for students to register with Disability and Neurodiversity team for inclusion in Semester One exams
10	13 December 2019	Exam Timetable published
	23 December 2019 to 10 January 2020	Students' Christmas Break
	23 December 2019 to 1 January 2020	University Offices closed
12	13 January 2020	Semester Two Teaching Timetable published
12	13 January 2020	Revision Week
12 - 14	16 to 31 January 2020	Exams start on Thursday 16 January 2020
15	3 February 2020	Reading Week
Semester Two		
1	10 February 2020	Teaching Starts
	February to April 2020	National Student Survey for final year students
2	21 February 2020	Final day for module changes
7	27 March 2020	Deadline for students to register with Disability and Neurodiversity team for inclusion in Semester Two exams
	30 March to 24 April 2020	Students' Easter Break
	1 to 3 April 2020	PG Graduation Ceremonies
	9 to 15 April 2020	University Offices closed
	21 April 2020	Exam Timetable published
8	27 April 2020	Teaching Continues
12 - 15	29 May to 19 June 2020	Exams start on Friday 29 May 2020
15	19 June 2020	Semester Two ends
15	19 June 2020	Deadline for all outstanding UG debt
	20 to 24 July 2020	UG Graduation Ceremonies
	10 August 2020	Late Summer Assessment (Resits and Deferrals) Timetable published
	24 August to 4 September 2020	Late Summer Assessment (Resits and Deferrals)

MSc Medical Microbiology

Timetable for 2019/20

Week Ranges 2019 - 2020				
	Week Beginning	Timetabling Week Number	Semester Week Number	Key : Modules in purple are for MSc Euromasters only
				All other Modules are for all students
Semester One	30 September 2019	4	Welcome Week	Module
	7 October to 11 November 2019	5-10	Weeks 1-6	MMIM026 Research Methods 1
				MMIM029 Journal club
				MMIM021 Bacterial, Protozoal and Fungal Pathogens
	18 November to 16 December 2019	11-15	Weeks 7-11	MMIM026 Research Methods 1
				MMIM029 Journal club
				MMIM031 Antimicrobial Agents and Chemotherapy
	23 December 2019 to 6 January 2020	16 - 18	Christmas Holiday	
13 January 2020	19	Revision Week	Exams start on Thursday 16 th January 2020	
20 January 2020	20	Exam Week 1		
27 January 2020	21	Exam Week 2		
3 February 2020	22	Reading Week		
Semester Two	10 February to 23 March 2020	23-29	Weeks 1-7	MMIM027 Research Methods 2
				MMIM028 Critical Review of Scientific Literature
				MMIM023 Introduction to Immunology
	30 March 2020	30	Easter Holiday including practical week	
	6 April 2020	31		
13 April 2020	32			
20 April 2020	33			
27 April to 18 May 2020	34-37	Weeks 8-11	MMIM027 Research Methods 2	
			MMIM028 Critical Review of the Scientific Literature	
			MMIM024 Pathogenesis of Infectious Diseases	
	25 May 2020	38	Revision Week	Exams start on Friday 29 th May 2020
	1 June 2020	39	Exam Week 1	
	8 June 2020	40	Exam Week 2	
	15 June 2020	41	Exam Week 3	
	22 June to 17 August 2020	42-50	Research Project	
	24 to 31 August 2020	51-52	Late Summer Exams (Re-sits)	

Staff at the Department of Microbial Sciences

All phone numbers start with **01483 68**

Job Title	Name	Phone	Email	Room
MSc Medical Microbiology Programme Leader	Dr Dany Beste	6785	d.beste@surrey.ac.uk	02 AX 01
Professor	Prof Gill Elliott	6389	g.elliott@surrey.ac.uk	04 AW 01
Professor	Prof Nicolas Locker	9719	n.locker@surrey.ac.uk	03 AW 01
Professor	Prof Graham Stewart	6423	G.Stewart@surrey.ac.uk	15 AX 02
Senior Teaching Fellow	Dr Kikki Bodman-Smith	9736	K.Bodman-Smith@surrey.ac.uk	31 AX 01
Senior Teaching Fellow	Dr Alison Cottell	6425	a.cottell@surrey.ac.uk	18 AX 01
Lecturer	Dr Suzie Hingley-Wilson	4390	s.hingley-wilson@surrey.ac.uk	04 AX 01
Senior Lecturer	Dr Rachel Simmonds	4714	Rachel.simmonds@surrey.ac.uk	13 AX 02
Senior Lecturer	Dr Jose Jimenez	4557	jjimenez@surrey.ac.uk	10 AX 01

Communication

The University and School/Department staff will contact you via:

- Your University email account.
- SurreyLearn, the University's online learning environment

It is your responsibility to check your University email account regularly, ideally daily. Important and sometimes urgent information will be communicated to you via this account.

MySurrey found at <https://my.surrey.ac.uk/> shares news announcements, highlights and upcoming events on its homepage. It is worth you bookmarking this page.

As the social media world is fast and unpredictable, you are strongly advised to take a look at the University's Social Media Policy found at <https://policies.surrey.ac.uk/policies-regulations-and-codes-practice>

KEEPING US UP TO DATE

Please do make sure you update **any changes to your contact details** during the time you are registered as a student with us.

You can do this in the 'Manage My Details' section of the Student Self-Service website: https://studentselfserve.surrey.ac.uk/live/sits.urd/run/siw_lgn?stu

The name recorded on any transcript or certificate issued by the University will be the name in which the student was last registered. So do not forget to tell the University if your name is not recorded correctly.

HOW CAN I CONTACT A MEMBER OF STAFF IN MY SCHOOL?

1. By booking an appointment. Staff in Schools generally post their availability on their office doors. You are then invited to 'book' yourself a mutually convenient time.
2. By sending an email from your University email account to the relevant member of staff.

All staff will have regular office hours depended on commitments such as teaching, research and attending meetings. Out of Office response email messages will redirect you to alternative support should the staff member be away.

Staff are committed to supporting students, but please remember that they, like yourselves, do need time in the evenings and at weekends to rest.

Please also see the Faculty web page:

<https://www.surrey.ac.uk/faculty-health-medical-sciences/people>

You should allow a minimum of two working days for a reply to any correspondence.

Your Personal Tutor

Information can be found at: <https://study.surrey.ac.uk/study-support/personal-tutors>

The Code of Practice for Personal Tutoring can be found at: <https://policies.surrey.ac.uk/policies-regulations-and-codes-practice>

You will be allocated a Personal Tutor at the start of your first week at University.

Your Personal Tutor is there to support your academic, personal and professional development throughout your time at University. They will refer you to appropriate academic, welfare and support services when necessary.

Although you will be expected to meet with your Personal Tutor at least once each semester/teaching block, there are many advantages in establishing a regular relationship with your Personal Tutor. The more they get to know you, the better and more targeted the help they can provide

Are you sponsored on a Tier 4 Visa?

The University has to monitor your academic engagement in order to meet UK government immigration conditions. This will include you meeting with your Personal Tutor once a semester/teaching block.

Please make sure that you do reply to your Personal Tutor's emails, and attend any meetings requested by your Personal Tutor.

Institutional Policy on students who are subject to Immigration Control can be found under the topic Visas at: <https://policies.surrey.ac.uk/policies-regulations-and-codes-practice>

Attendance

For students who are studying on the Medical Microbiology MSc the teaching day is timetabled although the majority of teaching is on a Wednesday between 10.00am and 5.00pm. In addition there is a practical week in the last week of the Easter holidays which is compulsory for all students to attend.

Where a student fails to participate in the learning opportunities available the University will make enquiries into their participation and attendance and where there are no extenuating circumstances may terminate the student's registration on the programme.

For students studying standard Undergraduate and Taught Postgraduate programmes you will be expected to be present at the University throughout the whole of the 30 weeks of the academic year.

Distance Learning students are expected to access their course materials weekly and to maintain regular contact with the programme tutors. Attendance at seminars held at the University is optional.

The academic year comprises of two semesters. You must avoid taking on work, arranging holidays or going home before the end of a semester.

You should not to make any holiday/travel arrangements which coincide with the late summer assessment period in August and September. Failure to submit or attend resits during this period may result in the termination of your programme.

Please note, if examinations are required to be rescheduled (for example due to adverse weather), they may be re-scheduled into **any** week of the semester/teaching block.

In the event of unforeseen disruption (e.g. adverse weather), unless the University is closed for academic purposes, the timetable will continue as previously advertised. If you are unable to attend any classes in these circumstances you will need to catch up once you have returned to campus.

Options to assist those missing lectures may include:

- lectures being posted on SurreyLearn wherever possible
- repeat or revision lectures (if possible and as appropriate)
- hand-outs and lecture presentations to be made readily available

The University is required to advise the UK Visas and Immigration Office of all international students who are under immigration control and to advise the local authorities of those students receiving loans, grants or payment of fees, and of those students who are not attending their programme as required.

If you are frequently absent from classes, or from University without permission, you could be asked to repay your loans, grants and fees or find that your student visa has been revoked.

Specific information about **Your Timetable** can be found in the Help and Support Section of this handbook

Attendance on the MSc in Medical Microbiology

Students studying on the MSc in Medical Microbiology are expected to attend all teaching sessions. If you have to be absent due to work commitments or other unforeseen circumstances please notify the module organiser and the programme director.

The academic year comprises two Semesters, each containing: 11 weeks of teaching. In Semester One, there is also one revision week, two examination weeks and one reading week. In Semester Two there is no reading week but three weeks of examinations. In addition there is a practical week in the last week of the Easter holidays which is compulsory for all students to attend. The University **does** expect you to be in attendance for the revision and the reading weeks.

Teaching Methods

PRACTICAL WORKSHOPS/CLASSES

These are group or individual sessions in which all students on your programme are required to participate.

LECTURES

These are large group sessions which all students on your programme have to attend. Sometimes students from multiple programmes attend the same lectures so you may find yourself in a large group of students.

Because the group size is so large, lectures are primarily an opportunity for lecturers to impart information to you. There will not be much opportunity for you to ask questions in the lecture itself.

Wherever possible any lecture notes, PowerPoint presentations or links to further reading may be made available to you before or after the lecture via SurreyLearn. However you are advised to make your own notes during lectures as the slides will only contain a minimum amount of information.

TUTORIALS/SEMINARS

These are small group sessions during which you can discuss issues raised in lectures and ask questions. Lecturers may use these sessions to go through practical exercises or problems, to look at case studies or for more open discussion. You may also, on occasion, be asked to prepare a paper to present.

DIGITAL STUDY TOOLS

SurreyLearn is the university's Virtual Learning Environment. All learning materials for distance learning students can be accessed via the relevant programme module pages on SurreyLearn.

COMPUTER-BASED EXERCISES

Some modules involve the use of computers for teaching and/or assessment. The epidemiology module uses computer-based simulations of infectious disease outbreaks to illustrate the general principles of epidemiology. For this, you will need to be familiar with basic procedures in the use of Excel. In addition, the in-course component of the assessment for the Immunology module involves the use of a computer-based, multiple choice question self-assessment. This use of computers is

designed to help you gain confidence with the technology and to provide a graphic approach to the delivery of relevant data. It is also designed to encourage you to develop the skills of self-directed learning.

PRACTICAL EXERCISES

The purpose of these exercises is to provide experience with techniques and equipment which may not be readily available in all laboratories, as well as critical data analysis.

LABORATORY CLINICAL/PRACTICAL CLASSES

Attendance: All students are reminded that attendance at practical classes is compulsory.

Permission to miss a practical class **MUST** be obtained via the Extenuating Circumstances Process. Unavoidable absence **MUST** be reported as soon as possible and appropriate certification **MUST** be produced together with request for the consideration of Extenuating Circumstances form. Failure to attend may be viewed as non-participation and a charge being levied for waste of costly materials. Absences will be reported to your tutor and to the Programme Director.

In order to monitor attendance at compulsory laboratory sessions a register will normally be taken in each practical class (N.B. a register will also be taken at other times during the year, such as in lecture classes). When a register of attendance is required **it is your responsibility to sign in, or to ensure that you have been registered**. Students not registered and who have failed to obtain permission to miss the practical will normally lose any marks for that practical. Failure to register cannot be rectified after the session has finished.

Late arrivals may only be allowed in laboratory classes at the discretion of the senior staff member running the session.

PRACTICAL PROTOCOLS

The procedures to be followed in practical sessions will normally be provided in advance. You must read the relevant experiment before entering the class and **in some modules you will not be able to undertake the practical unless you are able to show you have prepared in advance.**

Safety in the Laboratory

Two sets of abbreviations are now regularly encountered by laboratory workers. These are COSHH (Control of Substances Hazardous to Health) and GLP (Good Laboratory Practice). The practical classes have been risk assessed in terms of COSHH requirements and you will be informed both in writing (the practical protocol), and verbally, of particular needs and precautions. Special instructions (immunisation requirements) will be issued to students undertaking specified modules involving the use of microorganisms.

You must follow the procedures of GLP. Some key points are:

- Do not work in the laboratory without a second person being present.
- Do not eat, drink, smoke or put on make-up in a laboratory.
- Keep your working area clean and tidy. Using the appropriate disinfectants in a microbiology laboratory
- Keep benches tidy and gangways clear.
- Bags, coats etc. must not be brought into the laboratory. They can be tripped over and they are at risk of damage or contamination. Put them in your locker.

- Books can be brought in for reference but they are at risk. The University Library's policy is that library books must be kept out of the laboratories.
- Always wear the appropriate lab coat (Howie pattern in Microbiology). Put on appropriate eye protection e.g. safety spectacles, goggles or face shield as recommended. Lab coats must not be worn in amenity areas of the University including particularly the residences, restaurants, refreshment areas, etc.
- Use appropriate gloves whenever handling chemicals. Check their integrity before use. Remember it is easy to contaminate equipment when wearing gloves.
- Wear proper footwear. Open toed sandals are not permitted in laboratories.
- Never pipette by mouth.
- Wash your hands frequently and always before leaving the laboratory. Do not touch surfaces with your contaminated gloves if they may be touched by others (phones, door handles and laboratory equipment such as spectrophotometers, microscopes).
- Used laboratory coats (gloves, etc.) must be decontaminated and/or disposed of by the approved procedure.
- Keep broken glassware and any sharp objects separate from other waste.
- Label all containers with the name of the substance and the hazard warning sign. Always secure the tops of reagent bottles immediately after use. Label microbiological materials clearly for incubation and dispose of infectious material properly.
- Use equipment with care and consideration (e.g. do not put test tube racks onto spectrophotometers or other equipment). Check centrifuge balance. IF IN DOUBT ASK.
- If you are using a fume cupboard work with the sash as low as possible, check that the green system OK light is on and work towards the back of the cupboard to minimise contaminant escape. MAKE SURE THAT THE FUME CUPBOARD IS WORKING.
- Use containment techniques where possible (e.g. trays to limit the consequences of spillages).
- Clear up spillage as soon as is possible. If a corrosive/toxic solution or infectious material is involved report this to the member of staff supervising the practical.
- Check that gas cylinders are properly supported, always close cylinder valves after use.

Policy on Practical Work in Biochemistry, Pharmacology and Physiology Involving the Use of Animal Tissues

A good knowledge and understanding of these experimental biological sciences is not attainable without some studies on animal tissues. Students who are pursuing degree courses requiring the study of these subjects should anticipate the need to be involved in such work both at the University and in several Professional Training Stage placements.

Resources available in the Department of Microbial Sciences

<https://www.surrey.ac.uk/school-biosciences-medicine/departments/microbial-sciences>

Digital Study Tools

Further information can be found at: <https://study.surrey.ac.uk/digital-study-tools>

SurreyLearn is your virtual learning environment giving you access to lecture and seminar learning materials, module and programme information, supplemented by activities such as discussion forum, quizzes, tests and online assignments.

You will need an internet connection and a PC or Mac to access SurreyLearn. You can also access a mobile version from your mobile device such as an iPad, Android phones and iPhones.

SurreyLearn will be one of the methods of communication by your programme and module leaders, so you are recommended to opt in to receiving notifications of important messages and to check regularly for the latest content.

SurreyLearn is also the portal for online submission of assignments. You will have access to Turnitin, an electronic plagiarism detection tool that allows you to upload and check your coursework for plagiarism before making your final submission.

ePortfolio an electronic collection of evidence, which lets you track, share and reflect on your learning experiences can also be accessed through SurreyLearn

Captured Content

You may hear the term 'Captured Content' used by your lecturers. The term goes beyond the obvious recording of lectures to refer to any digital media that can be used to supplement teaching.

This might include:

- recordings of live teaching (also known as Panopto lecture capture) with the purpose of aiding revision and notetaking for all students, and as part of a reasonable adjustment for students needing additional learning support.
- recordings of content created to review or demonstrate key concepts, or enhance knowledge
- links to existing educational videos

For full details on the policy please see the link below:

<https://www.surrey.ac.uk/sites/default/files/2018-07/policy-use-of-captured-content.pdf>

University's Health and Safety Policy

In addition to the briefing on safety during your induction programme, it is important that you understand your own responsibility for ensuring the safety of those around you. Throughout your time at University, you are required to co-operate in the implementation of the University's Health and Safety policy. You should take care of your own safety and that of others at all times.

In particular to help the University to carry out its responsibilities you:

- Do not create dangerous situations, e.g. clear up if you spill anything.
- Do not leave things lying around for others to fall over.
- Do not use equipment before you are shown how to use it.
- Co-operate during fire drills and major accidents by evacuating the buildings immediately in an orderly way. Please follow instructions of your class lecturer and/or evacuation officers. Particular guidance will be given in laboratory classes.

You can always ask for help and advice from your Faculty Health and Safety Advisor,
Rebecca Paul - (rebecca.paul@surrey.ac.uk) - 01483 684472.

Reporting an Incident

The University's Security Services are available 24/7.

If you are in need of immediate support, contact the Emergency number on **01483 683333**.

If you have been a victim of crime or need help or advice then call **01483 682002** or email **security@surrey.ac.uk**.

Your Degree Programme

The University follows the Quality Assurance Agency's (QAA) Framework for Higher Education Qualifications in England, Wales and Northern Ireland (FHEQ) in assigning its levels of study, these are as follows:

- FHEQ Level 4 – undergraduate programme Year One
- FHEQ Level 5 – undergraduate programme Year Two
- FHEQ Level 6 – undergraduate programme Year Three
- FHEQ Level 7 – undergraduate programme Year Four (e.g. MEng) and taught postgraduate programmes

Each level corresponds to a year's full time study.

Details about the educational aims and the learning outcomes of your degree programme can be found at:

<https://catalogue.surrey.ac.uk/2019-0/programme/PCG71-1>

Programme Structures

Medical Microbiology (EuroMasters) MSc

An MSc course is different from other courses that you may have taken up to now. Attending lectures is only a part of what you will be expected to do. To start with, many modules assume a substantial basic knowledge of the subject; it is your responsibility to ensure that you are adequately prepared for each module, using the recommended preliminary reading, before the module starts. Secondly, for topics that are well covered by textbooks, the lecturers are not expected to repeat that material; you are therefore expected to supplement the lectures by relevant reading. In addition, many lecturers will provide lists of additional reading material, including scientific reviews and research papers. Finally, in most modules, you will be set course work which forms part of the assessment. The programme therefore represents a great deal of hard work. The more effort you put in, the more you will get out of it. Our expectation is that you will put in many hours of additional study per week.

This is a prestigious, well-established programme, intended for those with a genuine interest in Medical Microbiology who wish to develop their understanding and appreciation of this fascinating field, including the rapid advances being made in the underlying science. It is *not* designed for those who merely want to update their knowledge of existing diagnostic procedures; our aim is to provide a scientific and intellectual platform that will enable you to take advantage of future developments, and the capacity to undertake and direct research projects. As well as discussing recent scientific developments, we aim to develop your critical and analytical skills so that you can identify problems, formulate hypotheses, design experiments, analyse and interpret data, and draw conclusions.

Ask questions! If there are opportunities available, attend research seminars. When microbiological topics are in the news, find out about them. Developing your scientific curiosity is also an important part of your studies.

This handbook, as well as providing information about the content and assessment of the modules, also answers many of the everyday questions about the way the programme runs and the facilities that are available.

The programme consists of a series of compulsory modules with assessment usually at the end of the semester. For most modules, the formal teaching is on Wednesdays during the semesters. Two of the modules include a one week, full-time, mixed practical and lecture block during the Easter break.

The formal teaching must be regarded as only a part of the programme and must be supplemented by extensive reading.

2019/20 Timetable for SECOND YEAR students (2018/19 entrants):

PERIOD	MODULE CODE	TITLE	MODULE ORGANISER	CREDITS
Sem 1	MMIM021	Bacterial, Protozoal and Fungal Pathogens	Dr Suzie Hingley-Wilson	15
Sem 1	MMIM031	Antimicrobial Agents and Chemotherapy	Dr Alison Cottell	15

PERIOD	MODULE CODE	TITLE	MODULE ORGANISER	CREDITS
Sem 2	MMIM023	Introduction to Immunology	Dr Kikki Bodman-Smith	15
Sem 2	MMIM024	Pathogenesis of Infectious Diseases	Dr Dany Beste	15
All year	MMIM030	Research Project (15,000 to 25,000 word dissertation)	Dr Dany Beste	60

2019/20 Timetable for FIRST YEAR students (2019/20 entrants):

PERIOD	MODULE CODE	TITLE	MODULE ORGANISER	CREDITS
Sem 1	MMIM026	Research Methods 1	Prof Graham Stewart	15
Sem 1	MMIM029	Journal Club	Dr Dany Beste	15
Sem 1	MMIM021	Bacterial, Protozoal and Fungal Pathogens	Dr Suzie Hingley-Wilson	15
Sem 1	MMIM031	Antimicrobial Agents and Chemotherapy	Dr Alison Cottell	15
Sem 2	MMIM027	Research Methods 2	Dr Rachel Simmonds	15
Sem 2	MMIM028	Critical Review of the Scientific Literature	Prof Gill Elliott	15
Sem 2	MMIM023	Introduction to Immunology	Dr Kikki Bodman-Smith	15
Sem 2	MMIM024	Pathogenesis of Infectious Diseases	Dr Dany Beste	15

The following table shows next year's 2020/1 YEAR TWO timetable for 2019/20 entrants:

PERIOD	MODULE CODE	TITLE	MODULE ORGANISER	CREDITS
Sem 1	MMIM015	Viral Infections	Prof Nicolas Locker	15
Sem 1	MMIM016	Management of Scientific Research	Dr Dany Beste	15
Sem 2	MMIM017	Epidemiology, Disease Control and Public Health	Dr Alison Cottell	15
Sem 2	MMIM018	Microbial Genetics and Molecular Biology (including practical block week)	Dr Jose Jimenez	15
All year	MMIM030	Research Project (15,000 to 25,000 word dissertation)	Dr Dany Beste	60

In subsequent academic years modules available may differ from those taught in 2019/20.

Dissertation/Project

A Dissertation Handbook will be available to view through SurreyLearn. This will contain further details on the module, deadlines and what is required from students. It is very important that you read through this document carefully once it is available.

The purpose of the dissertation is to demonstrate that the student has the ability to work independently; understands and can integrate and apply theories and concepts from across the programme; and can interpret and apply research findings. This means that the dissertation/project must be firmly set in a theoretical framework and will normally seek to test or explore an issue in depth using an inductive approach, or develop and test a hypothesis, or evaluate a theory against a case. It should go beyond description to provide critical analysis, synthesis, interpretation and application.

Conducting research independently is one of the most challenging and rewarding components. The examiners are concerned with whether students have demonstrated an understanding of the topic and its associated literature and have carefully planned, conducted, analysed and interpreted their research.

Guidelines

The dissertation should be either an original piece of research adding to existing knowledge and demonstrating the candidate's analytical skills or an original and critical study of existing knowledge on the subject. An outline of the structure of a dissertation for reference purposes is contained in the Dissertation Handbook. This will vary according to subject matter.

Subject to approval of the topic and nature of the dissertation, students may be allowed to undertake fieldwork outside the United Kingdom. However, students are warned that the University makes no provision for supervision taking place outside the United Kingdom, and that the University cannot finance any of the costs involved in such fieldwork. Therefore, the students must agree all necessary

aspects of the methodology with their supervisor before departing from the University. Students will also be requested to return to the United Kingdom if the examiners require an oral examination.

Feedback

You are entitled to feedback for all your assessed work. For assignments and exercises on which students would normally expect to receive feedback this should be within four weeks of the submission date. Your lecturer may provide you with a mark (see the generic assessment criteria to find out what this means) and with some written comments on your work. If you do not understand the written comments you receive or want further explanation, you should ask to discuss with the module co-ordinator. Sometimes lecturers might choose to give different forms of feedback e.g. detailed marking grid, feedback session, podcast etc. In the case of exams, you will **not** be given your script back. However, you are still entitled to feedback on your performance. Again, you should ask the module co-ordinator.

There are checks built into the Faculty's assessment procedures that are designed to protect your interests and to maintain standards. Assessment designs require prior approval and we operate a system of internal double marking and external examining. Samples of coursework and examination scripts are sent to the External Examiners.

Assessment

<https://exams.surrey.ac.uk/assessments>

There are a number of methods of assessment:

- Essays, reviews, case studies, dissertations, project work
- Simulated learning experiences
- Group work and presentations
- Timed tests
- Performance
- Lab Practicals
- Computer based
- Continuous

Early in the module, you will be provided with full details of the nature and the timing of the assessments so you will have time to plan your work over the semester/teaching block. You will also receive information about how marks will be allocated between different assignments and for different aspects of an assignment.

The mode and weighting of a unit of assessment will have been selected to suit the nature of the intended learning outcomes of the modules you are studying.

For each module, the objectives (learnings) indicate the intentions of the teaching, and the outcomes are specific measurable achievements of a successful student.

The intended learning outcomes for each module can be found at: <https://catalogue.surrey.ac.uk/2019-0>.

The minimum pass mark for modules at FHEQ levels 4, 5 and 6, and at level P is 40%. For students on Foundation Year the pass mark is 50%, and for students studying at FHEQ level 7, the pass mark is also 50%.

Please also refer to **Compensation** in the Help and Support section of this handbook.

Referencing Guidelines

Referencing is the process of acknowledging other people's work used in your assignment or research. Good referencing allows the reader to locate and read your source material as quickly as possible, and therefore verify the validity of your arguments.

Your Module Leaders will always be willing to help you regarding how to reference correctly for a specific assignment. The Student Learning Advisers in Academic Skills and Development based on Level 1 of the Library are also experts in the skill of referencing correctly.

Do also take look at the University Library website:

<http://www.surrey.ac.uk/library/learning/information skills/referencing.htm>

It is very important that you reference your work correctly – failure to do so could result in an allegation of academic misconduct

Grade Descriptors

University grade descriptors are generic statements that describe achievement in terms of the range and breadth of knowledge and abilities a student is required to achieve. The University's generic grade descriptors can be found in Appendix One of the **Code of practice for assessment and feedback**. These generic descriptors are used as a basis to create discipline-specific descriptors and sometimes specific descriptors for particular types of assessment.

Professional, Statutory and Regulatory Body Requirements

The MSc Medical Microbiology programmes listed in this handbook are accredited by the Institute of Biomedical Science (IBMS), the professional body of Biomedical Scientists within the United Kingdom. Individuals awarded an IBMS accredited MSc are eligible for the title of Chartered Scientist if they meet other eligibility criteria of corporate membership and are also actively engaged in Continued Professional Development (CPD). A Masters level qualification is also one of the entry requirements for the award of Higher Specialist Diploma, a prerequisite for the membership grade of Fellowship and designation FIBMS. The IBMS also recognises the stand-alone MSc modules for CPD.

External Examiners

All taught programmes at the University of Surrey, at both undergraduate and taught postgraduate levels, are required to have external examiners in accordance with the <http://www.qaa.ac.uk> set out by the Quality Assurance Agency (QAA).

External examining is essential to helping the University demonstrate that the standards of its awards and the quality of its taught programmes are secure. The system ensures that awards at the same level and in similar subjects are comparable with other similar Higher Education Institutions. It also ensures that the system of assessment is fair and marking practices are applied consistently.

External examiners are experienced academics within their home institutions and, where required, highly-skilled practitioners, representatives from industry with links to academia, and professional and accredited bodies. The University's [Code of practice for external examining: taught programmes](#) provides the full criteria for the appointment of external examiners and further information about their role and responsibilities.

External examiners scrutinise samples of marked student work, including coursework assignments, examination scripts, projects, dissertations and the associated feedback to students, and submit their formal reports to the University on an annual basis. It is important to remember that external examiners do not mark student work themselves.

In cases where external examiners have raised concerns or further recommendations in their annual reports, Board of Studies provide a written response to these comments. The Board of Studies' responses are included within the external examiner's report, where appropriate.

If you have any questions or queries in relation to an external examiners' report, please speak with your Programme Leader(s). Students should not approach external examiners directly under any circumstances.

External Examiner reports will be available in SurreyLearn.

The External Examiners for MSc Medical Microbiology are:
Dr Stephanie Schüller - University of East Anglia
Dr Mark Wills - University of Cambridge

Have Your Say

<https://study.surrey.ac.uk/have-your-say/student-surveys>

Course Reps

Information on how to become a Course Representative can be found at: <https://study.surrey.ac.uk/have-your-say/course-representatives>

A Course Representative (Course Rep) is an elected student who volunteers to gather student feedback and voices it to the University.

They provide a direct way for students to communicate their diverse range of opinions and experiences to the staff who deliver their education.

Any student can stand to be the Course Rep for their programme, and there will be at least one per level for all programmes.

The Students' Union will run training for Course Reps and provide support all year.

WHAT DO COURSE REPS DO?

1. Find out what students think – A Rep would chat to the students on their course and gather as much feedback as possible, whether it is positive or about something that needs changing.
2. Voice it! – Reps attend meetings with staff in their department twice a semester to give voice to what their fellow students have told them about the course, and to work with staff to find possible solutions.
3. Share the outcome – Finally, a Course Rep should update their fellow students on what has happened as a result of their feedback.

WHY ARE REPS IMPORTANT?

Representation is a core part of what we do here at the Students' Union. Year on year, the collaboration between Course Reps, the Union, and University staff leads to impactful changes both in individual courses and across the University as a whole. It's also vital that students take the lead in their education, and shape the University now and for the future.

Find out more from the Student's Union webpage:

<https://www.ussu.co.uk/representation/course reps>

Staff/Student Liaison Committees (SSLCs)

Staff/Student Liaison Committees (SSLCs) provide a forum for discussion between staff and students about the School/Department's degree programmes and the student learning experience.

SSLC will also consider the outcomes of student surveys and contribute to the development of action plans in response.

Meeting at least once each Semester, attendees will consist of at least one nominated Student Course Rep from each programme.

The SSLC will be expected to report to, and raise matters for consideration at the relevant Board of Studies, held once a Semester.

Terms of reference and operations for SSLCs, can be found in the Code of practice for academic governance at: <https://www.surrey.ac.uk/quality-enhancement-standards/codes-practice>

Boards of Studies

Following after a SSLC will be a Board of Studies, which is responsible for the overall monitoring, evaluation and development of programmes.

All academic staff who teach on programmes are members and at least one elected student per level for each programme is elected to the Board.

Course Reps are invited to attend the Board meetings except for items identified as *reserved business*, which are usually to do with individual student or staff issues.

Module Evaluation Questionnaires (MEQs)

For: All students (excluding those on placement or taking dissertation modules)

Survey dates: End of each semester

Students are contacted by email and asked to complete MEQs for each of their modules. The anonymous online evaluation form covers key areas such as module design, assessment and feedback, and academic support. MEQs provide schools and departments with important module feedback and a better understanding of a student's learning experience. Results are reviewed at Boards of Studies and Staff/Student Liaison Committees.

Postgraduate Taught Survey

For: Postgraduate taught students

Survey dates: April to August 2020

A national survey designed specifically for postgraduate taught students. It gives students the opportunity to share their views on their learning experience including teaching quality, and assessment and feedback. Survey results are benchmarked against other universities.

'Shape Your Surrey' Student Survey

For: All students

Survey dates: November to December 2019

'Shape Your Surrey' is a survey which gives students the opportunity to share their thoughts on various aspects of student life, including learning and teaching, the Centre for Wellbeing, sports facilities, buses and more.

By completing the survey, students can play their part in helping the University to improve their student experience.

Help and Support

The second section of this handbook focuses on student support and welfare services, policies and general procedures (eg Your Timetable, Submitting Your Coursework, Feedback, Exams etc).

Please read through this section. It is designed to show you where support can be found to help your studies go smoothly.

Help and Support



Policies _____	3
hive – health and medical sciences _____	4
Your Timetable _____	7
Your Modules _____	8
Module Selection _____	8
Submitting Your Coursework _____	9
Assignment Deadlines _____	10
Feedback _____	10
The Feedback Engagement and Tracking System (FEATS) _____	11
Exams _____	12
Extenuating Circumstances _____	14
Academic Integrity and Misconduct _____	15
Getting your Results and Reassessment _____	15
Compensation _____	16
Awards and Classifications _____	16
Transcripts (HEAR) _____	17
Your Personal Data, Privacy Rights and Third Parties _____	17
Criminal Record Disclosure _____	18
International Student Support _____	18
Students Sponsored on Tier 4 Visas _____	19
Changing Your Degree Programme _____	19
Temporary or Permanently Withdrawing from Your Studies? _____	20
Library and Learning Centre _____	21
IT Support and Resources _____	21
Academic Skills and Development _____	22
Maths and Statistics Hub (MASH) _____	22
English Language Support Programme (ELSP) _____	23
Disability and Neurodiversity _____	23
Report and Support _____	24
Your Health and Wellbeing _____	24
Money _____	26
Employability and Careers _____	26
Office of Student Complaints, Appeals and Regulation (OSCAR) _____	27
The University of Surrey Students' Union _____	28

Policies

All programmes are subject to the University of Surrey Regulations and Codes of practice.

When you register for your programme of study each year, you are agreeing to comply with the regulations and terms and conditions governing your studies for that particular year.

All policies, regulations and codes of practice can be found at: <https://policies.surrey.ac.uk/policies-regulations-and-codes-practice>

Please make sure you read for **2019/20** the *Registration Terms and Conditions* under the topic called Terms and Conditions, and the *Regulations for Taught Programmes* found under the topic called Courses. These regulations will be valid for the duration of your programme.

Codes of practice explain the principles and practices behind a range of activities.

You may be interested in, (but not limited to) the following codes found under the following topics:

- Assessment and Feedback
- Personal Tutor
- Recognition of prior learning and prior credit: taught programmes

You may also be interested in, (but not limited to) the University's **student policies** (which may change for the next academic year) found under the following topics:

- Academic Appeals
- Academic Integrity
- Accommodation
- Complaints
- Criminal Convictions
- Disability and Neurodiversity
- Discipline
- Equality and Diversity
- Extenuating Circumstances
- Fee and Debt management
- Fitness to Practise
- Misuse of Drugs
- Pregnancy, maternity and paternity
- Procedure for Support to Study
- Religious Observances
- Sexual Misconduct
- Social Media
- Timetabling
- Visa Compliance

hive – health and medical sciences

We are focused on supporting you through your studies.

Having problems accessing your timetable or SurreyLearn? We can help.

Want to change a module or your degree programme? Talk to us.

Worried about your exams or a coursework deadline? We can advise.

Having issues, and not sure what do next with your studies? Come and speak to us.

Based at 11 DK 02 on the Stag Hill campus, we are open Monday to Friday* from 9.00am until 5.00pm.

Call us on **+44 (0)1483 68 4505** or email us fmshelp@surrey.ac.uk

Your programme administrator is:



Jenny Moberly

j.moberly@surrey.ac.uk

Ext 6745

Hive - Student Services offers support on the extenuating circumstances process, and temporary and permanent withdrawal process. The team also monitors UKVI student engagement, and liaises closely with course reps, and Personal Tutors.

**We are not open weekends, bank holidays or University closure days.*



MySurrey **hive**

Your central space on campus to access support and advice on student-life related queries including accommodation, employability and careers, money, transport, visas and more.

'The Hive' is also a space to meet friends for informal study and to socialise.

**Open 7 days a week, 365 days a year,
between 8:30am – 11.30pm.**

 **01483 686868**

 **/mysurreyhive**

 **hive@surrey.ac.uk**

This is MySurrey.



MySurrey features information to assist you through your academic and social life at Surrey, giving you accurate and concise information whenever and wherever you need it.

Visit now!
my.surrey.ac.uk

Your Timetable

The Teaching day for the majority of degree programmes runs from 9.00am until 6.00pm weekdays, except Wednesday from 9.00am until 12noon (1.00pm for optional credit bearing modules).

New students will receive their timetable during Welcome Week. Continuing students should receive their course timetable four weeks before the start of a semester.

You can access your timetable at: <http://www.surrey.ac.uk/currentstudents/it/timetable/>

Your timetable will tell you the time, day and week each lecture, tutorial and seminar is running. You will also see the module code, the location of the class and the name of the lecturer teaching the programme (*please note that when a programme is shared between a number of lecturers, they may not all be listed on the timetable*).

How to find the location of your class

Locations are identified by a combination of numbers and letters: the first numbers identify the room, the letters identify the building, and the last numbers identify the building level - 13AA04 is Room 13, Building AA on Level 4.

Rooms labelled LT are in the Lecture Theatre Block – LTG is Lecture Theatre G.

Rooms labelled TB are in the Teaching Block – TB02 is Teaching Block room 2.

Timetabling is extremely complex. The Timetabling Team has to think about room availability across campus, teaching requirements, and student availability for every degree programme. The team is constantly looking at how to improve the timetable so any suggestions you may have please do talk to your Course Rep.

On rare occasions when a staff member is unable to attend, the Timetabling Team will make every effort to inform you in advance by email, SMS Message, SurreyLearn, and a notice on the teaching room door. You will be informed about rescheduled sessions in due course.

If you have not been notified, and a staff member has not arrived ten minutes after the scheduled start time of a timetabled class, contact fhmshelp@surrey.ac.uk

Religious Observance

The University is a secular organisation and therefore privileges no religious faith or organisation. The University does however recognise that some students may experience conflict between the demands of religious observance and the formal timetabled contact and assessment on their programme of study.

Students wishing to request an adjustment to teaching or assessment arrangements should make their needs known to their School or Department Director of Learning & Teaching as soon as possible after initial registration. However, with the constraints of scale in organisation of timetables it may just not be possible to adjust arrangements.

In considering a request from a student, staff will obtain advice from the University, via the Chaplaincy, on aspects of the particular religious observance cited by the student.

The University's chaplaincy can be found at: <http://www.surrey.ac.uk/currentstudents/faith/>

Your Modules

Your degree programme is divided into units of learning called “modules”.

All modules are allocated a number of credits, which notionally shows the number of hours of study for the module. The University’s formula for calculating credit equates a module worth 15 credits to 150 hours; or a module worth 30 or 60 credits (such as a dissertation) to 300 or 600 hours. You should not however use these notional hours to limit how much time you devote to a particular module.

To pass a module and achieve the credit allocated to it you will need to be awarded a total module mark of at least 40% at levels 4, 5 and 6 and level P, and 50% at levels 3 and 7. Students studying BVMSci Veterinary Medicine and Science will need to be awarded a total module mark of 50%.

Depending on type of modules you have studied, you may be eligible for Compensation as described in the Compensation section of this document.

Module Descriptions will give you a good idea of the module content, assessment strategy, learning outcomes and reading list for the modules you will be studying. Take a look at: <https://catalogue.surrey.ac.uk/2019-0>

Please note that module descriptions for the 2019/20 may be subject to change within the academic year.

Module Selection

If you have modules described as **core** this means you must study them and pass each unit of assessment. Core modules are not eligible for compensation. If you fail a unit of assessment at second attempt your programme registration will be terminated.

Modules described as **compulsory** must be studied and an overall pass mark for the module achieved across all units of assessment. If you fail to achieve an overall pass mark at the second attempt your programme registration will be terminated (subject to the rules of compensation).

Depending on your degree programme you may also have a choice of which modules to study from a list of options. An overall mark must be achieved across all units of assessment for optional modules. If you fail to achieve an overall pass mark at the second attempt your programme registration will be terminated (subject to the rules of compensation).

If you are progressing into levels 5 and 6 in the next academic year and your programme offers **optional** modules for you to study, the **Module Selection** process will open late spring. You will be invited by your School to either attend a ‘Module Fair’ or ‘Options Day’ event; view an online ‘Module Fair’; meet with your programme and module leaders or your Personal Tutor to learn about the modules on offer.

You should be aware that some modules can only be studied after the successful completion of a specific “pre-requisite” module.

You will be notified by your Faculty Student Services Team when online Module Selection will open and close.

It is important that you think carefully about the **optional** modules you would like to study and select within the time allowed. Once Module Selection has closed, the Timetabling Team will allocate places according to student demand.

There is therefore no guarantee that if you select your modules after Module Selection has closed, or you change your mind about an **optional** module, that the University will be able to accommodate your request.

After the first two weeks of a Semester has passed, if you then wish to change a module you will have to submit an Extenuating Circumstances application with evidence to explain why you were unable to make the request at the required time. Please be aware that it may not always be possible to accommodate requests.

Submitting Your Coursework

Detailed information can be found at: <https://exams.surrey.ac.uk/assessments>

Your module leaders will explain the forms of assessment required for their module such as a project, presentation, report, essay, critique etc) in advance of the assignment deadlines.

Further information should be available on SurreyLearn in the section of each module entitled Course Materials.

The submission of all coursework, including reassessments, will usually be on either a Monday, Tuesday or Wednesday by 4.00pm.

Some coursework will be hard copy, but the majority of coursework will be submitted digitally via SurreyLearn.

When submitting assignments (either digitally or hardcopy) you will be required to confirm that your work is original by completing a declaration of originality. The wording can be found at <https://exams.surrey.ac.uk/assessments>

The penalties for academic misconduct, which include programme termination, are outlined in the Regulations for Academic Integrity found at: <https://policies.surrey.ac.uk/policies-regulations-and-codes-practice> Please also take a look at the Academic Misconduct section in this handbook.

You are responsible for checking that you have successfully submitted the correct version of your coursework, and in the correct format.

Any worries you have about completing your assignments, do please talk to either your personal tutor or the module leader **before** the deadline has passed.

In the Library the Academic Skills and Development Team are also there to help with workshops and drop-ins: <https://study.surrey.ac.uk/study-support/academic-skills>

CONTRACT CHEATING

The practice of buying assignments from third parties is strictly forbidden.

Presenting purchased essays as your own writing contravenes the *Regulations for Academic Integrity* (<https://policies.surrey.ac.uk/policies-regulations-and-codes-practice>) and is considered to be academic misconduct of the highest severity. This means that a student's registration could be terminated if they are found to have presented written material that was produced by others.

The University rigorously checks all work submitted by students and can identify contract cheating through software such as the Turnitin® Authorship Investigate service. All students are responsible for complying with the requirements outlined in the *Regulations for Academic Integrity*.

Assignment Deadlines

You are expected to submit your assignments on time. Submission times are strictly enforced. A submission of 4.01pm is defined as late. Give yourself plenty of time to upload your coursework. **Do not leave it to the last five minutes before the deadline.**

Further details about late submission penalties can be found at: <https://exams.surrey.ac.uk/assessments>

In the event of adverse weather, existing deadlines for the submission of coursework and dissertations will remain in place.

Should you experience circumstances that are making it impossible for you to meet a specific deadline, then you could consider submitting an extenuating circumstances application as explained at: <https://exams.surrey.ac.uk/extenuating-circumstances>

Non-Submission of coursework, without confirmed extenuating circumstances, will not only result in 0% being awarded, but it may also be deemed as failure to make progress with your studies and/or ceasing to participate in the programme. This could ultimately result in termination of registration.

Feedback

You are entitled to feedback for all your assessed work.

There are two types of assessment.

1. Formative assessments are designed to generate feedback on your performance. The grades from these assessments do not contribute to your final module mark.
2. Summative assessments provide you and academic staff with an understanding of your overall learning. These assessments may include class tests, assignments, exams, presentations or

projects. They take place under controlled conditions and evaluate your learning and academic achievement, as set out in the relevant curriculum standards. The grades from these assessments do contribute to your final module marks.

For all summative assessed work you should receive feedback within 15 working days within Semester.

You will receive a mark and written comments on your work. If you do not understand the written comments you receive, or want further explanation, you should ask to discuss this with your lecturer or module leader.

Sometimes lecturers might choose to give different forms of feedback e.g. detailed marking grid, feedback session, SurreyLearn, a podcast etc. Make sure you check with lecturer or module leader that you are clear on what to expect.

In the case of exams, you will **not** be given your script back, however you are still entitled to feedback on your performance, this may be personal and/or generic; you can discuss this with your module leader.

The Feedback Engagement and Tracking System (FEATS)

The Feedback Engagement and Tracking System (FEATS) is a feedback e-portfolio for your own personal use. FEATS was designed, in partnership with students as a tool to allow students to collate all of their assessment feedback in one place.

FEATS has three functions:

1. FEEDBACK REVIEW AND SYNTHESIS TOOL

When you receive feedback from a tutor, peer, or learning advisor, either on work in progress or a finished assignment, you can enter a short 'feedback review' into the FEATS portfolio, summarising the key points about what you have done well and what you can do to improve. You can then 'tag' these comments against a set of core academic skills, such as use of evidence, critical evaluation, and citation and referencing.

Over time, as you add more feedback reviews into the system, FEATS presents a chart showing what are your key strengths and areas for development, across all the assessments you have entered. There is also a grade tracker so that you can keep track of your progress, and a handy summary table of all the feedback you have entered into the system.

2. SKILL DEVELOPMENT TOOL

Having determined your key areas for development, you can access a resource bank containing links to books, articles, videos, podcasts, and skill development workshops for each academic skill area.

3. ACTION PLANNING TOOL

When you add a resource to your 'basket', it automatically feeds through to an action planning tool so that you can record how you plan to use that resource. You can also add your own actions to the plan. Once you have completed an action, it moves to your 'completed action' list so that you have a record of all the actions you have taken to use your feedback. You can also use this tool as the basis for dialogue with your personal tutor.

What students have said about FEATS:

“You use your feedback better by using FEATS. It helps you stay focused and ready to do what’s next rather than sitting and worrying about the grade”

“In the past I’ve struggled to put my feedback into action, whereas FEATS provides real guidance on how to identify your strengths and weaknesses and then points you to resources to develop your skills. The process feels very organic and personalised”

FEATS can be found on your [SurreyLearn](#) homepage.

Tutorials on how to use FEATS can be found [here](#).

Contact feats@surrey.ac.uk with any queries or suggestions.

Exams

Detailed information can be found at: <https://exams.surrey.ac.uk/exams>

Exams are held in January and May/June of each academic year with reassessments taking place in late summer in August/September.

It is your responsibility to check the exam timetable in advance of the assessment period. Exams will normally take place from Monday to Saturday, and some may be held in the evenings. Your exam timetable will be displayed on your personalised timetable four weeks before the start of the examination period. The late summer reassessments will be displayed two weeks before.

Dates for the examination periods can be found at: <https://exams.surrey.ac.uk/exams/exam-timetables-and-venues>

Remember to check well in advance the date, time and venue for your exams, so that you arrive in good time. If you arrive later than 30 minutes from the exam’s start time, you will not be allowed in.

Give yourself plenty of travel time. If you arrive extremely early, the Library is open 24/7.

Remember to bring a selection of pens and pencils with you.

Do not forget to bring your University ID campus card to all your exams. If there are any problems, then you should visit MySurrey Hive for a replacement card.

Read carefully the instructions at the start of each examination paper. Some exam papers provide spaces for your answers and therefore must be handed in.

Examination scripts are subject to anonymous marking so you must use your University Registration Number (your URN) not your name.

In the unlikely event an exam has to be postponed, you will be informed by email and/or text.

All examinations are conducted under University regulations: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

The University expects you to take responsibility to check what you can and cannot bring into an exam, including which types of calculator will be permitted. This information can be found at: <https://exams.surrey.ac.uk/exams/sitting-exam>

The University's expectation of student behaviour before, during, and after an exam can also be found at: <https://exams.surrey.ac.uk/exams/sitting-exam>. The penalties for academic misconduct, which include programme termination, are outlined in the 'Regulations for Academic Integrity'. You should also refer to the Academic Misconduct section in the handbook.

BEING PREPARED FOR YOUR EXAMS

Remember to check out my.surrey.ac.uk homepage for events which could include:

- The Centre for Wellbeing's stress busting workshops
- Academic Skills and Development Service's Revision Café

If the Library and Library+ in AC 03 is too busy, book one of the central teaching rooms for revision or use MySurrey Hive. Do not also forget to check if your School will be holding revision classes for any of your modules.

Past exam papers are available at: <https://exams.surrey.ac.uk/exams/exam-preparation>

EXAM ADJUSTMENTS

It is recognised that students with a disability or specific learning difficulties (including dyslexia) may require additional learning support and examination adjustments. This may also apply to students who are pregnant or subject to a temporary adjustment such as a broken arm.

To apply for exam adjustments eg extra time, you should make an appointment with the Disability and Neurodiversity Service within the first five weeks of the semester/teaching block. Details on how to apply can be found at: <https://exams.surrey.ac.uk/exam-adjustments>

For 2019/20 the semester/teaching block deadlines for applications are:

2 December 2019 and 27 March 2020

Information about support and advice the Disability and Neurodiversity Service provides can be found at: <https://study.surrey.ac.uk/study-support/disability-and-neurodiversity>

FEELING UNWELL DURING AN EXAM?

The presumption of the University is that students who attend for examination have deemed themselves fit to be assessed.

If you become ill or are affected by unforeseen circumstances immediately before or during an examination you **must** advise the invigilator of your situation and complete the appropriate form (green).

If you wish for your circumstances to be taken into account you should then submit an application for extenuating circumstances within five working days from the date of the exam. If your application is successful your examination paper **will not be marked** and you will be permitted a fresh attempt at the next available opportunity.

UNABLE TO ATTEND AN EXAM?

Failure to attend an exam will be regarded as a non-attendance and, in the absence of extenuating circumstances, a zero mark will be awarded.

If you are unable to attend due to sickness or other extenuating circumstances, notification on or prior to the day is required by contacting your Faculty Student Services Team.

To avoid receiving a mark of zero for non-attendance, submit an extenuating circumstances application as explained at: <https://exams.surrey.ac.uk/extenuating-circumstances> . You will need to make the claim no later than five working dates from the date of the exam.

If you applied for extenuating circumstances before an exam which deemed valid, and then you decide to sit the examination, **your paper will not be marked.**

Extenuating Circumstances

During the course of your studies you may experience circumstances that temporarily make it impossible for you to participate in your programme, submit your written assignments or attend examinations or other assessment related events such as a performance or group presentation.

Detailed information can be found at: <https://exams.surrey.ac.uk/extenuating-circumstances> and you should familiarise yourself with this webpage.

It explains the grounds for recognition of extenuating circumstances; evidence required; possible outcomes, and how to apply.

Ideally all applications should be made **before** the assessment deadline or event date.

Students waiting for evidence should submit their extenuating circumstances application promptly and provide the evidence as soon as it becomes available.

Sometimes applying for extenuating circumstances may be not be the appropriate action. So first discussing the matter with either your Personal Tutor or Programmes Administrative Officer in the relevant Faculty Student Services Team may be a good idea. Questions relating to the actual process of apply for extenuating circumstances should be directed to the relevant Faculty Assessment Team.

The Students' Union can also provide advice on whether or not an extenuating circumstances application is right for you.

On no account can your marks be increased as a result of a successful extenuating circumstances application.

Authenticity of Evidence

The University reserves the right to contact the authors of any evidence in order to verify authenticity.

If the evidence put forward to support the application can be shown to have been dishonestly acquired or is itself dishonest the application will be dismissed and the evidence will be submitted to the University's disciplinary process.

Academic Integrity and Misconduct

<https://exams.surrey.ac.uk/academic-integrity-and-misconduct>

Academic integrity is fundamental to every aspect of learning and teaching at the University, and is based on the following values: honesty, trust, fairness, respect, responsibility and courage.

Further information is available from: <https://academicintegrity.org/fundamental-values/>

Academic Misconduct is acts or omissions by a student that have the potential to give an unfair advantage in assessments.

Further information on the practices and actions that constitute academic misconduct together with the penalties for those found guilty can be found in the *Regulations for Academic Integrity* at: <https://policies.surrey.ac.uk/>

Should you be asked to attend an Academic Integrity Interview or Academic Misconduct Panel you are strongly advised to contact the Students' Union.

Getting your Results and Reassessment

Detailed information including publication dates of results can be found at: <https://exams.surrey.ac.uk/exams/exam-results>

You will receive an email detailing all the relevant information. It is your responsibility to check your results and make sure you are fully aware of any requirements to complete reassessments.

Detailed information about re-assessments can be found at: <https://exams.surrey.ac.uk/re-assessments>

You are only allowed to retake up to 60 credits worth of modules in the August/September late summer reassessments, unless you have approved extenuating circumstances applications. So therefore if for example you fail 30 credits worth of modules in February, and then fail another 45 credits worth of modules in July, you will have to re-take all failed units of assessment in the next academic year.

The Board of Examiners will recommend that you enrol with attendance. This does have tuition fee implications, so you may want to just enrol for assessment only. When making such a decision, do first talk to your personal tutor or programme leader.

You cannot retake a unit of assessment you have passed.

If you fail a unit of assessment at a second attempt, and the module is failed overall at the second attempt, and you are not entitled to compensation (see below) your programme of study will end.

Successful completion of a reassessed unit at second attempt, the mark will be capped at the University pass mark. If you fail your reassessment, you will be awarded the higher mark of the two attempts.

For resubmission assignments, students will be informed of the deadline for each piece of work. Where the original form of assessment is not practical an alternative may be used.

Please note:

- Students on the BVMSci Veterinary Medicine and Science programme are permitted two reassessment attempts for all core barrier units of assessment in years 3, 4 and 5 of the programme.
- Students studying the LLB programmes are permitted a third attempt if they have not managed to pass one of the qualifying law degree (QLD) modules but have been compensated in that module.

Compensation

Compensation is available following the failure in a module (not core modules), and if certain parameters are met the student's overall performance compensates for their failure, and the student will be allowed to progress onto the next level of their programme or be awarded.

Students studying a Foundation Year are however not eligible for compensation.

For undergraduate programmes compensation is available up to and including 30 credits in the first year of study and up to and including 15 credits thereafter.

For postgraduate taught programmes, compensation is available up to and including 15 credits.

Further information about compensation eligibility can be found at: <https://exams.surrey.ac.uk/compensation>

Awards and Classifications

Undergraduate Honours degrees and integrated Master's degrees are classified as follows:

First Class	70% and above
Upper Second Class	60 – 69%
Lower Second Class	50 – 59%
Third Class	40 – 49%

(NB Third Class Honours is not available for Integrated Master's degrees)

Taught Postgraduate degrees are classified as follows:

Distinction	70% and above
Merit	60 – 69%
Pass	50 – 59%

Weightings for module marks in making Undergraduate honours award and integrated Master's award calculations are as follows:

Bachelor's Degree with Honours	FHEQ Level 5 (35): FHEQ Level 6 (65) 35:65
Master of Business Management	FHEQ Level 5 (25): FHEQ Level 6 (35): FHEQ Level 7 (40)
Master of Chemistry	(40)
Master of Engineering	25:35:40
Master of Mathematics	
Master of Physics	
Bachelor of Veterinary Medicine and Science	FHEQ Level 5 (10): FHEQ Level 6 (15): FHEQ Level 7 (year 4) (30): FHEQ Level 7 (year 5) (45) 10:15:30:45

Credits gained in the Professional Training Year (P credits) will not be used in the calculation to classify honour undergraduate and integrated masters awards.

Transcripts (HEAR)

The Higher Education Achievement Report (HEAR) is an official electronic document which provides detailed information about your learning and achievement at the University to supplement your traditional degree classification. This electronic document can be used by you to evidence your Higher Education credentials and to support your transition to work or further study.

Students who have successfully achieved their final award will also be issued with a final HEAR following the official publication of their marks. All continuing students receive a formative HEAR, towards the end of September.

Details on how to access your HEAR can be found at:

<https://exams.surrey.ac.uk/transcripts-and-award-documentation>

Your Personal Data, Privacy Rights and Third Parties

Under the General Data Protection Regulation or GDPR (Data Protection Act 2018), the University of Surrey is a Data Controller and therefore legally responsible for the personal data it collects and holds about you.

<https://www.surrey.ac.uk/information-management/data-protection/student-privacy-notice> explains how the University collects and uses your personal data.

PRIVACY RIGHTS OF THE STUDENT

The GDPR (Data Protection Act 2018) protects an individual's rights to privacy with regards to his or her personal data. It establishes a set of principles and conditions about the use and disclosure of

personal data with which the University must comply. This means that the University cannot pass on information about its students except in exceptional circumstances. In almost every case, the University will need to obtain the consent of a student to share their data with a third party, **including parents**.

WHAT CAN THE UNIVERSITY TELL PARENTS AND OTHER THIRD PARTIES?

The GDPR includes strict rules which protects the privacy of data subjects so even confirming or denying that an individual is a student here could infringe on that privacy and may, in extreme circumstances, put an individual in danger.

Although the University understands that parents may have concerns about their son/daughter it cannot routinely disclose personal data if there is no authorisation to do so.

Should a situation arise where you would like the University to talk your parents or other third parties, you will be asked to give written consent via your University issued email account.

When you give consent, you should specify the personal circumstances you would like discussed and to whom the University will be allowed to disclose this personal data.

Criminal Record Disclosure

Once registered, all students are required to disclose any new Relevant Criminal Conviction(s) on an ongoing basis and as soon as a Relevant Criminal Conviction(s) is confirmed. Students will also be required to make an annual disclosure at re-registration.

Students should disclose any new Relevant Criminal Conviction(s) in writing by contacting the **Office of Student Complaints, Appeals and Regulations (OSCAR)** and are advised to seek advice before doing so.

Students studying Regulated Courses (for example those regulated by the NMC or HCPC) are also required to disclose charges and pending charges. Students are responsible for complying with these requirements in accordance with the *Regulations for Fitness to Practise*.

A failure to disclose any Relevant Criminal Conviction(s) is taken seriously and could result in the termination of registration in accordance with the *Student Disciplinary Regulations* or *Regulations for Fitness to Practise*.

Further information, including the definition of Relevant Criminal Convictions, can be found in the *Criminal Convictions Policy* located in the Policies section of MySurrey.

International Student Support

The International Student Support team provides advice on the following:

- Visa responsibilities
- The retrieval of lost or stolen passports and biometric residence permits
- Travelling in the UK and Europe

- Changing degree programmes/reassessment
- Attending graduation
- Working after your studies
- EU referendum

During Semester every Wednesday morning at 10.00am, there is a drop in session at MySurrey Hive where you can see an advisor without an appointment.

Further information about support for international students can be found at: <https://visas.surrey.ac.uk/contact-us>

Students Sponsored on Tier 4 Visas

Further information on visas responsibilities can be found at: <https://visas.surrey.ac.uk/>

As the sponsor, the University is expected to monitor students' engagement with their studies. This includes, attendance in lectures and seminars, submission of assignments, sitting of exams, and meeting with their Personal Tutor each Semester/teaching block.

If the University finds that a student has failed to engage with their studies, sponsorship for their visa may be withdrawn. The UK government department known as The Home Office will curtail the visa and give the student 60 days to leave the country.

It is therefore **important** that students on Tier 4 Visas regularly check their **University email account** for immigration information and updates.

It also **important** that students on Tier 4 Visas respond to their Personal Tutor's emails, and attend any meeting requested by the Personal Tutor.

Changing Your Degree Programme

Further information can be found at:

<https://study.surrey.ac.uk/course-information/programme-transfers>

For some students, once they have started studying their chosen degree programme they find it is not quite for them. If that happens to you, then you should first discuss the matter with your Personal Tutor or the Programme Leader of the current programme you are studying.

The criteria for being allowed to change degree programmes is dependent on when in the academic year your application is made.

Other criteria will include:

- Do you meet the entry requirements of the new programme?
- Is there a selection process for the new programme?*
- If sponsored on a Tier 4 visa, will changing degree programmes affect your visa status?
- How well you are doing on your current degree programme?
- Is there space on your chosen programme?
- Will the Programme Leader of the new programme accept you?
- Financially, can you afford the tuition fees, and will it affect any student loans?

* Please note there are a number of degree programmes offered by the University where it will not be possible for you to change to despite meeting the entry requirements. GSA programmes such as BA Acting requires an application submitted via UCAS and an audition process, while BVMSci Veterinary Medicine and Science requires applicants to demonstrate they have at least four weeks' animal-related work experience.

Temporary or Permanently Withdrawing from Your Studies?

Further information including how to apply can be found at:

<https://study.surrey.ac.uk/course-information/withdrawals>

It is always recommended that you should first discuss the matter with your Personal Tutor and your Programmes Administrative Officer in the relevant Faculty Student Services office **before** you submit any online application.

TEMPORARY WITHDRAWALS

If sponsored on a Tier 4 visa, taking a temporary withdrawal could affect your visa status and right to stay in the UK. To check this, you should speak to a member of the International Student Support team.

A temporary withdrawal, for a maximum period of 12 months, allows you to take a break from your studies.

You will not need to pay tuition fees during your temporary withdrawal, **but** you are still liable for any previously missed fee deadlines and your fee liability will be determined by the date of your withdrawal application in line with our regulations and fees policy.

Taking a temporary withdrawal could also affect your student maintenance loan agreement. It is your responsibility to check this with the relevant loan company. For further details on how withdrawing from your studies could affect your student loan please refer to the Student Finance website <https://www.gov.uk/student-finance-if-you-suspend-or-leave>.

MySurrey Hive student money and housing drop-in sessions are held on Mondays during semester from 9.30am to 12.30pm, or you can book an appointment with a money advisor.

As your studies have been 'suspended', you cannot attend classes or submit any coursework, although you will retain access to SurreyLearn and the modules you are currently registered on. You will have some access to University services such as the Centre for Wellbeing, and the Library, but you will not be allowed to remain in University Accommodation.

Please note that if your temporary withdrawal period exceeds more than 12 months, (including any previous periods of temporary withdrawal), your request will be directed to the extenuating circumstances system.

PERMANENT WITHDRAWALS

A permanent withdrawal means that you have decided to close your University of Surrey registration and will no longer be using University services. Once approved, unless there are exceptional circumstances, you will not be able to return to complete your degree.

As with a temporary withdrawal your fee liability will be determined by the date of your permanent withdrawal application in line with our regulations and fees policy. It is the student's responsibility to notify the University at the point at which they intend to withdraw via Surrey Self-Service. It is highly unlikely that a retrospective withdrawal will be accepted, especially in light of Tier 4 Visa requirements and student loan implications.

Library and Learning Centre

Detailed information about the Library can be found at: <https://library.surrey.ac.uk/>

The University's Library is located at the heart of Stag Hill campus, and is open 24/7.

The Library provides access to hundreds of thousands of books and journals – physical and electronic – as well as audio and image collections.

Its resources can be searched via SurreySearch at: <https://library.surrey.ac.uk/>

The Support Hub is located on Level 1 of the Library, by the main entrance barriers. Staff will be there to help you from 8.00am to 8.00pm weekdays and from 2.00pm to 6.00pm on weekends.

On Level 2 you will find the **Language Study Area**, with facilities and resources for learning a wide range of languages.

The Library has 1,700 spaces for study and research including silent study areas, group areas and bookable group study rooms.

400 study spaces are equipped with computers. The Library also has 144 laptops available for loan.

The Library is a main hub for printing, photocopying and scanning facilities.

You should be aware of the main points of copyright law
- <https://library.surrey.ac.uk/collections-and-archives>

IT Support and Resources

Detailed information on all the University's IT services can be found at: <http://it.surrey.ac.uk/>

The walk-in IT Helpdesk, open weekdays 9.00am to 5.00pm, is on Level 1 of the Library.

YOUR ACCOUNT

As a University of Surrey Student you are automatically registered for a range of IT services including a University email account, Office 365 applications Wi-fi and ResNet, file storage, remote access, printing facilities, Surrey App Support and SurreyLearn.

YOUR PASSWORD

Most University services including Surrey365 Email and SurreyLearn use the same username and password. It is important to remember that when you change your password for your University account it will also be updated across these services. Information on how to change your password can be found at: <https://it.surrey.ac.uk/it-account-and-password>

NEEDING HELP OR REPORTING A PROBLEM?

IT support is available 24/7

Phone: 01483 689898 (off campus) or ext. **9898**

Email: itservicedesk@surrey.ac.uk

Web: <https://it.surrey.ac.uk/>

Academic Skills and Development

Detailed information can be found at:

<https://study.surrey.ac.uk/study-support/academic-skills>

Based on Level 1 of the Library the Academic Skills and Development (formerly SPLASH) team, is there to help you achieve your personal, academic and professional potential via group-based learning workshops, one-to-one appointments and drops-ins and online resources available 24/7.

During and before the examination periods, the team hosts Revision Cafés, while postgraduates and students in their final year have the opportunity to drop-in to a Dissertation Café. Details of these events will be publicised on the home page of my.surrey.ac.uk.

Maths and Statistics Hub (MASH)

Detailed information can be found at:

<https://study.surrey.ac.uk/events/20190220-maths-and-statistics-hub-mash>

Located on Level 1 of the Library, the hub is there to help you develop your maths and statistic skills

The service available to both undergraduates and postgraduates, has a dedicated suite of computers installed with learning software including interactive learning materials, demonstrations of mathematical concepts, tutorials, test questions and automatic marking.

Please note that drop-in times do vary according to specialist staff availability.

English Language Support Programme (ELSP)

Detailed information can be found at: <https://study.surrey.ac.uk/study-support/language>

The English Language Support Programme is particularly valuable to students who speak English as a second or additional language, but native speakers are also welcome.

The purpose of the programme is to provide tailored English language support you need during your time at Surrey, and is free of charge.

There is no compulsory homework and there are no assessments.

All students who enrol in writing classes are entitled to one-to-one tutorials with our expert tutors in English for academic purposes.

Disability and Neurodiversity

Detailed information can be found at:

<https://study.surrey.ac.uk/study-support/disability-and-neurodiversity>

Opening Hours are Monday to Thursday 9.00am to 6.00pm, and on Fridays 9.00am to 5.00pm

Contact

Phone: **01483 689609**

Email: disability@surrey.ac.uk

Based on Level 1 of the Library, the Disability and Neurodiversity support team provide a wide range of support to all students at the University with a disability as defined by The Equality Act 2010.

The team will support you by:

- Arranging and putting into place reasonable adjustments for any aspect of your time at the University including specific accommodation needs
- Implementing exam arrangements and adjustments
- Providing screening for specific learning difference such as dyslexia or dyspraxia
- Providing advice on the Disabled Students' Allowance
- Providing one-to-one study skills and mentoring sessions.

EXAMINATION ADJUSTMENTS

To apply for examination adjustments (eg extra time), you must make an appointment with the Disability and Neurodiversity team within the first five weeks of semester/teaching block.

For **2019/20** the two semester/teaching block **deadlines** for applications are:

2 December 2019 and 27 March 2020

Report and Support

The University believes that abuse, assaults, bullying, harassment, hate crime and sexual misconduct are never ok.

The website below allows all staff, students and visitors to campus to report something anonymously or with their contact details.

<https://reportandsupport.surrey.ac.uk>

Reports can be made on behalf of yourself or someone else. Concerns about mental health and wellbeing may also be reported.

You can also visit the Support sections of the website for information on definitions and the internal and external support services available.

Your Health and Wellbeing

Detailed information about all the available support services can be found at: <https://wellbeing.surrey.ac.uk/>

CENTRE FOR WELLBEING

The Centre for Wellbeing, based on Stag Hill campus offers a range of services to ensure that you feel well and supported during your time at the University.

Further information can be found at: <https://wellbeing.surrey.ac.uk/centre-for-wellbeing> in particular how you can book an appointment.

Opening Hours are Monday to Friday 8.00am to 5.00pm

Contact

Reception: **01483 68 9498**

Email: centreforwellbeing@surrey.ac.uk

REGISTER WITH A DOCTOR

When you arrive at the University we recommend that you register with a local doctor. You can find a list of GP services in Guildford by visiting wellbeing.surrey.ac.uk.

The University works closely with the NHS to ensure that there is support and advice available to help you register with a local GP.

BIG WHITE WALL

The Big White Wall is a free online support service for your mental health and wellbeing providing 24/7 peer and professional support.

People visit Big White Wall for help with a wide range of issues from anxiety, depression, stress and trauma, to relationship problems and lifestyle challenges. It provides a safe space online to all you to get things off your chest, explore your feelings and learn how to improve and self-manage your mental health and wellbeing.

<https://www.bigwhitewall.com/V2/LandingV2.aspx>

NIGHTLINE

Nightline is a listening service for students, run by trained student volunteers. It is confidential and anonymous.

You can talk about any problem, big or small in complete confidence. No one will judge or advise you, just listen and support you through whatever you are going through.

Nightline is open from 7.00pm to 7.00am, Monday to Friday during Semester time.

Contact

Phone: **08080 1644 646 (Freephone)**

Further information can be found at: <https://ussu.co.uk/servicez/nightline>

PEER SUPPORT

The Peer Support Scheme provides students with a confidential space to talk and be listened to.

Peer supporters are not counsellors; however they have been carefully selected and trained in listening, questioning and responding to ensure they are able to help other students reach their own solutions.

The scheme is currently available in the Vet School, Biosciences and the Law schools with planning underway to implement in Health Sciences and Psychology in the next academic year.

Contact the relevant department admin team for more details.

FAITH AND SPIRITUALITY

The University is a vibrant multi-faith community, the **Chaplaincy at Surrey** exists to support faiths and beliefs held by students.

The chaplaincy offers the provision of worship and spiritual practices, one-to-one pastoral care and promotions dialogue and peaceful co-existence between people of different faith and belief.

More information can be found at: <https://campus.surrey.ac.uk/faith-and-spirituality> including about the chaplains, places of worship on campus and interfaith projects the chaplaincy is working on.

Money

For all money matters, take a look at: <https://money.surrey.ac.uk/>

It can be difficult to keep on top of budgeting, and paying fees when you are studying hard. For some quick advice drop in to MySurrey Hive on Monday mornings to meet a money advisor, or alternatively book an appointment by contacting moneysupport@surrey.ac.uk

Employability and Careers

Enhance your options by taking a look at: <https://careers.surrey.ac.uk/>

The Employability and Careers Team based on Stag Hill campus offer you a wide range of support and resources to help you make career decisions.

It is staffed by qualified careers advisors who can deliver one-to-one personal career guidance, helping to find opportunities right for you and making sure you are prepared and ready to go with CV, application and interview advice.

The team also offers assistance with placement opportunities and organises events such as career fairs, where you can network with employers.

You can also use Surrey Pathfinder a digital hub with 24 hour access for career appointments and event bookings, jobs, placements and interactive development tools: <https://careers.surrey.ac.uk/careers-advice>

Keep up to date with Employability and Careers

Twitter: [@careerssurrey](https://twitter.com/careerssurrey)

Facebook: [surreycareers](https://www.facebook.com/surreycareers)

Blog: blogs.surrey.ac.uk/careers

Blog: surrey.ac.uk/professional-training-placement-experience

Office of Student Complaints, Appeals and Regulation (OSCAR)

OSCAR deals with the administration of academic appeals, fitness to practise cases, fitness to study matters, complaints and student discipline.

The Students' Union (ussu.advice@surrey.ac.uk) is available to offer advice and support to students for all of the processes summarized below.

Detailed information about each process can be found at:

<https://surrey.ac.uk/oscar>

ACADEMIC APPEALS

An Academic Appeal may be formally requested by a student once their module marks or award has been approved by the Board of Examiners and formally published by the University.

The University considers an academic appeal may be made when there is independent evidence to show:

- *That staff or bodies have not followed approved regulations and procedures, or have not followed them with due care.*
- *That staff or bodies have not acted fairly towards the student by showing, or appearing to show, bias in the way they have made the relevant academic decision.*
- *That the student's performance was affected by extenuating circumstances that they could not report at the time for valid reasons.*
- *That the student's performance was affected by extenuating circumstances that were reported at the time and relevant new evidence has since become available which has not been taken into account in making the relevant academic decision.*

FITNESS TO PRACTISE

Fitness to Practise procedures apply only to students who are studying programmes that lead to registration to a professional body, such as health and social care, psychology and veterinary medicine. Students on these programmes are required to abide by a professional code. Allegations of failing to do so will trigger an internal investigation.

PROCEDURE FOR SUPPORT TO STUDY

The University is committed to supporting students' wellbeing and recognises that a positive approach to management of physical and mental health is key to student learning and academic achievement. A Fitness to Study matter could be raised for example, if a student has been regularly missing lectures/tutorials; not responding to emails from staff concerned about their wellbeing; failing to attend agreed meetings and/or submitting numerous extenuating circumstances applications.

The Fitness to Study process is a supportive one with the aim of achieving the best possible outcome for the student concerned.

COMPLAINTS

Although the University endeavours to ensure that you have a positive experience, situations may arise in which you feel dissatisfied with the service provided.

For any programme-related matters, the School must be the first point of call for any complaint, and this will initially be dealt with in an informal manner. For complaints that relate to a service the first step is to discuss the matter with the person or persons providing the service.

Underlying this procedure is the basic principle, and an understanding within the University, that you as the complainant should feel able to make a complaint without fear of victimisation or reprisal.

In the event that you are still unhappy with the resolution provided by the School or service area, or if the School or service area does not respond, you should progress the complaint to the formal stage.

STUDENT DISCIPLINE

Regulations 21 to 26 of the University's *Student Disciplinary Regulations* found at: <https://policies.surrey.ac.uk/> provides guidance on the different types of behaviour viewed as misconduct.

The University has the power to apply a number of penalties, the most severe being expulsion from the University and termination of registration.

The University of Surrey Students' Union

Website | <https://www.ussu.co.uk/>
Facebook, Twitter, Instagram | [@surreyunion](#)

Our friends call us the *Students' Union*, the *Union* or sometimes just the *SU*. We are a registered charity and our job is to listen and act on behalf of the students of the University of Surrey.

It is important to note that we are not a University department. We have a positive working relationship with the University and they assist us financially, however we operate independently from the University, allowing us to voice students' opinion openly, without a conflict of interest.

The Students' Union is led by five full-time officers known as 'Sabbaticals' – The President and four Vice Presidents. While the President leads the strategic direction of the Union, the four Vice Presidents each lead a 'Zone Committee' – Voice, Support, Community and Activity. There are five elected student volunteer roles on each of the Zone Committees. The Union also elects a standalone voluntary role of Union Chairperson.

CENTRAL ZONE

Leading the Union | upholding the bye-laws | developing fundraising
@ussupresident | ussu.president@surrey.ac.uk
@ussuchair | ussu.chairperson@surrey.ac.uk

VOICE ZONE

Student opinion | democracy | national partners | Course Reps

For more information | www.ussu.co.uk/voice

@ussuvoice | ussu.vpvoice@surrey.ac.uk

SUPPORT ZONE

Wellbeing | advice and support | improving services | Nightline

@ussusupport | ussu.vpsupport@surrey.ac.uk

For academic advice | www.ussu.co.uk/advice

Email: ussu.advice@surrey.ac.uk

For Nightline | www.ussu.co.uk/servicez/nightline

ACTIVITY ZONE

Clubs and societies | participation | individual development

@ussuactivity | ussu.vpactivity@surrey.ac.uk

COMMUNITY ZONE

Volunteering | entertainment | community development | Raising & Giving

@ussucommunity | ussu.vpcommunity@surrey.ac.uk

Do visit or contact us by:

Email | ussu.information@surrey.ac.uk

Phone | **01483 689223**

Visit | **USSU, Stag Hill, University of Surrey, Guildford GU2 7XH**