Guidelines on programme handbooks and programme handbook template

Introduction

1. These guidelines and the associated Programme Handbook Template relate to the undergraduate and taught postgraduate programmes and programme structures being delivered in the Session 2018-19.

2. They have been informed by the QAA UK Quality Code for Higher Education, in particular, Part C: Information about higher education provision, which was published in March 2012.

The aim of programme handbooks

3. Programme handbooks are intended to provide specific information on the relevant School and how it supports its degree programmes. The aims of programme handbooks include acting as a guide to the programme, providing students with advice on how to get the best out of their studies and providing information about the programme structure and content. More general information about the University and key academic policies and procedures can be found in Essentials student webpages and ‘Important Stuff’ webpage on Essentials. It is the responsibility of students to familiarise themselves with their programme handbook and Essentials, and to use them as a reference when required.

4. Programme handbooks are intended to complement the formal description of the key components of programmes provided in the relevant Programme Specifications and Further Programme Information (which contains non-contractual information previously included in the Programme Specification). Neither the Programme Handbook nor the Further Programme Information forms part of a student’s Terms and Conditions with the University.

Production and publication of programme handbooks

5. All programme handbooks should be produced to a common format; handbooks will be produced by each School in respect of the programmes for which it is responsible.

6. The responsibility for joint and shared programmes lies with the relevant Board of Studies. Schools may wish to produce a single handbook for such a programme or they may cover the programme in two handbooks relating to the two appropriate subject areas. However, in the latter circumstance, students must receive programme handbooks for both subjects, and both handbooks must include a link to the
programme specification website. Please include in the handbook(s) the name of the responsible co-ordinator or co-ordinators.

7. Programme handbooks should be revised each year and published online or in hard copy. When publishing online-only, Schools should bear in mind accessibility issues; for example, in relation to students with disabilities.

8. Schools should maintain an accurate archive of programme handbooks for each cohort of students for seven years post-graduation. Electronic copies should be sent to the Centre for Quality Support and Development (cqsd-tandl@reading.ac.uk) each year.

The programme handbook template

9. The University Board for Teaching and Learning recommends that undergraduate and taught postgraduate programme handbooks should contain the elements outlined in the Programme Handbook Template. Within the common framework, considerable flexibility is possible, to allow for the differing needs of particular subject areas and Schools.

10. However, certain essential items should normally appear in all handbooks, and are indicated as such. In addition, five generic, specially written sections are provided and should appear in all handbooks: (1) the Student Charter; (2) Working with Academic Integrity, (3) an Overview of ‘Essentials’, (4) Key academic policies and procedures; (5) RUSU information.

Scope for variation

11. Schools may issue undergraduate programme handbooks at Part 1 that encompass all parts of the degree programme. Some Schools may wish to issue a separate handbook for each Part of the degree programme in order to retain maximum flexibility within the structure of the programme. Schools may therefore opt for:

   • a separate handbook for each Part of the degree programme; or
   • one handbook for Part 1, and another for Parts 2 and 3; or
   • one handbook covering the entire programme.

12. In respect of taught postgraduate programmes, Schools may opt either for:

   • a separate handbook for each taught postgraduate programme they deliver; or
   • a joint handbook which covers a suite of cognate programmes.

13. In addition, some Schools produce a School Handbook comprising all school related information, including programme information, which is updated annually. A general School Handbook comprising School based information, with separate programme handbooks updated annually is also acceptable practice.

14. The important thing is that all relevant information is communicated to students in the most appropriate way. If a handbook covers more than one Part of the programme, annual supplements should be provided to update staff lists, key dates etc. where necessary.
Guidance information/instructions for using the Programme Handbook Template 2018/19

Changes and updates:

1. Guidance information for staff now displays in red to make it quicker to identify, review and delete.

2. New or updated text has been highlighted in yellow to make it easier to identify. Note: removing the highlighting from section headings then updating the ‘Table of Contents’ (see page 5 for instructions) will remove any yellow highlight from the list of contents.

   To remove the highlighter from text:

   i. Select the highlighted text
   ii. Click on the down arrow by the Text Highlight Color button
   iii. Select No color

3. All web links have been updated for 2018/19 and the corresponding hyperlink has been edited to display a meaningful description rather than the web page address. Screen Tips for web links have also been included, which will be displayed when the cursor hovers over the hyperlink text. See page 3 for formatting instructions.

4. For the benefit of screen reader users, all images have been formatted to include alternative text (ALT text) which describes the information being conveyed rather than image itself. See page 4 for formatting instructions.

5. Space has been allowed on the front cover for inclusion of a photograph, if desired, from the Design & Print Studio photograph Image Bank. More information can be found on the Design & Print Studio - Photography webpage and photographs downloaded by registering for access to the DPS Image Bank.

6. All sections of the Programme Handbook should be started on a new page (using New Page Breaks) to provide structural cues and to increase the amount of space around text, making it easier to read. See page 4 for formatting instructions.

7. All sections of the Programme Handbook have had a letter assigned to them to make them easier to reference and have been reordered as follows:

   a. CHANGE: A front cover has been introduced – to version/date and alternative formats information; Programme Handbook template (PH) 17/18 pg 1
   b. CHANGE/reformatted: The Disclaimer is now a separate section; PH 17/18 pg 1
   c. List of Contents
   d. CHANGE: Section A - Aim of Programme Handbooks; PH 17/18 pg 1
   e. Section B – The Student Charter
   f. CHANGE: Section C – Communication; PH 17/18 pg 1
   g. CHANGE: School & general academic information has been split into 2 sections
   (i) Section D – School & general academic info; PH 17/18 pg 11-12
   (ii) Section F – Further information; PH 17/18 pg 12
h. **CHANGE:** Programme Information has been split into 2 sections
   (i) **Section E** – Programme Information PH 17/18 pg 6-7
   (ii) **Section G** – How to get a good degree in this subject; PH 17/18 pg 7-9
i. **Section H** – Academic organisation; PH 17/18 pg 10-11
j. **Section I** – How we support Students; PH 17/18 pg 11-12
k. **updated:** **Section J** – Overview of Essentials
l. **updated:** **Section K** – Key Academic Policies & Procedures
m. **updated:** **Section L** – RUSU – updated for 18/19
n. **updated:** **Annex 1 & 2** – Links and formatting updated for 18/19

8. **CHANGE:** The sub sections in **Section F** have been reordered to better reflect the student journey.
   a. Developing good learning practices;
   b. Working with Academic Integrity;
   c. Reading Lists;
   d. References & Citations;
   e. Dissertation/Project advice;
   f. Research Training.

9. Instructions on how to update the Table of Contents are at the end of this guidance note ahead of the Programme Template 2018/19.

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**Accessibility MS Word formatting guidelines:**

The updated Programme Handbook template for 2018/19 has been reformatted following the principles as set out in the *[Engaging Everyone - Creating accessible teaching and learning materials]*.

Instructions on how to include the formatting listed below is provided in the following pages.

1. **FONT:** Calibri with a minimum size of 12 points should be used.

2. Bold text should be used for emphasis rather than underlining or using italic text.

3. Any additional webpage link should use hyperlinks created to display a meaningful description rather than the web page address.

4. Any additional pictures should be inserted in line with document text.

5. Any additional pictures should have alternative (Alt text) provided.

6. It may be useful to do an ‘MS Word Accessibility Check’ prior to publication.
   Known issues are:
   (i) Annex 1 & 2 – infrequent headings.
   (ii) RUSU section – infrequent headings
MS Word – ‘How to’ guide on some of the formatting techniques used in the Programme Handbook template

1. How to edit webpage hyperlinks

All web links hyperlinks have been/should be editing to use meaningful descriptions as opposed to the actual webpage address:

(i) Select the web link > right click & edit **Text to display** > click **OK**

![Fig 1.](image1)

2. How to add ScreenTips to webpage hyperlinks

Screen tips have been included for all web links for the benefit of screen reader users.

(i) Select the web link > right click > click **ScreenTip** > edit text > click **OK**

![Fig. 2](image2)
3. How to add alternative text to pictures

All pictures used include alternative text (Alt text) for the benefit of screen reader users and are positioned in line with the text:

(i) Right click on the picture > select Format Picture

(ii) Select the Layout & Properties button

(iii) In Alt Text input a meaningful description of the picture in the Description field.

4. How to add a Next Page section break

Each section of the handbook now starts on a new page and are separated using ‘Next page’ breaks. This is to allow for plenty of space around the text to make it easier to read.

(i) On the Ribbon > Page Layout tab > Section Breaks > Next Page breaks
5. How to update the Table of Contents

To update the ‘Table of Contents’ prior to publishing the Programme Handbook:

(i) On the Ribbon > References tab > select Update Table > select Update entire table > click OK

6. How to add a new section or sub section for inclusion in the Table of Contents

Table of Contents: if you need to add another section heading or subheading and wish it to show in the table of contents this can be done using the instructions below.

Section Heading:

(i) Select the location for and type the title for the new section
(ii) On the Ribbon > References tab > select the text > click Add Text > select Level 1

Fig. 7

(iii) Select the text > right click and edit the pop up box using this following formatting: 
Font - +Body; Font style – Regular; Size – 24; Font colour - Black

Fig. 8

Subheading:
(i) Select the location for and type the title for the new sub section
(ii) On the Ribbon > References tab > select the text > click Add Text > select Level 2
(iii) Select the text > right click and edit the pop up box using this following formatting: 
Font - +Body, Font style – Regular, Size – 18, Font colour – Black
7. How to run a MS Word Accessibility check.

(i) On the Ribbon > File tab > Info > Inspect Document > Check for issues > Check Accessibility

(ii) Inspection Results are displayed on the right hand side of the screen.

(iii) Click on an Error or Warning for Additional Information and advice on why and how to fix it.
Programme Handbook for <insert name of programme>

[The University Board for Teaching and Learning recommends that undergraduate and taught postgraduate programme handbooks should contain the elements outlined in this document. The items marked * should normally appear in all handbooks. Text which appears in [red] underneath section headings has been provided as guidance for staff.]

**A photo from the DPS Photography Image Bank could be included here if desired. More information can be found on the Design & Print Studio - Photography webpage and photographs downloaded by registering for access to the DPS Image Bank**

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*Version/Date*

[The inclusion of a statement of which year/cohort this account of the programme applies to is mandatory.]

*Alternative formats*

[To be included in programme handbooks. The Disability Advisory Service can provide advice to Schools about accessible formats where requested.]

The material in this handbook can be provided in alternative media. Please discuss your requirements with XXX (Tel: XXX or email xxx@reading.ac.uk).
*Disclaimer*

[Given the increased likelihood of disputes about the delivery of programmes in the context of the student fee and student finance arrangements, it is essential that the standard disclaimer is used, and reproduced in full, at the beginning (preferably on the inside front cover). The standard paragraph provided below is a guide for the convenience of students and staff.]

Formal Ordinances and Regulations are given in the University Calendar, and programme requirements in the Programme Specification, and in relevant module descriptions; should there be, or appear to be, any conflict between statements in this handbook and the Ordinances, Regulations, Programme Specifications or module descriptions, the latter shall prevail.

- University Calendar
- University of Reading Programme Specifications
- University of Reading Module Descriptions

Although the information in this Handbook is accurate at the time of publication, aspects of the programme and of School practice may be subject to modification and revision. The University reserves the right to modify the programme in order to reflect best practice and academic developments for the benefit of the students, to improve the programme and your experience of it, to meet the requirements of external or accrediting bodies, as a result of staff changes, or changes to the law. In such circumstances, revised information will be issued. Information provided by the School in the course of the year should therefore be regarded, where appropriate, as superseding the information contained in the handbook.

Please keep this handbook available as you will need to refer to it throughout your programme.
*List of Contents

[A clear and complete contents page is essential, preferably divided into sections for increased clarity and legibility. If the Handbook is large, subject areas and Schools may wish to consider including an index to the contents.]

*Disclaimer 2

A  *Aim of Programme Handbooks 6

B  *Reading Student Charter 7

C  *Communication 9

D  School and general academic information 11

E  Programme information 12

F  Further Information 14

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The aim of this Programme Handbook is to provide you with specific information on the School of XXX and how it supports your degree programme as well as other sources of important information.

More general information about the University and key academic policies and procedures can be found in ‘The important stuff’ Essentials student webpages. Further details of which are provided later in this handbook.

It is your responsibility to familiarise yourself with the Programme Handbook and with the content of Essentials, and to use them as a reference when required.

It is particularly important that you read (or familiarise yourself with) the key academic policies and procedures listed in the Overview of ‘Essentials’ and Key Academic Policies and Procedures later in this handbook, since they govern important aspects of your programme and may therefore have a significant impact on your studies and the successful completion of your degree.
B *Reading Student Charter

[The Student Charter must appear in full in all programme handbooks.]

Partners in Learning

Staff and students have worked together to develop this charter that clearly sets out what we all expect of each other. It recognises the importance of an effective partnership commitment, in which the University and its staff have professional obligations but where students are also responsible for themselves as learners and as individuals.

Students expect the University

- to provide an excellent and varied learning experience;
- to deliver degrees with relevant content informed by the latest research;
- to provide access to learning resources and facilities that allow you to excel;
- to offer opportunities to gain knowledge and skills useful for life beyond University;
- to support students' professional development and access to career information, advice and guidance;
- to provide a broad range of social, cultural, sporting and co-curricular activities;
- to facilitate opportunities to express views which are considered and responded to.

Students expect staff

- to teach in an engaging and varied manner that inspires learning;
- to give timely and constructive feedback on work;
- to provide effective pastoral and learning support when needed;
- to respond, communicate and consult in a timely and effective manner;
- to recognize the student body to be a diverse collection of adults who are partners with an equally important voice in their learning.

The University expects students

- to work hard at their studies and to be active partners in shaping their experience of HE;
- to seek out opportunities to enhance their understanding and to develop practical and intellectual skills;
- to take advantage of the wealth of activities (social and developmental) provided by the University and the Students Union;
- to be aware that their conduct affects other students and reflects on the University, and to act accordingly;
• to provide constructive feedback on their time at Reading through the Students Union and directly to the University.

Staff expect students

• to be pro-active in managing their learning and in seeking help when needed;
• to be enquiring in their thinking;
• to manage their time to fulfil academic and other commitments;
• to engage fully with all academic commitments;
• to conduct themselves and to engage in their studies with honesty;
• to keep appointments and to communicate with staff in a timely and courteous manner;
• to take ownership of their own health and well-being.

We all expect each other

• to treat one another with respect, tolerance and courtesy, regardless of identity, background or belief, both in person and online;
• to show responsible stewardship of the university environment, facilities and resources;
• to challenge one another intellectually and to contribute to the advancement of knowledge;
• to work fairly and effectively with one another both inside and outside the academic context;
• to be accountable for our actions and conduct;
• to recognize and value positive contributions from others.
C *Communication*

[The University has agreed that email is the default mode of communication between staff and students. Each School, however, may also decide to use other forms of communication. In addition to the standard information, given below, Schools should include information on the location of pigeon-holes for staff and students, on notice boards, and other forms of communication. Information on how and when to obtain programme timetables should also be provided.]

**Email**

You should note that email is the default means of communication between staff and students.

You must use your official University email address when communicating with the University.

Please note the following:

- the University guarantees that your University of Reading email account will be available to you for the entire duration of your studies;
- the University guarantees that suitable, supported email software will be available to you for the entire duration of your studies;
- the University offers an email service to standards of availability, reliability, performance and security which it determines and which are under its own control;
- email sent from non-University mail accounts may be classified as SPAM and hence not read.

Information is also provided electronically:

- You can find detailed information on modules and school specific information using the Blackboard Learn portal;
  - [Blackboard Learn portal login page](#)
- You can find your personal information on the RISIS web portal;
  - [University of Reading RISIS Portal login page](#)
- And via Essentials.
  - [Essentials homepage](#)

Teaching staff and students are **expected** to check their University email account, Blackboard Learn portals and other electronic methods of communication on a daily basis, and to respond to messages as appropriate. Students are **required** to check their University email accounts at least once a week.

**Term time addresses and phone numbers**
You are required to maintain your student record via the RISIS web Portal. This includes entering an up-to-date local contact address (i.e. your term-time address) and (where possible) mobile phone numbers. It is very important that we have these details in case of an emergency and to send, or forward, correspondence to you if needed.

University of Reading RISIS portal login page

Me@Reading student portal

Me@Reading gives you access to everything you'll need during your time here, all in one place.

- Your University email inbox
- Your academic timetable
- News, articles and events tailored to you
- Links to useful resources like Blackboard, RISIS and the Library
- The latest updates from social media

How do I access Me@Reading?

Once you've picked up your Campus Card and retrieved your University username and password from RISIS, you’re ready to go. Simply visit the Student sign in page and use your University Username and password to log in.

Me@Reading is updated every day, so bookmark it and check it as much as possible to keep up to date with university life.

*Your timetable

Your timetable holds information on all of the classes you need to attend as part of your course. This includes lectures, seminars, workshops and any other events which form part of your programme.

Information on how to access your timetable, syncing your timetable to your phone, along with help & support can be found on Essentials.

Information on your timetable - Essentials website
D  School and general academic information

Key dates

[A link to the University Term dates would be useful (Term dates) with Schools adding details of Week 6 activities, field trips, placements, examination periods, etc. For some Schools a separate paragraph about field courses may be appropriate. Also, it may be helpful if key dates for the session, e.g. term dates, field trips, are also included in a prominent place such as inside the front cover.]

Members of Staff

[A list of key members of staff, a brief explanation of their role, and contact details can be included here or as an Appendix.]

School accommodation and facilities

[Description of the lay-out of the School with an explanation of the room numbering system. If the lay-out is complicated, a plan appropriately customised may be helpful. If teaching for the programme is dispersed across the campus, appropriate plans of the University might be included at the end of the handbook. Information about access for disabled students.]

[Mention should be made of particular local guidance on:

• Library facilities and services. Information about confined books, short loans, recall facilities, etc. Specialist library staff identified.

• Access arrangements for computer facilities, availability of support staff, details of available software. Facilities for printing and photocopying.

• Students should be referred to the Study section in Essentials (Study pages on Essentials website) and to the relevant documents issued by the Library and IT Services for further information.]

*Administrative Procedures

[The following standard statement should be included.]

Teaching and Learning support teams/Support Centres are your first port of call for anything ranging from a query about campus cards, advice on changing programme or on module selection, submitting extenuating circumstances forms and placements advice, to any other general or programme-specific question. For full information regarding how and when you can access the service and who does what, please visit the Student Support page.

Student Support pages - Essentials website
E  Programme information

*Welcome to the programme(s)*

[In addition to a welcome to the programme, this section may include a statement on how the programme is structurally devised and a rationale for the structure as well as the general approach to the subject (especially where that approach is distinctive).]

*Programme aims*

[The Handbook should include a URL link to the relevant Programme Specification(s) (Programme specifications homepage) which the Handbook covers, and instructions below on how to access the Further Programme Information (FPI) page.]

You can access your Further Programme Information (FPI) by logging onto the RISIS Portal, 

1. Selecting the information tab
2. Select programme and modules from the drop down list.

From here you will then be able to access the FPI by clicking on the Further Programme Information for 2018/9 link.

*How the programme(s) fit(s) together*

[Depending on which Part the programme handbook relates to, Schools are to provide general guidelines on the module selection process which may include:

- explaining the School’s role in the module selection process, e.g. if presentations/interviews are required
- stressing the importance that in order to qualify as full-time, students must be registered for 120 credits at the beginning of the academic year
- general guidance on optional modules, highlighting the importance of checking potential constraints such as timetable clashes, pre-requisites etc.
- Schools need to emphasise that students will normally only be allowed to change their optional modules until the end of the third week of the Autumn Term.]

*Careers learning, placements and student development*

[Schools should provide detailed information about placement opportunities available as well as specialised careers learning opportunities and how the School fosters student development. Your Careers Consultant can provide assistance and current information – find your Consultant at Career Consultant School Caseload.]

*Career prospects*

[Schools should provide information here about career prospects for their graduates. Rather than focussing on DLHE, Schools should aim to provide students with a broad flavour of the]
types of jobs graduates enter into. It is recognised that this section will be easier to write for vocationally-oriented subjects, and that the information given for many non-vocational subjects is likely to be very similar. Your Careers Consultant can provide assistance and current information – find your Consultant at Career Consultant School Caseload.

*Additional Costs of Studying*

[A standard statement has been drafted, which highlights to students the need to budget appropriately for additional costs of studying that are likely to be incurred. In addition, the School should include detailed information on the known additional costs of the programme which should correspond with additional costs specified in the Programme Specification.]

During your time studying at Reading, you may encounter some additional costs, for example field trips, text books, or stationery.

It is prudent to budget appropriately for these costs, and the Advice Service in the Students’ Union can help you either by email of personally with this. You can also visit the website below for more generic information. More specific information can be given by your Department or School.

📧 advice@rusu.co.uk

📚 RUSU Money Advice
F  Further Information

*Safety
[Information about safety procedures and the specific responsibilities of students. Attention should be drawn to the Health and Safety at Work Act, if appropriate.]

Student Common Room, School Societies
[Information about Student Common Rooms, catering facilities etc. attached to the School; student societies related to the programme/School where applicable.]

Fitness to Practise
[Schools are responsible for notifying students if they are on a programme which is subject to DBS clearance or fitness to practise requirements; refer to Policy on and procedure for determination of 'fitness to practise' for further guidance.]

Students studying part-time
[Where Schools or subject areas give their handbooks to students studying on a part-time basis, they should include a section addressing their situation and highlighting any differences in the organisation and structure of their programme to the full-time equivalent (e.g. progression rules).]

Professional bodies
[It may be appropriate to include a brief account of any relevant professional bodies, especially where the programme leads to professional membership, together with an explanation of how graduates qualify for membership of the organisation concerned.]
How to get a good degree in this subject

*Developing good learning practices*

(Schools should provide students with information on good academic practice that is specific to the subject. This should include advice on avoiding unintentional plagiarism (examples are provided in Annex 1: General advice on avoiding unintentional plagiarism) and where to seek further support and advice in this respect, including the Study Advice team, The Academic Integrity Toolkit and the Citing References Guide. General advice should ideally be supplemented with subject-specific examples of good and poor practice in using written text (an example is provided in Annex 2: Understanding plagiarism: examples of good and poor practice in using written sources). Schools may wish to include advice on organisation of time, how to get the most out of tutorials/seminars, and taking notes. Advice on the School’s expectations with regard to writing and presentation of essays, dissertations and other written work may be helpful.)

*Working with Academic Integrity*

(The Working with Academic Integrity statement must appear in full in all programme handbooks.)

‘Academic integrity’ describes the values held to be essential in university study in the UK. The five core values we work to are:

- **Accuracy** – making sure that your work is free from errors.
- **Honesty** – being truthful about which ideas are your own and which are derived from others, and about the methods and results of your research.
- **Fairness** – not trying to gain an advantage by unfair means: for instance, by passing off others’ work as your own.
- **Responsibility** – taking an active role in your own learning: for instance, by seeking out the information you need to study effectively.
- **Respect** – for your fellow students, your tutors, and the work of other scholars.

(Adapted from International Center for Academic Integrity (1999), The Fundamental Values of Academic Integrity, online at [Fundamental Values of Academic Integrity](fundamentalvalues.test), accessed 08 Aug 2018.)

What does this mean for my academic writing?

You practise academic integrity in your academic writing by working with the five values in mind, and particularly by using correct and accurate referencing. This shows that you can: be **accurate** in transcribing details; be **honest** about which ideas were derived from others; act **fairly** by not taking credit for others’ work; take **responsibility** by finding out what is required of you and how you should carry it out; and show **respect** for others by acknowledging the part they have played in building your knowledge and understanding.

How does this differ from what I did at school/college?

You may have used a simplified referencing system at school or college, with only direct quotes given citations, or no in-text citations but only a bibliography. At university, you need to give a citation whenever you refer to an idea that you derived from a source. This is the
case whether you use a direct quote, a paraphrase, or just a mention. There are many different styles of referencing, and you will need to find out which one is used in your department and how to set out your citations and bibliographies. You will need to learn how to cite a variety of sources correctly, and get into the habit of doing this accurately and with attention to detail.

I haven’t studied in the UK before. How might this differ from my previous experience?

In the UK, critical analysis and building new knowledge are key aims of academic study at university. This means you will be expected to read widely to gather a range of ideas, be critical by questioning everything you read and hear, and draw your own conclusions. You then need to support these in your writing by reference to what you have read, and to acknowledge the sources with correct citations.

Reading lists

[Schools should refer students to module reading lists which have been made available via the University’s online ‘Reading Lists’ platform. Lists have a stable URL which means they can be accessed directly or linked to via Blackboard (the recommended option). These URLs can also be embedded within module handbooks. Guidance should be given as to whether readings are “Required for student purchase”, “Essential”, “Recommended” or “Further”.

Information for staff about reading lists, including guidance on creating effective reading lists, can be found on the [Materials to support your teaching](https://www.reading.ac.uk/staff/teachingresources/readinglists/) and support for those creating and managing lists on the ‘Reading Lists’ system (using Talis Aspire software) can be found in [Online readings lists: a guide for academic staff](https://www.reading.ac.uk/staff/teachingresources/readinglists/) . Students can be directed to [Online reading lists: a guide for students](https://www.reading.ac.uk/staff/teachingresources/readinglists/).

Overseas campuses/partner institutions

Please note that currently the online Reading Lists system should only be used for modules delivered within the UK (i.e. at Whiteknights or London Road), as the University Library availability information linked to each print item and our e-resource licensing restrictions preclude the use of this software for modules taught at our overseas partnership institutions/campuses.]

References and citations

[Guidance on the conventions to be used by students for references and citations including School specific examples. Schools should include a statement at the beginning of this section highlighting its importance to students. For example, “Even if you have experience of referencing and using citations in your previous educational experience, you will still need to read carefully the following advice. Do not assume that your previous experience will be adequate”.]

*Dissertation/Project advice*
[Schools should include relevant information on dissertations and projects including expectations about standards, when topics should be chosen, etc.]

*Research Training*

[For postgraduate taught programmes only, information on the research training that the programme provides for future higher degree programmes.]
H *Academic organisation

[Information on the academic organisation of the School which may include information on the membership and terms of reference for the relevant School Board for Teaching and Learning, Board of Studies and Student-Staff Liaison Committees (SSLCs), the role of External Examiners etc.]

*Student Contribution to the Evaluation of the programme

[Please include a brief paragraph on students’ contribution to the evaluation of the programme, including both programme and module evaluation. It should indicate how evaluation of modules is conducted e.g. if a paper-based or an online process is used (or both), if all modules are evaluated every year or on a biennial cycle, etc, and how the outcomes are fed back to students (see Policy on Student Evaluation of Teaching and Learning). Similar information should be provided in relation to programme evaluation. For joint honours programmes in more than one School, procedures for both Schools should be described. For consistency, comment by students should be referred to as “evaluation”; comment about students’ work should be referred to as “feedback”.

*Student Representation

[A brief account of the operation of the SSLC, SBTL and any other School/programme committees which include student representation. Reference should be made to the procedures for soliciting student evaluation and mechanisms for reporting the outcomes.]
I How we support students

*Inclusivity

[The following standard statement should be included.]

The University is committed to inclusivity, which includes ensuring our teaching and learning practices are accessible to all, as set out in the Curriculum Framework. Our Policy on Inclusive Practice in Teaching & Learning provides greater clarity and emphasis to our commitment to an inclusive approach. Find out more on Essentials - Accessible teaching and learning materials.

*University support for students and their learning

[The following standard statement should be included. Schools may also wish to include School-specific information including details of induction programmes, handbooks and guides and specialist equipment. Particular attention should be paid to programmes involving a substantial distance learning component and those delivered in collaboration with other institutions, to ensure that details of additional or alternative arrangements for student support are provided. This could include details of online learning resources and support services, access to local library facilities and support services, and any provision made for students to use the University Library.]

Learning support and guidance is provided by a wide array of services across the University, including: Academic Tutors, the University Library, the Careers Centre, the Academic English Programme, Study Advice, the Mathematics Support Centre and IT Services. There are language laboratory facilities both for those students studying on a language degree and for those taking modules offered by the Institution-wide Language Programme.

Student welfare support and guidance is provided by the Support Centres, alongside our range of specialist support services including Student Welfare Officers, the Students’ Union Advice Team, the Medical Practice, Counselling and Wellbeing and the Disability Advisory Service. Student Services also offer advice and support in a number of areas, including finance and academic issues such as withdrawals and suspensions. For more information, please visit Essentials Homepage.

*Academic Tutors

[Handbooks should include the following standard statement to support the introduction of the Academic Tutor System at Reading from 1 September 2018, providing information on the role of Academic Tutors and the structure of the Academic Tutor System. Students should be referred to the Academic Tutors webpage for general information relating to Academic Tutors.]

We’re delighted to announce the launch of our new Academic Tutor System, with effect from September 2018. The Academic Tutor System replaces the previous Personal Tutor System.
and has been designed following extensive consultation with staff and students, as well as research into similar systems at other UK universities.

Every student will be allocated an Academic Tutor – a member of academic staff in your School (if you are a returning student, this will usually be the same member of staff who was your Personal Tutor previously). Academic Tutors work in partnership with students and our wider support services to support their academic, personal and professional development.

For example, Academic Tutors help students to:

- Make decisions in relation to their course.
- Formulate plans to support their academic, personal and professional development.
- Connect with other academics in their field of study.
- Make the most of the development opportunities on offer at Reading.
- Connect with other support services as appropriate.

Like the previous Personal Tutor System, you should meet with your Academic Tutor at least once a term to discuss your academic progress and development.

For further information about how to make the most of your Academic Tutor, and other support services available at the University, please visit:

- Academic Tutors webpage.

*Feedback to students*

[A paragraph on the purpose of, and the School’s approach to, feedback should be included, explaining how students should engage with feedback and the benefits of doing so. The following standard statement on the 15 day turnaround for feedback should also be included.]

For all undergraduate and taught postgraduate programmes, the standard turnaround time for individual feedback and marks on coursework and in-class tests is a maximum of fifteen working days\(^1\) from the deadline for submission/date of the in-class test. The policy applies equally to work from full-time and part-time students.

Some assessments may be exempt from the fifteen working day turnaround time feedback requirement. The following assessments are exempt, subject to the proviso that work submitted in the Summer Term of the Final Part should be returned prior to graduation:

1. Dissertations;
2. Final year projects (normally 40 credits in weight);

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\(^1\) For the purposes of this policy, a working day is defined as excluding Saturday and Sunday. This definition applies to all students, regardless of location. Public/national holidays in the country where the relevant module is being delivered and University closure days are not normally considered to be working days. When setting deadlines for submission of coursework, module convenors should take into consideration public/national holidays in the country or countries where staff who will be responsible for marking and provision of feedback are located. For UK campuses, the University is normally closed on the 8 Public Holidays for England and Wales (New Year’s Day, Good Friday, Easter Monday, May Bank Holiday, Spring Bank Holiday, Summer Bank Holiday, Christmas Day and Boxing Day). It is also normally closed for a small number of additional days during the year, referred to as ‘closure days’, usually around the Christmas and Easter public holidays. See [Term dates](https://www.reading.ac.uk/term-dates) for further details.
iii) Assessments where there is input from a professional external body that might unavoidably delay the marking process;

iv) Assessments where for logistical reasons there are staggered submission dates (e.g. practicals)

For more information see

Policy on providing feedback to students on their performance

Mentoring

Handbooks should make reference to mentoring programmes available to students and how they access these.

Peer Assisted Learning

Handbooks should make reference to the Peer Assisted Learning scheme in place (if any) within the School.

Alumni relations

Handbooks should make reference to how the School interacts with alumni and the benefits this provides for current students.
J  *Overview of ‘Essentials’*

The ‘Essentials’ webpages contain all the essential information that you will need during your time at University. Listed below is what is included in each broad section with a link. Please take time to browse each section to discover the variety of information available to you online.

- **Welcome**
- **Campus and local area**: maps, accommodation, campus card, food and shops, safety and security, Nursery and pre-school, Green issues, booking a University classroom;
- **Opportunities**: volunteering, student training events, study abroad, learning a language, clubs and societies, sports, music;
- **Money matters**: tuition fees, advice, funding opportunities, insurance, US loans and Federal Aid;
- **Study**: library, programmes and modules, study support, IT, Blackboard, Academic Tutor;
- **Exams**: (see also section on Key Academic Policies and Procedures for links to important information)
- **Support and wellbeing**: counselling and wellbeing, support arrangements, disability, welfare, ‘life tools’ talks, learning support, peer support, religious and spiritual care, medical and general health; useful contacts if you need help;
- **‘The important stuff’**: A to Z of policies and procedures, calculator use in exams, council tax and voting, international students, student contract, student charter, rules and regulations including:
  - changing degree programme;
  - behaviour whilst studying;
  - extenuating circumstances;
  - learner responsibilities;
  - plagiarism – referencing rules;
  - parental responsibilities policy;
  - suspensions;
  - withdrawing from study;
  - absence and attendance.
- **Careers and development**: Reading Internship Scheme, destinations, jobs, placements, professional skills hub, events, Careers A-Z
- **‘Have your say’**: student feedback, student representation;
- **Graduation**
- **International students**: International advice team, visas and immigration, studying in the UK, living in the UK, suspension, withdrawal and attendance for Tier 4 students, opening a bank account.

**It is your responsibility to familiarise yourself with the content of Essentials, and to use it as a reference when required.**
*Key Academic Policies and Procedures*

It is important that you read (or familiarise yourself with) the following academic policies and procedures, since they govern important aspects of your programme and may therefore have a significant impact on your studies and the successful completion of your degree.

Examinations Office:

- Guidance for students

This guidance includes important information in relation to:

- penalties for late submission of coursework
  - Policy on Penalties for late submission (excluding Postgraduate Flexible Programmes);
- examination arrangements for students with disabilities and specific learning difficulties
  - Examinations Office information on special examination arrangements;
  - Section 7 Examination & Assessment arrangements for students with specific needs
- extenuating circumstances
  - Policy on and procedures relating to extenuating circumstances;
- academic misconduct
  - Policy on Academic Integrity and Academic Misconduct;
- feedback to students
  - Policy on providing feedback to students on their performance;
- marking and progression
  - Section 10: Assessment Handbook - Marking ;
  - Section 15: Assessment Handbook - Progression
- classification of degrees
  - Assessment Handbook - see Sections 16-25 ;
- publication of results
  - Policy on recording, documentation and publication of assessment decisions;
- re-examination;
  - Policy on Reassessment
- how to make an appeal
  - Examinations Office - How to make an appeal.
Policies not included in the Assessment Handbook

Policy in relation to students’ use of editorial and proof-reading services
Students who feel that they need assistance in writing appropriate English should, in the first instance, seek guidance from their School, which should discuss with the student his or her difficulties. Further guidance on the Use of editorial and proof-reading services on the Examinations Office website:

Examination Office information on the use of editorial and proof-reading services

Policy on and procedures for the determination of ‘fitness to practise’
The concept of ‘fitness to practise’ applies to those students undertaking programmes which lead to a professional qualification in one of the health or social professions. Under the terms of the accreditation of such programmes by the professional, statutory or regulatory bodies, the University has a responsibility to assess the fitness to practise of students and their suitability for a demanding and responsible profession, and to take appropriate action in respect of that assessment. Further guidance on the Policy on and procedures for the determination of ‘fitness to practise’ can be found on the Centre for Quality Support and Development website:

Policy on and procedures for the determination of ‘fitness to practice’

Policy on and procedures relating to academic engagement and fitness to study
You are academically engaged if you comply with the academic requirements stated in the University’s Statement of learner responsibilities, in particular those requirements relating to engagement with the personal tutorial system, attendance and participation in academic classes and submission of coursework. Further guidance on the Policy on and procedures relating to academic engagement and fitness to study can be found on the Centre for Quality Support and Development website:

Policy on and procedures relating to student academic engagement and fitness to study

Student complaints procedure
The University welcomes feedback from its students. Whilst most of the feedback we receive is positive, we recognise that from time to time problems do arise and students may occasionally wish to express concern or dissatisfaction with aspects of the University or the services it provides. We aim to use the feedback gathered from such complaints positively to help us improve the services we offer and to enhance the University experience for all students. Further guidance on the Student Complaints procedure can be found on the Centre for Quality Support and Development website:

Student Complaints procedure
RUSU is a student-led independent charity, based on Whiteknights campus that exists to represent, support and provide opportunities for all students studying at the University of Reading. As a student, you are automatically a member of the Student’s Union. Our ultimate ambition is to deliver essential and relevant services to students in an accountable, inclusive and dynamic way. As RUSU is a separate organisation to the University of Reading, we will fight to ensure that the student is always put first. More can be found on the RUSU website.

What does RUSU do day to day?

We strive to solve any problems you may face at University

We offer advice, or point you in the direction for help on matters such as welfare, money, education, accommodation and any other issues you may face.

We will help you unleash your potential

RUSU will enhance your existing skills, helping you to get to know yourself a little better, and encouraging your participation in new activities. We’ll open your eyes to opportunities you may not have considered; from joining (or starting!) a society to launching student led campaigns on matters that are meaningful to YOU.

We will provide you with exciting activities to get involved in

Whether you enjoy sports, a specific hobby, DIY, debating, baking, music, helping others or you are looking to try something new like sailing, then RUSU is the place for you. Looking to set up the first ever Gel Pen appreciation club? DO IT!

At RUSU, you are our main priority! Let RUSU support you and enhance YOUR University experience.

Eat, drink and socialise at RUSU

Whether you fancy a pint, a coffee to help you get through the day or some curly fries as a pick me up, we have it all for you at RUSU, in our Mojo’s bar and Café Mondial.

How is RUSU student-led?

RUSU is led by five full-time Student Officers who are elected in to their roles by the student body. The Student Officers run for election while studying, then take a sabbatical year from study or start after their graduation. The Student Officers listen to the views of the thousands of students on campus; they represent the student voice on campus, locally and nationally. They’re accountable to all students.

Your elected full-time Student Officers are:
President – Jason Dabydoyal, Education Officer – Lillie-Mae Firmin, Diversity Officer – Nozomi Tolworthy, Welfare Officer – Dan Bentley, Student Activities Officer – Ali Perry. Visit RUSU Officers webpage to find out more about your officers and how to contact them.

Liberation & Representation

As well as Full Time Officers, there is an elected team of 10 Part-time Officers. The Part-time Officers represent groups of students (or issues) that are less represented in Higher Education.

The Part-time Student Officer positions are: International Students’ Officer, Mature Students’ Officer, LGBT+ (Lesbian, Gay, Bisexual and Transgender) Students’ Officer, BAME (Black, Asian and Minority Ethnic) Students’ Officer, Women’s Officer, Disabled Students’ Officer, Postgraduate Taught Students’ Officer, Environment & Ethics Officer, London Road Students’ Officer, Postgraduate Research Students’ Officer.

Academic Representation

Course Reps and School Reps are an essential part of the student representative structure. Course and School Reps proactively seek out, identify and promote the views of students and represent your views at school level and course level. There is one Course Rep for every Programme at every year, while there is a School Rep for Undergraduates and a School Rep for Postgraduate per School.

Visit the RUSU Course Reps page to find out more about Course Reps, and how to get involved.

Visit the RUSU School Reps webpage to find out more, or to contact your School Reps.

Get involved in student representation! This is a great opportunity! You receive training, it is a great way to meet other students and it will look great on your CV as the skills you develop will help you get the job of your dreams! There are a number of representative roles to put yourself forward for whilst at University. If you want to learn more about the different elected roles, or would like to find out how to run in a RUSU election, go to the RUSU Elections webpage.

What can RUSU do for me? Change It!

RUSU organises and supports campaigns that have been put forward by students via the Change it! webpage. Campaigns aim to raise awareness and ultimately make change amongst
the student community on issues that affect you on campus, in the community and at a national level. You can submit an idea for change at any time on the Change it! webpage and view current campaigns at Campaigns webpages.

If you want to get involved in campaigns email changeit@rusu.co.uk or visit the ARC Centre (Advice & Representation Centre) and ask to speak to the Campaigns Coordinator. Using Change It is a great way to direct your Students’ Union so get involved!

How does RUSU support students?

RUSU Advice Service  Need some housing, money or academic advice? The RUSU advice team offer free, impartial and expert advice helping students with a wide range of issues, from financial, to academic. The advice team are based in the ARC in the RUSU building or go to RUSU Advice webpage to find out how to get in touch.

RUSU Nursery Service

There are many student parents with young children. RUSU provides an excellent nursery facility, Little Learners Nursery, for children aged 3 months to school age. If you’re a parent and have your children here at Reading, you can apply for a place by visiting RUSU Nursery for more information.

How can RUSU enhance your student experience?

Societies, Sports and Volunteering

RUSU offers students the opportunity to become a member of a society; with over 100 there is plenty to choose from. If there isn’t one for you, you can set one up! Joining a society can be a great way to develop your interests and hobbies. You can find out about RUSU societies by going to RUSU Activities webpage.

RUSU also supports the running of student sports clubs on campus. Many of our sports clubs compete on a national level in the BUCS League, but all clubs offer opportunities for those from all levels of experience. There are over 50 different sports to choose from. Many sports clubs even take part in Varsity, an all-sport event which runs every year competing against Oxford Brookes.
Go to RUSU Sport & Leisure for a full list of teams and groups and find out how to get involved.

**Volunteering**

Volunteering is a fantastic way to not only give back to the community, but develop your skills, meet new people and improve your career prospects! You can find out more about the huge range of volunteering opportunities by visiting RUSU Volunteering webpage.

**For more information...**

Visit the RUSU website or follow us on Twitter @RUSUtweets and Facebook /RUSUnews. You can also drop by and visit us in the RUSU building located on Whiteknights Campus.
Annex 1: Avoiding unintentional plagiarism
(Extract from the Academic Integrity Toolkit)

Plagiarism is when someone else’s work is passed off as your own. It may include:

- Using someone else’s words directly without accurately acknowledging their authorship (whether this is from a published source or another student)
- Using ideas from someone else’s work without accurately acknowledging their source
- Colluding with another student to produce the same or similar work
- Passing off someone else’s original work (e.g. commissioned essay) as your own

Although you may be thinking that you would never be so dishonest, it is possible to commit plagiarism unintentionally. Unintentional plagiarism can happen if:

- You are not careful about recording details or note-making
- You do not learn how to cite references to comply with university standards
- You do not fully understand the role that reference play in your academic writing

These errors also put you at risk of committing poor academic practice. This is the term used when you produce work which may be fully referenced, but (for instance) relies too heavily on only one or two sources, or is generally too derivative (includes too many words quoted from other people and not enough of your own analysis and exposition), or is inadequately paraphrased (too close to the original).

Both plagiarism and poor academic practice leave you liable to penalties which may be determined at a School, Faculty or University level. These can range from a substantial reduction in your marks (or even a mark of zero) which can affect your final degree classification, to a formal misconduct hearing which may result in your being asked to leave the University.

Things you can do to avoid unintentional plagiarism

- **Read your feedback carefully** – if your referencing has been criticised, find out what you are doing wrong and put it right before your next submission. A ‘second offence’ may be treated much more seriously, even if it is for another marker.

- **Develop good note-making and record keeping practices** – be thorough and accurate, avoid doing ‘cut and paste’ research, read a paragraph then write in your own words what you have understood and how it relates to your assignment brief.

- **Find out when you need to use a citation** – acknowledge every idea you get from your research – not just direct quotes.
Understand how to use references to support your discussion – referring to other people’s work and showing how it helped to build your own ideas is a way of sharing your research journey and situating your work in the body of work in your discipline.

Joint or Group Work

The University encourages you to learn from each other, so when working together it is important to work with academic integrity. In group work assessments it is likely you will be asked to submit a joint assignment that will be clearly acknowledged as being produced by the whole group. Part of the assessment will involve how you manage the group process and divide tasks between the group members. People do not need to do the same amounts of work, but the group does need to take collective responsibility for being honest, fair, and for showing respect to each member of the group.

Learning collaboratively and sharing ideas can be extremely effective. However, you need to be honest and fair. For individual assignments, such as essays or reports, whether undertaken as part of group work or otherwise, discussing the general topics together is fine, but the assignment itself should be planned and written up separately and individually. For mathematical and computing problems, or data analysis, discussing the best approach to the problem can lead to you selecting the same methods as your peers, and your work can naturally end up looking quite similar. However, you should complete the stages of the method and any working out yourself. It is not acceptable for one person to do the calculations and for the rest of the group to simply copy them.

If you are in any doubt about what is acceptable when working together, you should ask your lecturers.
Annex 2: Understanding plagiarism: examples of good and poor practice in using written sources

Introduction

It is important that you understand how to use and acknowledge written sources in your work. The following examples are designed to illustrate and explain the differences between unacceptable practice, poor practice, good practice and better practice.

Original text:
‘There is no convincing reason to suppose that the remains buried in the Folly Lane enclosure were not that of one, adult, individual; in view of the nature of the pyre goods this was probably a man.’


Unacceptable practice

(1) ‘Prototypical’ plagiarism: lifting a section of text from another source without any indication of the source, and is unacceptable:

Unlike the ‘family’ burial enclosures at King Harry Lane, there is no convincing reason to suppose that the remains buried in the Folly Lane enclosure were not that of one adult individual, in view of the nature of the pyre goods this was probably a man. This difference suggests...

(2) Changing the order of a few words does not constitute acceptable paraphrasing:

Unlike the ‘family’ burial enclosures at King Harry Lane, there is no clear reason to suppose that the remains buried in the Folly Lane enclosure were anything other than that of one adult individual, in view of the nature of the pyre goods the gender was probably a male. This difference suggests...

(3) It is best not to use even relatively short phrases without marking them as quotations. While one might pass un-noticed, this can become a matter of habit, so is best avoided in the first place. Again the failure to acknowledge the source is a problem:

Family burial enclosures have been found at King Harry Lane. But at Folly Lane there is no convincing reason to suppose that the burial is of anything other than one individual. Probably a man in view of the nature of the pyre goods. This difference suggests...

Further advice on how to paraphrase can be found in the Building references in to your writing section of the Academic Integrity Toolkit.
Poor practice

(4) Mentioning the author’s name, but not marking quotations is still barely acceptable, as is still representing other’s words as your own. At least you have said where the idea/material comes from, though not using a proper referencing system:

Unlike the ‘family’ burial enclosures at King Harry Lane, there is no clear reason to suppose that the remains buried in the Folly Lane enclosure were anything other than that of one adult individual, in view of the nature of the pyre goods the gender was probably a male, in the view of Niblett. This difference suggests...

(5) Better would be at least providing a complete reference, though this still does not make unmarked quotations or slight re-phrasings acceptable:

Unlike the ‘family’ burial enclosures at King Harry Lane, there is no clear reason to suppose that the remains buried in the Folly Lane enclosure were anything other than that of one adult individual, in view of the nature of the pyre goods the gender was probably a male (Niblett 1999: 412). This difference suggests...

Acceptable practice

(6) Below the quotation has been clearly acknowledged and referenced. This is good. However, this is not to say that an essay significantly made up of quotations is acceptable, since we are looking for your voice, your ideas, and your interpretations. Quotations should ideally be used sparingly, only where they really succinctly sum up an argument, or where they are vital for the development of an argument:

Unlike the ‘family’ burial enclosures at King Harry Lane, ‘there is no convincing reason to suppose that the remains buried in the Folly Lane enclosure were not that of one adult individual, in view of the nature of the pyre goods this was probably a man’ (Niblett 1999: 412). This difference suggests...

Further information on the use of citations can be found in the section Citations of the Academic Integrity Toolkit.

Better practice

(7) Paraphrasing other people’s ideas is better, it demonstrates you have read their ideas; your mind has worked through them and encapsulated them into words of your own:

Unlike the ‘family’ burial enclosures at King Harry Lane (Stead & Rigby 1989), the burial at Folly Lane was probably that of a single male adult, or so the excavator argued from the pyre remains (Nibblett 1999: 412). This difference suggests...

Best practice

(8) However an essay that just comprises paraphrasing of other people’s views can still result in a fairly derivative essay. The best practice overall is where you take other people’s ideas and you intermesh them, rather than sequentially paraphrasing them. This demonstrates your ability to think comparatively, to be able to directly compare and contrast the work of different academics, and to be able to vocalize your own point of view:
Stead and Niblett came to very different interpretations of their own cemetery excavations at Verulamium. Stead’s excavation at King Harry Lane exemplified the group homogenizing aspect of burial of one tier of society, whereas Niblett’s Folly Lane enclosure evoked separate treatment and disposal of one individual male. Both argued this from the remains of the funerary pyre goods found buried with the cremated remains (Stead & Rigby 1989, Niblett 1999).

Further advice on how to build references into your writing can be found in the Building references into your writing section of the Academic Integrity Toolkit.