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 2019-20.

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. Schools should provide additional text or edit, as appropriate, the following sections of the programme handbook template: (A) “Introduction and welcome”; (D) “How do I get started”; (E) “What is my programme?”; (F) “Support for you and your studies” and (J) “And finally . . . 

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.
School or Dept name goes here
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. ALL sections should normally appear in every handbook. Text which appears in [red] indicates text which needs to be edited/provided by Schools/Dept or where underneath a section headings has been provided as guidance for staff. Titles/Headings which have an asterisk may not be required for all Programmes]

**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 Governance zone, 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.

- Governance zone
- 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.
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A  Introduction and welcome

Welcome

[Schools should include a Welcome message here from, for example Head of School/Dept. This should include, if appropriate, information on how the programme has been developed due to a Curriculum Framework review along with the attributes/skills students will leave the University of Reading with.]

Your Programme Handbook

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.

- Essentials homepage
- Essentials - ‘The important stuff’ webpage

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.

Finding your way around

[Along with the web link to the relevant campus map/s (delete as needed) a description of the lay-out of the School, with particular mention to any student resource/common room(s), with an explanation of the room numbering system should be provided. If the layout is complicated, a plan appropriately customised may be helpful. Information about access for disabled students should be included.

The University has agreed that email is the default mode of communication between staff and students. Each School, however, may also decide to use additional forms of communication. So information on the location of any pigeon-holes for staff and students, notice boards may be included.]

- Map of the Whiteknights Campus
- Map of the London Road Campus
- Map of the Henley Business School (Greenlands) Campus
Members of staff

[A list of key members of staff, a brief explanation of their role where not already provided, and contact details must be included here for example but not limited to those shown below. You may also wish to provide a link to your School/Dept staffing web page.]

Head of School/Department - Name

The Head of School is responsible for the academic leadership, resource and operational management the School as well as representing the School and University with external bodies.

School Director of Teaching & Learning/Departmental Director of Teaching & Learning - Name

The Director of Teaching & Learning is responsible for providing leadership in the teaching, learning, assessment and feedback in the School’s taught programmes.

School Director of Academic Tutoring/Department Director of Academic Tutoring - Name

School Directors of Academic Tutoring (SDATs) provide School-level leadership for student academic, personal and professional development.

Placement Co-ordinator - Name

If you are planning to undertake a Professional Placement Year, or a shorter credit-bearing placement, your Placement Coordinator is here to help you every step of the way.

Disability Representative – Name

Support Co-ordinator [text must appear as shown – do not include an individual’s name]

Your Student Support Coordinators are the people you see when you visit your Support Centre. They can help you with anything from a query about Campus Cards, advice on changing programme or on module selection, submitting extenuating circumstances forms, to any other general or programme-specific question.

You can telephone or visit your Student Support Coordinators in person between 8.30am-5.00pm during term time (9.00am-4.00pm during University vacation periods) (Student support), or, you can log an enquiry on Ask a Question via the RISIS portal.

Careers learning, placement 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 – if you are not sure who this is, contact Careers Consultancy Manager Anne Delauzun a.h.delauzun@reading.ac.uk

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 – if you are not sure who this is, contact Careers Consultancy Manager Anne Delauzun a.h.delauzun@reading.ac.uk]

School societies/activities

[Information on any School/Student Societies should be provided here, along with information of any student/staff initiatives such as lunchtime seminar programmes etc.]
B  Reading Student Charter

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 Partnership

The foundation of our academic community

The following principles underpin student-staff partnership at Reading Partnership:

- Is based on values of trust and respect
- Is empowering and inclusive
- Enables the co-delivery of meaningful change
- Involves negotiated responsibility for both the process and outcomes of enhancement activities
- Creates a sense of belonging to an academic community

Principles of Partnership
D  How do I get started?

Term Dates
The term dates for the next 3 academic years can be found by using the web link below:

Term Dates

[It may be helpful to include here key dates for field trips or other School/Dept activities]

Enrolment and your Campus Card

Every academic year you are required to enrol with the University, whether you a starting a new programme or continuing on a course that you were on last year.

New Students/Starting a new course of study

Before you arrive at the University, you must enrol for your course online. Details of the steps you need to follow can be found here or in your Welcome Guide. When you arrive on campus, one of the first things you need to do is to collect your Campus Card.

Once you have collected your Campus Card, which will be yours for the duration of your time at Reading, you are a fully enrolled member of the University of Reading. You can now retrieve your University log in details which will give you access to your email, timetable and Me@Reading student portal.

Your Campus Card also allows you access:

i. to the University Library
ii. 24-hour IT/computer facilities
iii. to study lounges
iv. some buildings and rooms where access facilities have been installed (which may include our Hall of Residence)

Topping up your Campus Card account with money enables you to:

i. pay for printing
ii. pay Library fines
iii. pay for food, drink and services at tills using the Campus Card Portal
iv. benefit from special discounts and offers exclusive to those paying using the Campus Card

More information on using your Campus Card can be found using the link below:

Information on Campus Card

Returning Students

It is important that as a returning student you also complete re-enrolment each year. Details on how to do this can be found using the link below:

Information on Enrolment
Term time addresses and phone numbers

You are required to maintain your student record via the RISIS 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.

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.

It is important that all communications between you and the University are conducted in line with the following statement:-

You will use your University email account or the relevant University virtual learning environment for all communications with the University. You understand that the University will use your University email account to formally communicate with you following registration (unless the University agrees otherwise). As such it is the University's
expectation that you will check your University email account daily and you agree to do so at least once a week.

**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.

**Module selection**

If you are an undergraduate or postgraduate taught student and your course offers optional modules, you will be required to select these online each year.

This process is called module selection and takes place in September for new students and at the end of the spring term for returning students.

Further information can be found on Essentials:

- [Information on Module Selection](#)

**Your timetable**

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

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

- [Information on your timetable - Essentials website](#)
*Blackboard/Canvas (edit title as needed)*

[*Blackboard/Canvas*] is our online Virtual Learning Environment (VLE), where you will find lecture notes, reading lists and other course material. You will also use it to submit your coursework electronically, when required.

Further information can be found using the link below:-

[Information on Blackboard](#)

**Reading lists**

[Schools should refer students to module reading lists which should be made available via Blackboard.](#)

Lists are created through the online Reading Lists system (using Talis Aspire software). Information for module convenors on reading lists, including guidance on creating effective reading lists, can be found in [Online readings lists: a guide for academic staff](#).

More information on how the Library can support the provision of materials for teaching is available on our [online guide to teaching support](#).

**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.]

Your online reading list is created by your module convenor, and is accessible through your module content on Blackboard.

It is an interactive and dynamic list of recommend readings, which provides quick links to:

- real-time information about Library books’ availability,
- digital Library resources such as e-books and e-journal articles
- links to external web pages and embedded multimedia,
- scanned extracts of key readings requested by academic staff through the Library’s scanning service.

For more help making the most of your lists, please visit the online guide:

[Online reading lists: a guide for students](#)
E What is my programme?

[Schools should edit the sentences/sections in red text as required/appropriate to the teaching delivery]

Your full time [undergraduate/postgraduate] programme is made up of [120/180] credits taken at each Part (eg. Part 1, Part 2 etc)]. See your Programme Specification for more information.

Your programme is made up of [e.g. a combination of compulsory and optional] modules. The module descriptions will give you details on how your module will be taught and assessed.

Most of the teaching for your Programme with take place in the [e.g. autumn and spring terms].

An optional or compulsory placement may make up part of your studies.

Guest Attendance

You may be able to attend lectures or other learning events for additional modules on a guest basis, without completing the assessment/examination. Any such attendance would not contribute/count towards your final mark/progression/classification and would require permission from the relevant module convenor.

If you’re interested in guest attendance, you should first discuss it with your Academic Tutor, who will help you consider the impact it may have on your main programme of study and your overall workload. Guest attendance at lectures, or other learning events will not appear on your timetable – you will be responsible for finding out the timetabling requirements and regularly checking Blackboard posts for any scheduling changes. It is important to note that guest attendance does not enable you to enrol formally on the relevant module after the normal deadline, nor is it acceptable grounds for extenuating circumstance requests.

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).]

Programme Specification

You can find details on the requirements and structure of your degree/course from the Programme Specification. This can be found using the link below. If you are unsure which year to select, please check with your Support Centre.

Programme Specifications

You can access your Further Programme Information (FPI) by logging onto the RISIS portal.
(i) Selecting the information tab

(ii) 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 2019/20 link.

Examinations

[This section must be edited to reflect the assessment method/s used.]

Assessment may be by examination. Most examinations are held in the summer term, further information can be found in Section G and examination dates can be found using the link below:

Examination dates

*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.]

*Professional requirements

*Accreditation requirements

[Schools should include information on any specific accreditation requirements]

*Fitness to Practise

[Schools are responsible for notifying students if they are on a programme which is subject to to practise requirements; refer to Policy on and procedure for determination of ‘fitness to practise’ for further guidance.]

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 practise’
*Disclosure and Barring Service (DBS)*

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

- Policy on and procedures for the determination of 'fitness to practise'

*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.]

**Additional costs of studying**

During your time studying at Reading, you may encounter some additional costs, for example field trips, text books, or stationery. These costs will be made clear on your programme specification and relevant module descriptions.

It is prudent to budget appropriately for these costs, and the Advice Service in the Students’ Union can help you either by email or 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
- 🌐 University of Reading Student Financial Support Team

[***Any further School/Dept/Programme specific information to be added at the end of this list***]
F  Support for you and your studies

Inclusivity

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.

Where to go for help with my studies?

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.

School/Department specific information

[1. Include information on any provision provided by the School (e.g. ASK Advisors)
2. Include where to find information any School/Dept/Programme specific conventions to be used by students for references and citations (or any other style guides etc) including specific examples.]

Academic Tutors

Our Academic Tutor System, was introduced with effect from September 2018 and has replaced 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.

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.

Library

The Library supports your learning by providing access to print and digital resources (including e-journals, e-books, multimedia resources and databases), and search facilities to help you find books, journals and other materials for your studies. If you are new to Reading, take a look at our guide to getting started with the Library:

 Information for new students

As well as a wide range of print and digital resources, the Library also offers expert support for your studies from our Academic Liaison Librarian, Study Advice, and Maths Support teams.

Academic Liaison Librarians

Your Academic Liaison Librarian is your main point of contact with the Library – there is one for every subject offered at Reading. They can help you make effective use of the huge range of resources the Library has to offer in support of your studies by:

- showing you how to use information resources effectively – Liaison Librarians create online Library guides for your subject and can provide group training sessions for your School/Department
- providing individual help with research – Liaison Librarians can offer in depth one to one help in finding information. This includes: helping you to identify the most relevant print and e-resources to use; providing guidance on developing effective search strategies; and advising on referencing, including the use of bibliographic management software such as Endnote
- showing you how to save time by making the most of all Library services.

Find out who your Academic Liaison Librarian is here.

Study Advice

We are a professional and friendly team based within the Library on the Whiteknights campus. We work with students in all disciplines and at all levels of academic study, from undergraduate to PhD. We can help you to:

- develop more effective practices for studying at university
- have a clearer understanding of what tutors expect
- make studying less stressful
- achieve better marks.

With our expert guidance, you can develop your skills for study success and help yourself to a better degree! More information can be found here.

Maths Support

Maths Support is a drop-in service which is available for help with any mathematical topic you need for your studies, such as: basic arithmetic, percentages, formulae, logarithms,
differentiation, integration, etc. Our experienced mathematicians can help you with any problems you may have, and build your confidence in a relaxed and friendly environment.

We also offer regular Wednesday workshops and other events throughout the year; the topics for each term can be found on our website. This also gives details of our location, opening hours, and links to useful learning resources.

We have an extensive list of worksheets, guides and links to video tutorials which you can access at any time to practise and develop your mathematical skills.

Additional support for Library users

The University’s Policy on Inclusive Practice in Teaching and Learning was launched in January 2018 to provide greater clarity and emphasis to our commitment to an inclusive approach to teaching and learning.

The Library has an excellent guide to finding and using inclusive technology in your learning, as well as guides providing information on how the Library can support your studies including studying with dyslexia and other specific learning difficulties and help for users with disabilities.

As a student of the University, you are also entitled to install and use Microsoft Office 365 for free on your own computer, tablet or phone. Office 365 includes many accessibility features – see Microsoft’s an inclusive Office 365 for further details. The University’s IT department has information about accessing and installing Office 365.

*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.*

Support Centres

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 webpage.

Where do I go for other help/advice?

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.
Support and Wellbeing

Student Welfare Team

The Student Welfare Team is here to help you with any personal difficulties you may experience during your time at the University. The team is made up of professional welfare staff who are able to advise you on a wide range of personal and welfare issues that may impact your studies and day-to-day life. For further information:

Disability Advisory Service

The University of Reading welcomes disabled students and has a dedicated Disability Advisory Service. The service offers advice and guidance to students with any disability, long term medical condition, mental health condition, or specific learning difficulty (SpLD).

If you have not yet told the University about your disability or your learning difference, or have not disclosed it on your application, you can discuss the implications of a disclosure in complete confidence, with one of our Disability Advisers.

The team can offer advice on applying for Disabled Students Allowances and with your permission liaise with your department, the Examinations team and Support Centre to agree reasonable adjustments. They can also help you in setting up your DSA support.

More information on the wide range of disability support offered to assist you through your studies can be found here.

Counselling & Wellbeing

The team work throughout the year to help students manage a wide range of issues, working to minimise the impact of any problems on their academic progress.

All staff who work in the service are very experienced and are used to working with students studying at all levels, and from all nationalities and cultures. They know and understand the problems that students face and are able to provide valuable and independent support.

Student Services Reception/Online services

The Student Services Reception provides advice and signposting to services such as Immigration, Careers and Disability.

Finance

The Student Financial Support Team are here to offer help, advice and support on a wide range of financial issues, including:
• advice in relation to tuition fees; in-particular specialist advise on funding via the Student Finance Authorities (i.e. Student Finance)
• bursaries
• short-term loans
• Student Support Fund
• liaison between you (the student) and Student Credit Control in times where you are struggling to meet the cost of your tuition fees and/or accommodation cost.
• work with the RUSU Money Advisors to support you in matters relating to financial difficulties.

Student Financial Support Team

International students

The International Student Advisory Team offers information and advice for all international and EU students, providing professional and confidential support on:

• helping you (and your family if applicable) settle in the UK when you arrive
• understanding the UK culture and developing integration skills
• providing information about the local area and places of interest
• general advice and signposting to what is available at the University to enable you to make the most of your time here

Information for International Students

Chaplaincy

The Chaplaincy Centre is a central point on campus, providing a good place to go for a quiet coffee and a listening ear.

The Chaplains can provide sign-posting for faith and wellbeing needs, whatever your religious beliefs. Feel free to call, email or just drop in to see them. Find out about pastoral support to students of any (or no) faith, as well as the event we run here.

Reading University Students Union (RUSU)

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 Students’ 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.
RUSU Advice

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. 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. You can go to the RUSU Advice webpage to find out how to get in touch.

RUSU Nursery Service

There are many students who are also 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 find more information and apply for a place by visiting RUSU Nursery.
G Performance and assessment

Academic engagement

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 academic tutoring 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
- Policy on and procedures relating to extenuating circumstances

Working with academic integrity

Academic integrity

‘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](#), accessed 08 Aug 2018.)

Avoiding unintentional plagiarism

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 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.

Further advice on avoiding unintentional plagiarism, along with a guide to building references into your writing, can be found in the Academic Integrity Toolkit or by contacting the Study Advice Team.

Turnitin
You may have been told that your work will go through Turnitin when it is submitted, and wondered what Turnitin is. A common misconception you will hear is that Turnitin is a plagiarism checker. In fact Turnitin is a tool which, if properly used and if your tutor enables it, can help you to work with academic integrity when you are referring to sources in your writing.

Turnitin is a program which checks your work for originality: that is, it searches through its database of published texts, webpages and student assignments to see if there are any areas which have a significant match to your work.

Turnitin is NOT a plagiarism detector. Your tutors will use Turnitin to alert them to possible problems, but they are also familiar with your writing and with the literature in your field, and they will use their experience and academic judgement to identify any issues with your use of references.

Further information on Turnitin can be found in the Academic Integrity Toolkit.

References and citations
You will need to learn the correct way to use references and citations whilst at the University of Reading.

It is your responsibility to check the referencing and citation conventions used on your programme.
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.

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 their difficulties. Further guidance on the Use of editorial and proof-reading services on Essentials:

- Information on the use of editorial and proof-reading services

Academic misconduct

The University takes academic misconduct seriously and it is your responsibility to make yourself aware of, and comply with, the contents of the policy below.

- Policy on Academic Integrity and Academic Misconduct

Coursework & examinations

Coursework

Information on any module coursework assignments you need to complete, along with submission dates and method can be found on the module’s Blackboard/Canvas course.

It is your responsibility to make yourself aware of all your assignment deadlines and to ensure you understand how to submit each piece of work.
It is important you familiarise yourself with the following policies and how they relate to coursework.

Penalties for late submission of coursework

- Policy on Penalties for late submission (excluding Postgraduate Flexible Programmes)

Extenuating circumstances

- Guidance on extenuating circumstances
- Policy on and procedures relating to extenuating circumstances

Feedback to students

It is the University’s intention to provide feedback which can be used positively to affect your future performance. It is therefore important that you consider your feedback in detail and take the opportunity to discuss it if you have any queries.

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 from the deadline for submission/date of the in-class test. The policy applies equally to work from full-time and part-time students.

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 eight 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 for further details.

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);
3. assessments where there is input from a professional external body that might unavoidably delay the marking process;
4. 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
Examinations

Guidance for students

Essential information about taking exams can be found here. This includes:

- key dates
- important information about what to do and what is expected of you
- information on services available to support you during the exam season

Examination arrangements for students with disabilities and specific learning difficulties

- Information on special examination arrangements;
- Section 7 Examination & Assessment arrangements for students with specific needs

Marking

- Section 10: Assessment Handbook - Marking

Progression

- Section 15: Assessment Handbook - Progression

Classification of degrees

- Assessment Handbook - see Sections 16-25

Re-examination:

- Section 28: Assessment Handbook - Policy on Reassessment

Appeals

If you wish to appeal for a review of your result for part of your degree or your final classification, details on how to go about this can be found on the Essentials.

- How to make an appeal
Sometimes things don’t go to plan – where to go for advice

Support and Wellbeing webpages on Essentials
Support Centres
Academic Tutor
Student Welfare Team
Counselling and Wellbeing
Disability
RUSU Advice
H  Working together - how is my voice heard?

SSLC/School/Course reps

We have a well-established framework for student representation, where student views help to inform the services provided at School and University level.

Every School operates a Student Staff Liaison Committee (SSLC) whose role is to:

- provide a formal channel for students to meet with staff in order to discuss the operation of their degree programme(s)
- keep the aims and objectives of degree programmes under review
- review issues relating to teaching and learning, including assessment and feedback, module evaluation, curriculum development and student support receive and review copies of External Examiners’ reports
- consider other matters affecting students, including health and safety and resources such as equipment and library provision.

The University also works closely with the Reading University Students’ Union (RUSU), who provide advice and training to student representatives. Course Reps are elected students who represent you and your views on academic issues on your programme. They sit on Student Staff Liaison Committees and may also sit on the programme’s Board of Studies.

School Reps give your feedback to the University and sit on the School Board for Teaching & Learning & Student Experience (SBTLSE). School Reps support and lead the team of Course Reps within each school.

Module & programme evaluation

The University actively encourages students to provide feedback on their degree programme and their experiences at Reading, through formal evaluation processes such as module and programme review.

Policy on Student Evaluation of Teaching & Learning

Have your say – student surveys

We are committed to working in partnership with you to ensure you have everything you need to succeed during your time studying at Reading. That’s why we take student surveys, such as the National Student Survey (NSS), so seriously. Your feedback helps us to better understand what’s working well and where we need to improve. Our Vice-Chancellor, Professor Robert Van de Noort, and Heads of School read your comments to directly inform where we invest our resource to benefit future students.

All undergraduate final year students will be invited to complete the NSS between January and April, with alternative surveys shared with undergraduate non-finalists and
postgraduate taught students. Thank you in advance for taking the time to share your thoughts.

For further information please visit Essentials.
Making the most of my time at Reading

Study opportunities

Study Abroad

As an undergraduate at Reading, you may have the chance to experience life in another country by studying abroad.

- Study Abroad

Placements

If you’re planning to undertake a Professional Placement Year, or a shorter credit-bearing placement, our Placement Coordinators are here to help you every step of the way.

- Professional Placement Year
- Placements

Languages

The University offers language learning to everyone within the University community. A module can be taken for personal development and in some cases it may be taken as part of your degree as a credit bearing module. There is a range of languages on offer, and they’re taught at five different levels, from absolute beginner onwards.

- Learning a language

Beyond my studies

RUSU

RUSU is led by five Full-time Officers who are elected to their roles by the student body. The Full-time 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.

Student Officers

Your elected full-time Student Officers are:

- Diversity Officer – Zeid Sharif, Welfare Officer – Gemma King, President – Mollie Cleaver, Education Officer – Fifi Bangham, Activities Officer – Daisy O’Connor. Visit [RUSU Officers webpage](#) to find out more about your Officers and how to contact them.

As well as Full-time Officers, there is an elected team of 10 Part-time Officers. The Part-time
Officers represent and liberate the rights of students who are less represented or discriminated against.

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

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.

Societies and sports

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 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.

Mentoring

THRIVE is a career mentoring scheme for those of you who are in the penultimate-study-year of your undergraduate degree. Getting involved provides you with a year of collaboration with a successful professional. Working with our mentors will enable you to create an environment where you can test out your aspirations and talk through any ideas you have about graduate life.

THRIVE mentoring
RED Award
The Reading Experience and Development (RED) Award is the official University of Reading Employability Skills Certificate. It is here to help Reading students make the most of the extra-curricular activities and experiences on offer outside of the academic programme.

Partnerships in Learning & Teaching Projects Funding Scheme (PLanT)
PLanT projects involve staff and students working as partners to identify problems, find solutions, and enhance teaching and learning at the University. Projects can demonstrate a clear impact on the student experience.

STaR Mentors
STaR Mentors are current students that have been trained to help new students with their start at Reading. Mentors contact new students by email before they start and in person during the first term.

Peer Assisted Learning (PAL)
Peer Assisted Learning - PAL - is an academic study scheme offered in modules that are known to be difficult and where students struggle to gain good results or understanding of tough concepts.

Volunteering
Volunteering is an excellent way to help you make the most of your University experience. Whether you have a few hours to spare in the week or only have time to give at the weekends, there will always be a wide range of volunteering opportunities available.

Students in Schools
The Students in Schools scheme places student volunteers in local schools, to help school children flourish and university students develop their personal and employability skills.
And finally . . .

Graduation
Graduations take place in July and December. Invitations to those expected to attend will be sent in early April for the July ceremonies and mid-October for the December ceremonies. All the information you will need for your graduation, including dates, and beyond can be found on Essentials.

Careers support after graduation
The Alumni Career Services support our graduates through the transition into work and study. We can help you navigate the tricky road to your dream job, career or any other options you may be considering. Perhaps most importantly, we offer all our graduates individual advice, guidance and support as an alumni of the University for up to 18 months after you finish your course.

Alumni – staying in touch

[Handbooks should make reference to how the School interacts with alumni and the benefits this provides for current students.]

Your time here as a student is coming to an end, but this isn’t goodbye, it’s actually hello! That’s because you’re now part of a strong, supportive and successful alumni network.

Or is it . . .?

Continuing your studies at Reading
If you are considering staying at Reading to undertake a Master’s or Doctorate degree, you can view information on the Postgraduate taught courses offered by the University of Reading on our website.

To learn more about PhD opportunities visit the Graduate School website.

If you haven’t found what you are looking for please refer to the following websites or visit your Support Centre:

- Essentials website
- The Assessment Handbook
- CQSD Teaching & Learning policy pages
- Support Centre webpages