



Writtle  
University  
College



# Higher Education Student Handbook 2023/24

The information contained in this handbook is correct for the academic year 2022–23. The most up-to-date version can be found on our website under [HE Regulations and Policies](#).

For applicants planning to study at the University College in the 2023–24 academic year; changes may be made to the information in the handbook prior to you joining us. A revised version of the handbook will be published on our website in advance of the 2023-24 academic year. You will be directed to the HE Student Handbook 2023–24 on arrival.

# Contents

Introduction.....	1
1. Safety and Security .....	2
1.1. Security.....	2
1.2. Accident and Incident Reporting.....	2
1.3. Emergency Support.....	2
1.4. Non-Emergency Support.....	2
1.5. General on-campus safety .....	2
1.6. Off-Campus safety .....	3
Register with a Doctor .....	3
Nights Out .....	3
Call a taxi .....	3
Protect your possessions .....	3
1.7. Online Safety .....	3
Social Media .....	3
2 Student Code of Conduct.....	4
2.1 Behaviour toward others.....	4
2.2 Health and Safety .....	4
General Compliance.....	4
Personal Protective Equipment (PPE) .....	4
2.3 Care of Property .....	4
2.4 Smoking .....	4
2.5 Drugs and Alcohol.....	4
2.6 Guns, Blades and Offensive Weapons.....	5
University College Clay Pigeon Club.....	5
2.7 Dress.....	5
2.8 Visitors.....	5
2.9 Copyright, Computer Systems, Software and Library Resources .....	5
2.10 Compliance with Policies, Codes and Procedures .....	5
2.11 Attendance and Engagement.....	6
2.12 Discipline .....	6
2.13 Terms and Conditions .....	6
3. Getting here and orientation .....	7
3.1. Transport.....	7

3.2	Arriving and Parking on Campus.....	7
3.3	Student Vehicle Regulations.....	7
3.4	Your Student ID Card.....	8
3.5	Catering on Campus .....	8
3.6	BAA/Recreation Centre .....	8
3.7	Students' Union.....	8
	Campus Map .....	9
	Main Building Layout .....	9
4.	Finance and Fee Payment.....	10
4.1.	Fee Status .....	10
4.2.	Student Loans Company (SLC) Funding.....	10
4.3.	Self-Funding .....	10
4.4.	Sponsored Students .....	10
4.5.	Withdrawals and Refunds .....	10
4.6.	Transfers and Interruption of Study.....	10
4.7.	Repeat Assessment and Report Study (taught students).....	10
4.8.	Non-payment of fees.....	11
4.9.	Scholarships and Bursaries.....	11
5.	Additional Information for International Students.....	12
5.1.	Visas and Immigration .....	12
5.2.	Applying for a bank account.....	12
5.3.	Healthcare .....	12
5.4.	Working.....	12
5.5.	Attendance .....	12
5.6.	Record Keeping.....	13
6	Teaching and Examination Dates.....	14
6.1.	Semester Dates.....	14
6.2	Course Specific Timetables .....	14
6.3	Exam Timetables .....	14
6.4	Access Arrangements .....	14
6.5	Refer and Extenuating Circumstance Assessment Dates .....	14
7.	Academic Regulations .....	15
7.1.	Academic Frameworks .....	15
7.2.	Code of Practice on Assessment.....	15
7.3.	Academic Offences.....	15
7.4.	Extenuating Circumstances and Late Work .....	16

8. Course and Module Leads.....	16
8.1. Course Scheme Manager .....	16
8.2. Personal Tutors.....	16
8.3. Module Leaders.....	16
9. Virtual Learning Environment.....	16
10. Course Reps (Student Union) .....	16
11. Staying in touch .....	17
12. With Assessments.....	18
12.1. Student Success Team .....	18
12.2. Careers Support.....	18
12.3. Library .....	18
12.4. IT Support .....	18
13. Health and Wellbeing.....	18
13.1 Emergency/Confidential Contacts .....	18
13.2 Pregnancy.....	19
14. Student Administration.....	19

## Introduction

We are pleased to welcome you as a student to Writtle University College.

The Student Handbook has been prepared to provide an easy reference guide to help you find your way around our facilities, services, policies, codes and regulations. It has been structured around your student journey; during the academic year and beyond. It also sets out any expectations we have of you in terms of engagement with your studies and your behaviour. Ensure that you read it, as it will help you make the most of your time at Writtle.

The Handbook is intended to act as a first point of reference that signposts you to where you can find help or more information. You will find more information, including course specific details, on our Virtual Learning Environment (VLE) – Moodle. Under the 'Student Services' tab you will find links to Professional Support Services such as Student Finance, Student Support, HE Regulations and Policies, the Quality Office and the Student Union; as well as timetables, semester dates etc.

We hope you will find your time at Writtle University College enjoyable and rewarding; and we wish you every success with your studies.

# Staying Safe and Secure

## 1. Safety and Security

Students who are staying in Halls of Residence on campus should refer to their Residential Induction information for additional advice and guidance.

### 1.1. Security

If you see anyone acting suspiciously or witness a crime on campus then you should report the occurrence immediately to a member of staff or contact the Facilities Officer on **07880 557 751**.

If you are in University College Accommodation and you have any concerns in relation to safety and security of your accommodation contact the **Accommodation Office** (01245 424212) or out of hours the **Duty Warden** 07880 557 796.

### 1.2. Accident and Incident Reporting

The University College has trained First Aid personnel on-site. If you have an accident, or witness someone else who needs First Aid assistance on campus contact **Main Reception 01245 424200** or if outside of office hours the **Duty Warden 07880 557 796**.

Any Health and Safety incidents or issues should be reported as soon as possible to the [Health and Safety Officer](#), or other member of staff.

### 1.3. Emergency Support

If you feel like you are in immediate danger call the emergency services on **999**. You can also call the **Samaritans 08457 90 90 90**.

You can also call the free Student Assistance Programme (**SAP**) which is a 24-hour helpline from Health Assured, **0800 028 3766**. When you call this number, you can speak to a qualified counsellor confidentially. You are also able to discuss accessing a course of counselling or [CBT](#).

SAP can also provide you with help and support with:

- Debt
- Work
- Education
- Legal advice
- Relationship
- Parental support
- Whistleblowing
- Physical health

### 1.4. Non-Emergency Support

Contact our [Wellbeing and Inclusion Team](#), who are located in the main building, room L28; or fill in the [Self-Referral form](#) on Moodle.

Contact the [Student Finance Team](#), who are skilled in supporting students with concerns relating to student loans, tuition fees and hardship.

### 1.5. General on-campus safety

We all have a responsibility to make sure that we and those around us are safe. Make sure that you:

- follow health and safety instructions given by staff
- read and follow safety guidance specific to your course or activity
- follow any covid-19 guidance
- wear clothing and footwear appropriate for what you're doing
- use safety equipment properly, and report any damaged equipment

If there is a fire alarm or an evacuation, you must ensure that you leave the building without delay as instructed by staff. You must never bring substances that are hazardous to health on to the University College premises.

If you spot something that looks unsafe, or has caused an accident, then let a member of staff know as soon as possible.

# Staying Safe and Secure

## 1.6. Off-Campus safety

### Register with a Doctor

If you have moved away from home to study at Writtle, you can register with a new GP, the Writtle Surgery 01245 421 205 is one option.

We recommend that you remain registered with your home dental practice if possible, as there can be long waiting lists for NHS dentists.

You can find local GPs and NHS dentists accepting new patients on the NHS Choices website, [www.nhs.uk](http://www.nhs.uk).

### Nights Out

It's best to be safe not sorry. Know your limits when you're on a night out and look after your friends. Make sure you know what you've had to drink and where this has come from. Visit [www.drinkaware.co.uk](http://www.drinkaware.co.uk) for more information.

### Call a taxi

Call a taxi to get home safely. Only use licensed taxis.

### Protect your possessions

You can register any property – bikes, mobile phones etc for FREE on the online database [www.immobilise.com](http://www.immobilise.com). It's quick and easy to do. You can also tag any additional items with UV pens so that they're identifiable in case of theft.

## 1.7. Online Safety

Beware of phishing scams where criminals use fake e-mails, calls, texts or social media posts to try and steal your personal details or install unwanted, harmful software on your devices. Don't click on links or attachments you are not expecting. Fraudsters especially target students who are about to receive student loan instalments. The Student Loan Company will never ask for banking details by text or email.

Your University College e-mail account gives you access to important services and you are responsible for everything done using that account. Protect it with a strong password and

**never** tell anyone your password, allow them to borrow your account, or use a computer that is logged on as you. Use different strong passwords for other important services like banking, personal email and online shopping.

Protect your computer and phone by turning on automatic updates so that you always have the latest security fixes. Use password, PIN or fingerprint scanner to secure your devices and turn on "Find My Phone". Install anti-virus software and use it.

As a student you will have a lot of important files, lecture notes, assignments, projects etc., Keep them safe by regularly backing up to at least two different places. Get in touch with the [IS&T Support Desk](#), Room U51, 1st floor Main building if you need help.

### Social Media

Remember things that you put on social media may become public and stay on the internet forever; so, take care with what you post and respect others' rights too. Don't reveal personal details online or on social media and keep your social media privacy settings high.

If you are the victim of cybercrime please report the incident to the [IS&T Support Desk](#); if you have experienced cyberbullying, please reach out to the [Wellbeing and Inclusion Team](#)

# Student Code of Conduct

## 2 Student Code of Conduct

The University College is committed to providing a positive experience for all students, where individuals are treated with courtesy and consideration and where difference is valued and diversity is respected. All students and staff have the right to live, study, work and relax in an environment where they feel safe.

As members of the University College community, we expect high standards of behaviour from you, whether on University College premises or elsewhere. All members of the Writtle University College community should be aware of their own behaviour and how it impacts upon others. This Code sets out the standards of behaviour expected from students, guidance on what is and what is not acceptable; and how unacceptable behaviour will be dealt with.

Where students fail to abide by the required standards of behaviour, action will be taken under the [Student Disciplinary Procedure](#) which is available on the website.

### 2.1 Behaviour toward others

You should treat all staff, students and visitors with courtesy and respect. Respecting others' basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation and harassment.

You should ensure that you behave in a manner compatible with our [Equality Policy](#).

On no occasion should you use personally abusive, threatening or violent behaviour, either in person, online or through the use of e-mail, texts or social media.

### 2.2 Health and Safety

#### General Compliance

Writtle University College has a duty of care to students and staff and, as far as reasonably practical, seeks to ensure that it is a safe place to work and study. Students are required to comply with reasonable instructions from any

member of staff and to observe the health and safety policies of the University College.

You should ensure that you do not take any action that endangers yourself or others.

You should comply with any requests in the event of an emergency.

#### Personal Protective Equipment (PPE)

Appropriate protective clothing and PPE must be worn in accordance with University College codes of safe practice and/or as directed by the member of staff leading the activity. And must be worn at all times when engaged in practical activities.

### 2.3 Care of Property

You should treat University College property, equipment and other materials and the property of others with care and respect.

Food and drink must not be taken into lecture rooms, study rooms, laboratories, workshops, computer suites, library or the Postgraduate Room.

Heavy/dirty footwear must be removed before entering teaching, dining, recreational or residential areas. Dirty overalls must not be worn in the Garden Room.

We endeavour to maintain a "litter free environment" please ensure you respect this.

You should take care of your own property and not leave valuables unattended.

### 2.4 Smoking

Smoking is prohibited inside any building operated by the University College, including corridors, foyers, toilets and entrances etc., Designated smoking areas are provided across campus.

### 2.5 Drugs and Alcohol

You must not take or supply illegal drugs on campus, including halls of residence. Drugs found in students' possession will be confiscated and students will be disciplined.

# Student Code of Conduct

You will not be permitted to attend any scheduled classes, assessment or other curriculum related activities where it is suspected that you are under the influence of alcohol.

Any student causing a nuisance or engaging in disruptive behaviour as the result of taking illegal drugs, or consuming alcohol may be asked to leave the premises and disciplinary action may be taken against them.

## 2.6 Guns, Blades and Offensive Weapons.

The definition of a blade is any type of blade with a handle including scissors.

Any knives, bladed article with a handle, or similar tool being carried or used in a threatening manner will be deemed to be an offensive weapon.

Any bladed article which is not a safety blade, or any items such as BB guns, air guns, catapults etc., which is not a tool required as part of a course practical will not be permitted on campus.

### University College Clay Pigeon Club

The only weapons permitted on University College premises are licensed shotguns for use with the University College Clay Pigeon Club.

All firearms and ammunition must be stored in the University College gun cabinet at all times when not in use for club activities. Under no circumstances may guns be kept in student bedrooms or in vehicles on campus.

## 2.7 Dress

You are expected to dress appropriately and adequately when on campus, in University College Buildings and when attending all forms of instruction and assessment. Any attire that is deemed not to be appropriate may result in you being excluded from classes, assessments and from entering University College buildings – including dining facilities.

We also respectfully remind you of the importance of being appropriately dressed when attending University College receptions and presentation events; if you are presenting yourself to External Examiners, Verifiers or potential employers. You are not only representing yourself but also the University College.

## 2.8 Visitors

You will be held personally responsible for the actions of any visitors you invite to the University College premises.

## 2.9 Copyright, Computer Systems, Software and Library Resources

Students must abide by the **IS&T Services Usage Policy**.

The University College is an authorised user of proprietary software for computers. Any student found to have illegally copied any licensed software will face disciplinary action and possible legal proceedings.

Students must abide by copyright legislation when using University College photocopiers/scanners – our Copyright Policy and Guidance can be found on Moodle.

## 2.10 Compliance with Policies, Codes and Procedures

You must comply with any other published University College policies, codes or procedures that are designed to ensure the effective operation of the University College. You should particularly familiarise yourself with:

- Academic Framework for your level of study e.g. UG or PGT
- Code of Practice on Assessment
- Attendance and Engagement Policy
- Health and Safety Policy and procedures

These can be found through the website under [Policies and Procedures](#).

# Student Code of Conduct

## 2.11 Attendance and Engagement

The principal expectation is that any HE student who enrolls at the University College does so with the intention of achieving a qualification. Academic achievement is the overriding condition.

To that end, we have the following expectations in relation to attendance and engagement; that you will:

Actively engage in your studies, taking part in all learning activities, opportunities and assessments; utilise learning resources and take responsibility for your learning.

Arrive on time for scheduled sessions and remain for the duration of the session.

Where applicable, attend placements (including year in industry) as required by the employer organisation.

Inform us of any planned absences or sickness; and if you are struggling to engage and attend due to illness, disability or other extenuating circumstance.

Ensure that your registered contact information, including mobile phone numbers, is kept up to date.

Act responsibly and not falsify your own or others' attendance and/or engagement.

Please ensure that you read the full [Attendance and Engagement Policy](#) carefully.

## 2.12 Discipline

Disciplinary procedures may be invoked if it is alleged that a student has breached the Code of Conduct, examples of which may include, but not restricted to:

- Abusive, threatening or unreasonable behaviour or assault causing fear or distress in others
- Sexual violence, abuse or harassment

- Behaviour which could constitute discrimination or harassment based on an individual's or group characteristics.
- Fraudulent, deceitful or dishonest practice in relation to the University College, its staff, students or visitors.
- Damage to University College property, or the property of a student or staff member
- Any action likely to cause injury to any person or compromise the safety of the premises.
- Conduct that interferes with the academic or administrative activities of the University College, e.g. disruption of teaching, examinations, working staff or other campus functions.
- Possession, use, distribution or production of illegal substances.

All allegations will be dealt with as described in the [Higher Education Student Disciplinary Procedure](#).

## 2.13 Terms and Conditions

When you accept your place at Writtle University College, you enter into a contract with us. The terms and conditions of this contract can be found on our website under [HE Regulations and Policies](#). The terms and conditions set out our responsibilities to you, and your responsibilities to us. You should make sure you read the whole document.

## 3. Getting here and orientation

### 3.1. Transport

The University College operates a minibus service morning and evenings to and from the main campus to Cow Watering Lane and to Chelmsford Railway and Bus Stations. For further information email [transport@writtle.ac.uk](mailto:transport@writtle.ac.uk).

Public transport – Buses run from Writtle village into Chelmsford at approximately 15-minute intervals ([First Bus](#)).

Chelmsford City Council are also taking part in an e-scooter hire trial with Essex County Council and e-scooter company, TIER. It's possible for you to hire an e-scooter to get around Chelmsford City Centre – scooters hired through the scheme are legal. For more information see Chelmsford City Council website [Chelmsford e-scooter trial](#).

### 3.2 Arriving and Parking on Campus

The University College has adopted a green transport policy and encourages green forms of travel. The main modes of access to the University College are by cycle, bus or car, with local residents of Writtle able to walk to the site.

The University College is located along the signed National Cycle Route 1 that links Central Park, with Admiral's Park and Writtle. The cycle route continues through the central track to the farm and Cow Watering Campus, including the Equine Centre. Cycling is one of the best, and cheapest, ways of getting about at Writtle. There are also regular bus services from Chelmsford, with just a short walk from the bus stop on Lordship Road in Writtle.

### 3.3 Student Vehicle Regulations

If you need a car for access then you must follow the Student Vehicle Regulations that apply on site, as follows:

**Student Cars** – Students may only park in designated student car parks; locations are shown on the campus map and on MyWi. All vehicles must be registered on-line at <http://student.writtle.ac.uk>, and display a current parking permit in a prominent position on the windscreen.

**Motor Bikes** – Motor bikes may be parked in the covered store situated just beyond Design 2.

**Parking Cycles** – There are many cycle racks on campus and secure cages are available. If you do want to bring a bicycle onto campus we advise that you have your bicycle insured.

**The one-way system** must be strictly observed. A 5-mph speed limit applies to all campus roads, with no parking allowed along the University College roads.

**Please note**, if students park in staff or visitor car parks they will be fined (£25); unauthorised parking in a disabled bay will also incur a fine. Vehicles must not be left at University College during vacations without obtaining permission from the Property and Facilities Office.

No drivers of vehicles may use a mobile phone whilst driving on University College grounds.

It is an offence to cause undue vehicle noise when driving on University College grounds. Vehicle repairs must not be carried out in the car parks.

The University College reserves the right to dispose of **abandoned vehicles** after a period of 3 months with any costs incurred charged to the vehicle owner.

All vehicles brought on to the campus must be insured and taxed, legal and roadworthy.

**Students' visitors** bringing cars on to campus should park in designated student car parks and obtain a temporary vehicle pass from Reception.

Vehicles must not be driven recklessly or on to paths or grassed areas. Any student reported for driving at an inappropriate speed without consideration for others, whilst using a mobile phone or parking in an unauthorised place will face disciplinary action. This could involve, fines, withdrawal of permission to have a vehicle on campus or, in extreme cases, suspension or expulsion.

**Cow Watering Lane** – Cow Watering Lane is narrow and has many places with restricted visibility. Drivers are likely to encounter approaching vehicles, horses, cyclists and pedestrians. It is in everyone's interest that all vehicles are driven with great care, consideration and courtesy in Cow Watering Lane.

### 3.4 Your Student ID Card

New students are issued with an ID Card at the beginning of their first academic year, usually following online enrolment. The information held on the card is extracted from our Student Record System. If you submit incorrect online enrolment details the information displayed on your ID Card will be incorrect. Cards are valid for the duration of your studies.

### 3.5 Catering on Campus

During term time the Garden Room is open for hot and cold meals and refreshments, opening times are normally as set out below but may vary from time to time – check notices for details:

#### **Weekdays**

Breakfast	07:30 - 10:30
Hot Snacks	10:30 – 11:30
Lunch Service	11:30 – 14:30
Refreshments	14:30 – 17:00
Dinner Service	17:00 – 19:30

#### **Weekends**

Saturday Brunch	11:30 – 13:30
Sunday Lunch	12:00 – 14:00

### 3.6 BAA/Recreation Centre

The University College Baa is where students and staff can go and relax, have a drink and chat. The Baa is located on the main campus and is regulated by national legislation and therefore under 18s cannot be served alcohol. The Baa facility is open from 12:00 noon most weekdays until around midnight. The bar is only open in the evenings.

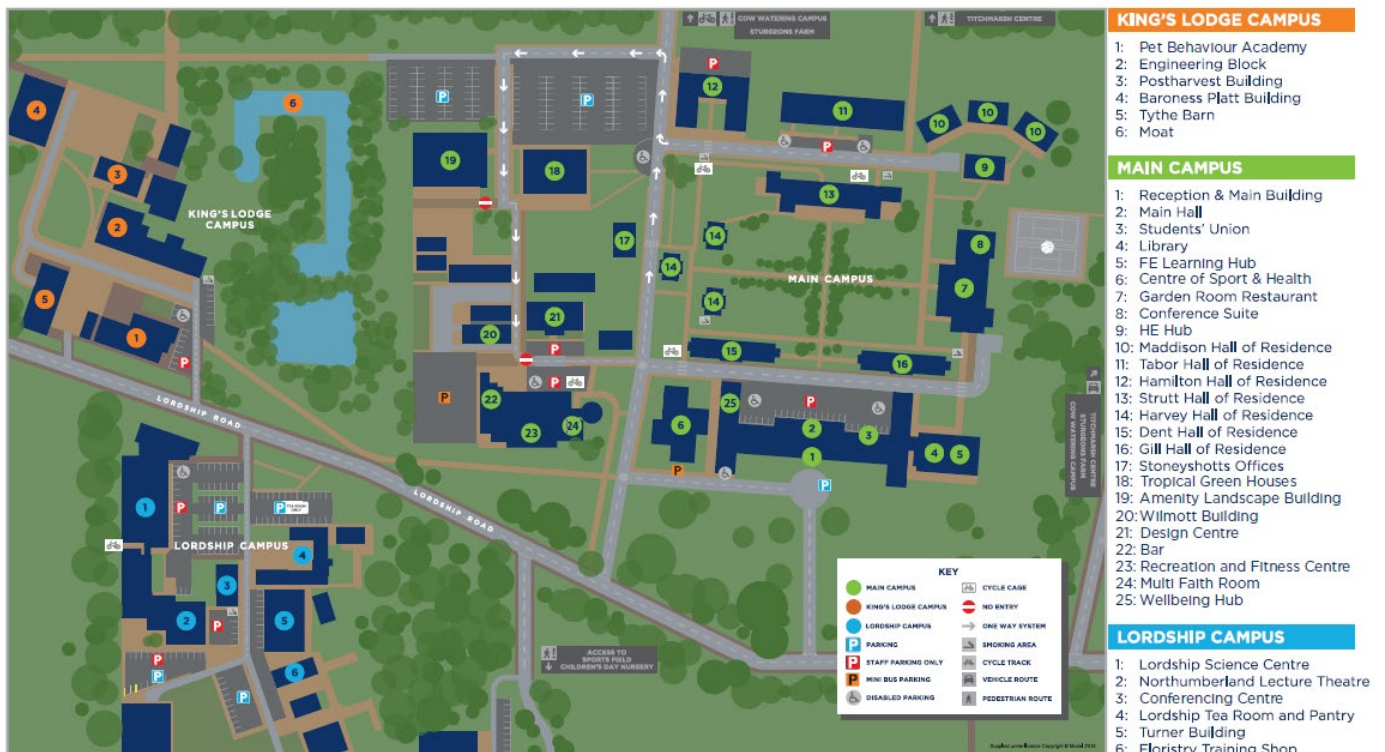
The Recreation and Fitness Centre is located close to The Baa on the main campus; and has a squash court, a sports hall and a fitness suite which can all be used by students. To find out more contact the Sports Co-ordinator.

### 3.7 Students' Union

The Students' Union Office is located inside the rear entrance of the main building. Details on opening hours are displayed outside. The SU has an open door policy during term time and you are always welcome to call in and discuss any issues you may have whether they are relating to study, welfare or anything else. The Students' Union Office can provide information on how to obtain an NUS card.

# On Campus

## Campus Map



## Main Building Layout



## 4. Finance and Fee Payment

You are required to pay tuition fees to the University College in a timely manner. The requirements for payment are summarised here but set out in detail in the [Higher Education Fees and Refund Policy](#). Please read this carefully as it sets out how we will collect your fees and what your responsibilities are in respect of payment.

### 4.1. Fee Status

Your fee status (i.e. whether you pay home fees or international fees) will have been checked at enrolment. If there are any changes to your circumstances that you think will affect your fee status you should contact Registry.

### 4.2. Student Loans Company (SLC) Funding

If you are funded by the SLC we will collect your fees direct from SLC. We will require confirmation from the SLC that you have secured your funding by the time you enrol.

It is important that you register as a student each academic year. Registration each year will trigger the release of payments directly to your bank account. If you do not enroll, or you enroll late, you will not receive your payment or your payment will be delayed.

Note: if you change your course, level or duration of study this may affect your entitlement to financial support. You should seek advice from our Student Finance team or [Student Finance England](#).

### 4.3. Self-Funding

Fees should be paid upfront or, as an International student, under a fee payment schedule as outlined in the [Higher Education Fees and Refund Policy](#).

### 4.4. Sponsored Students

Where you are being sponsored for part or all of your tuition fees, you must provide a letter confirming this to Admissions no later than 1<sup>st</sup> September ([admissions@writtle.ac.uk](mailto:admissions@writtle.ac.uk)).

We will invoice sponsors for their contribution to your fees once you have registered. Sponsors must pay in full within 30 days from the date of the invoice.

If you sponsor defaults on any fee payment arrangement, you will immediately become liable for all outstanding fees.

### 4.5. Withdrawals and Refunds

If you wish to withdraw from your studies, you must do so on the official withdrawal form and submit this through Registry or the Quality Office. Once your withdrawal has been approved, you will be given a refund if you are eligible for one according to the [Higher Education Fees and Refund Policy](#).

### 4.6. Transfers and Interruption of Study

If you wish to transfer your course, you will normally be able to transfer the fees you have already paid to your new course. Where there is a difference in tuition fees the relevant adjustment will be made and invoiced/refunded as necessary. There will be no reduction in tuition fees where you transfer from an honours degree course to a non-honours award.

### 4.7. Repeat Assessment and Report Study (taught students).

You will be charged additional tuition fees for second attempts at failed assessments, up to a maximum of £300 in any one year. Where you are unable to progress due to failed assessments and required to repeat a year of study; you will normally be charged the full annual tuition fee for the repeat year. See [Finances](#) on our website for further details.

## 4.8. Non-payment of fees

It is part of your contract with the University College that you must pay your fees on time. If you do not pay your fees the University College will act to ensure it collects the fees owed.

If you are experiencing any difficulties meeting your tuition fee payments, you should discuss this with WUC at the earliest opportunity by contacting [student.finance@writtle.ac.uk](mailto:student.finance@writtle.ac.uk). We will at all times seek to be understanding of your individual financial circumstances and will take reasonable steps to support you.

## 4.9. Scholarships and Bursaries

A range of bursaries and scholarships are available to students, dependent on individual circumstances. Full details, including deadline for application to each scheme, can be found on our [website](#).

## 5. Additional Information for International Students

### 5.1. Visas and Immigration

Non-UK students must have a valid immigration status that permits them to study in the UK. This may be a Student Visa sponsored by the University College, or another type of immigration status. Your visa or Biometric Residence Permit (BRP) is your permission to stay in the UK. Your visa states the period of time that you are allowed to stay in the UK (it will show a specific date); and any conditions attached to your stay. It is important that you have the correct type of visa that allows you to study here at Writtle.

### 5.2. Applying for a bank account

When you arrive in the UK to study you will need a UK bank account to pay bills, and to pay your tuition fees. You will need a letter from the University College to open your account which we can provide once you have completed your enrolment.

### 5.3. Healthcare

If you are on a course lasting six months or longer, you can get treatment from the National Health Service (NHS) from the beginning of your stay. You will not have to pay for hospital treatment, but you may have to pay the Immigration Health Surcharge fee as part of your application for a visa.

Information is available here:

[www.gov.uk/healthcare-immigration-application/overview](http://www.gov.uk/healthcare-immigration-application/overview).

You may also have to pay for some dental treatment and pay a standard charge for medicines prescribed by a doctor, depending on your income. Visit the UKCISA website, [www.ukcisa.org.uk](http://www.ukcisa.org.uk) for more information.

### 5.4. Working

Your visa will say if you are entitled to work in the UK and how many hours you can work per week during term-time. If you are allowed to work, there is no restriction on the number of hours you can work during the holiday period; but you must not work for more hours during term-time than is allowed by your visa.

Always check [Term Dates](#) to make sure.

Postgraduate students should note that the dissertation write up period over the summer is considered to be an academic period where the working hours limit will apply.

### 5.5. Attendance

If you are sponsored for a Student Visa, the University College sponsorship duties include monitoring your attendance on a weekly basis. It is therefore very important that you attend all scheduled teaching sessions, seminars and workshops. See the [Higher Education Attendance and Engagement Policy and Procedure](#) for more information.

All students are required to attend all of their scheduled timetabled sessions and have full attendance on their placement (if applicable). The University College expects you to attend all times. The consequences of erratic or poor attendance can result in your sponsorship being withdrawn and termination of your registration on your course. You will be required to leave the UK as we will, in-line with our Student Visa sponsorship licence duties, advise UK Visas and Immigration (UKVI), who will curtail your visa.

We realise that there may be occasions when you are unable to attend, for example:

**Illness** – this must be reported to the [HE.Absence@writtle.ac.uk](mailto:HE.Absence@writtle.ac.uk) before your scheduled class. If you are absent for more than one week you will require a certificate from your doctor to cover the period of your illness.

# International Students

**Unexpected absence** – If you are required to return home unexpectedly during term time then you must, before making any arrangements, obtain approval from our Admissions and Compliance Manager. If you require a prolonged period of leave you will need to discuss this with the Admissions and Compliance Manager as you may need to defer your studies.

## 5.6. Record Keeping

We also have a responsibility to keep records of students' passports, visas/biometric residence permits and contact details. We will ask you to update your contact details at regular intervals.

# Timetable and Semester Dates

## 6 Teaching and Examination Dates

### 6.1. Semester Dates

Semester dates for undergraduate and taught postgraduate students for the current academic year are available on the [University College website](#).

The teaching week dates include assessment periods, which may vary per course. It is your responsibility to ensure that you are available during all assessment periods.

### 6.2 Course Specific Timetables

Copies of course timetables will be available to students prior to the start of each semester via [My Course Timetable](#) on your dashboard on Moodle. These indicate the timing, location and staffing for teaching sessions associated with each course. **Please note** that timetables can be subject to change and should be checked regularly.

### 6.3 Exam Timetables

Exam timetables are set at the start of each semester and published in draft in advance and will include the date of the final confirmed timetable. They are posted on the **Examinations Notice Board** outside **Room L54** in the main building; as well as on course notice boards across campus. An all student email is sent out when the examination timetable becomes available. Personal draft, and final, timetables will be available on MyWi, after logging on click on 'My Exam Timetable'.

Students are asked to check the dates and times of their examinations and advise Course Scheme Managers or the Quality Office immediately of any issues (e.g. examination clashes). Having two examinations on one day will not be regarded as a reason for moving examinations provided there is a reasonable break between the examinations. Students are

expected to be available throughout the examination period.

It is YOUR responsibility to check the final date, time and place for YOUR examinations.

Students should not rely on word of mouth, telephone enquiry or draft timetables issued in advance. Final examination timetables will be published in good time to allow all students (whether full or part-time) to check prior to the revision/study support week.

Examinations will not necessarily be held at the same time, or on the same day, as the usual taught session for the module concerned.

### 6.4 Access Arrangements

If you require specific access arrangements for exams, for example, additional time, a reader or scribe or a separate room; then you must contact Student Support at least **3 weeks prior** to your exam date. Forms for requesting access arrangements can be found on Moodle in the Student Support section, or from the Quality Office, L69 main building.

Permission for access arrangements will only be granted if supported by a relevant assessment of need.

### 6.5 Refer and Extenuating Circumstance Assessment Dates

Specific assessment dates are set for students who have been granted extenuating circumstances (see SECT) or have been granted a refer opportunity following a failed attempt at an assessment. If you are granted extenuating circumstances or a refer opportunity it is your responsibility to ensure you are available for the designated assessment period.

Please refer to the [Semester Dates](#) on our website for the specific academic year dates.

# About Your Course

Course specific information can be found on Moodle on the main page for your course. It may be curated into a Course Scheme Handbook, or set out on the Moodle area with appropriate links to further information.

Your course specific timetable is available [via My Course Timetable](#) when you login to your Moodle dashboard area.

This section of the HE Student Handbook provides general information that relates to all higher education courses.

## 7. Academic Regulations

Academic regulations, policies and procedures are the framework which govern our higher education courses. They set out how we determine when you should enrol, your assessments, how you can progress through your course and how we will calculate your final award classification. They also set out how any requests for extensions to assignment submission dates, or extenuating circumstances are dealt with; how appeals operate and many other processes relating to your time at the University College.

You can find links to academic regulations, policies and procedures in the [Quality Office Moodle area](#) as well as our website page on [HE Regulations and Policies](#). Key documents are described below, all students are advised to familiarise themselves with these key regulations.

### 7.1. Academic Frameworks

Our Academic Frameworks set out the type of awards available for undergraduate and taught postgraduate study. They explain how many credits are required to achieve certain awards, to progress through awards and what happens if you fail to achieve enough credits to progress. [Academic Frameworks](#) are available on the website.

### 7.2. Code of Practice on Assessment

Our Code of Practice on Taught Higher Education assessment ensures that processes of assessment are in place to enable every student to demonstrate the extent to which they have achieved the intended learning outcomes of the award they are aiming to achieve. It sets out students' rights in relation to assessment and feedback on assessed work. It details the 'Conditions of Assessment' i.e. your rights to be assessed or reassessed depend upon you fulfilling the Conditions of Assessment.

It also explains how we can support students with additional study needs through additional support or alternative assessment methods. If you think you have additional learning requirements or a disability that may entitle you to additional study support, please speak to your Course Scheme Manager or Personal Tutor, or a member of our Study Support team.

**Students are expected to undertake all assessed work within a module before they can be deemed to have passed the module.**

### 7.3. Academic Offences

An academic offence occurs when a student is deemed to have tried to gain an advantage through unfair means. For example, cheating in an exam, or submitting a piece of coursework claiming it is their own original work when it has actually been written/created by someone else.

We take academic offences very seriously, when an allegation is upheld there are a set of penalties that can be applied including, in serious cases, termination of your registration.

It is your responsibility to ensure that you are familiar with our [Code of Practice on Academic Offences](#).

# About Your Course

## 7.4. Extenuating Circumstances and Late Work.

We understand that sometimes the unexpected happens and students are not able to meet assessment deadlines. To support you in such circumstances we have our [Extenuating Circumstances and Late Work Code of Practice](#).

If you are experiencing any issues, academic or personal, that are likely to impact on your ability to submit work on time; or your usual level of academic performance, speak to your Module Leader if you need to apply for a Late Work submission; or for Extenuating Circumstances that affect more than one piece of assessment or module, speak to your Course Scheme Manager.

## 8. Course and Module Leads

### 8.1. Course Scheme Manager

Your Course Scheme Manager co-ordinates the delivery of your whole course. They can help your **Personal Tutor** resolve any problems or questions that affect your whole course including things like, suspending studies, transferring to a different course etc.,

### 8.2. Personal Tutors

You will be allocated a personal tutor at the start of your course, usually a member of the core staff associated with the delivery of your course. The role of the Personal Tutor is to advise and support students in the development of their individual learning strategies and course. Personal tutors will also provide a focus for pastoral or non-academic support; although it may be appropriate or desirable to seek further support from time to time from other services such as the University College counsellor.

### 8.3. Module Leaders

Your Module Leaders are the academic staff in charge of teaching and coordinating delivery of an individual module. You should get in touch with them if there is anything specific you don't understand related to their module.

## 9. Virtual Learning Environment

Moodle is our Virtual Learning Environment, the online home for your studies. On Moodle you will find:

- Your course home page with useful links to study, and support, resources.
- Module information and learning materials
- Coursework submission dates and guidance, including Turnitin links
- Announcements relating to your course
- Online discussions and forums related to your course.
- Links to your Course Timetable, University College email, Library, Study Support and Wellbeing.

## 10. Course Reps (Student Union)

The University College and Students' Union (SU) are dedicated to making sure that your voice is heard and makes a difference.

Course Representatives speak for their fellow students on their course and year of study; and are an important part of the Course Scheme Review Committee, which helps to shape the academic experience for you and future students. Student representatives are also invited to attend the HE Forum, an informal setting to raise points for discussion; and the HE Student Council a formal forum which reports into key committees including Academic Board.

# About Your Course

Training and support are offered to all student representatives.

If you are interested in becoming a Student Rep then speak with your Course Scheme Manager and/or the Student Union Officers.

The Student Union is located in the main building (see [Main Building map](#)).

## 11. Staying in touch

It's very important that you let us know when things go wrong, or you feel like you are struggling. We are here to help you and can offer support and advice to get you back on track.

Your first point of contact should normally be your Personal Tutor, but you are welcome to reach out to other support areas at any time. See Getting Help and Support.

# Getting Help and Support

## 12. With Assessments

Assessments are important because they are a measure of how much you have learned and the skills you have developed. Throughout your course you will have different types of assessments – exams, essays, group work etc.,

You will have **formative assessments** (these don't contribute to your module mark but are important in helping you to understand what you need to do to get a good mark in your summative assessments). **Summative assessments** are those that do contribute to your module mark and overall award. It is really important to reflect on feedback from assignments that you have submitted.

If there is anything you don't understand about what is expected in an assessment, firstly ask your Module Leader.

### 12.1. Student Success Team

Engaging with the Student Success team can help you enhance your academic writing and build your study skills. There are self-help topics accessible through the [Student Success team Moodle area](#); HE students are also able to book one-to-one [skills coaching sessions](#). You can contact the team by email [success@writtle.ac.uk](mailto:success@writtle.ac.uk) or call in to the Student Success office on the ground floor of the HE Study Hub (see [Campus Map](#)).

### 12.2. Careers Support

The careers and Employability Service aims to support you to build a successful career after WUC. We offer an impartial service, to help you find an ambitious future. There is individual, personalized guidance offered to discuss your future options, as well as a range of planned employer events so that you can build connections whilst you are studying. There is also self-employment support offered too.

### 12.3. Library

The Library team is here to support you. They provide the books and online resources that you will need for your studies, as well as study space and facilities. Call in and see them or contact them – [thelibrary@writtle.ac.uk](mailto:thelibrary@writtle.ac.uk) if you have any questions. There are links to access the library catalogue, to find, reserve and renew books as well as journal articles on the Library space on [Moodle](#) too.

### 12.4. IT Support

If you are new to Writtle you may find our [Induction Guide](#) useful. There are also links on the [IS&T Support Desk](#) for help on Turnitin and IT Tutorials. You can also contact the IT Support team at [supportdesk@writtle.ac.uk](mailto:supportdesk@writtle.ac.uk).

## 13. Health and Wellbeing

Our Wellbeing Team have a designated area on Moodle, they can also be contacted by email at [wellbeing@writtle.ac.uk](mailto:wellbeing@writtle.ac.uk). You can also follow them on social media, Twitter and Instagram, @WUC\_wellbeing to be kept up to date with what they are doing, what's on and for tips on staying healthy and well at Writtle.

You can be referred to the Wellbeing team by a member of University College staff; or you can self-refer through Moodle [Student Self-Referral Tool](#).

The ['My Healthy Advantage'](#) app from Health Assured is available for free, and offers industry-leading features across 4 key categories – wellness, wellbeing, engagement and reward & recognition. These provide support for any issue's students may be facing, and offer effective management techniques.

Download on the [App Store](#) or [Google Play Store](#).

### 13.1 Emergency/Confidential Contacts

Emergency Ambulance   Fire   Police	call 999
Mental Health Crisis	call 111

# Getting Help and Support

Samaritans	call free 116 123
Non-Emergency Police	call 101
Broomfield Hospital	call 01245 362000
Writtle GP Surgery	call 01245 421205

## 13.2 Pregnancy

If you are pregnant during your course, in addition to speaking to your doctor you should notify your Personal Tutor so that we can assess any risk to you or your pregnancy. This is especially important if you are involved in laboratory work with chemicals or biological agents, using machinery, or lifting, carrying and moving heavy or awkward items.

## 14. Student Administration

If you need help or advice and guidance in relation to any of the processes, regulations or codes of practice that govern your course call in and speak with a member of the Quality Office team (L69 Main Building); or contact them [quality.office@writtle.ac.uk](mailto:quality.office@writtle.ac.uk). They will be able to give you advice and/or direct you to the right department to provide the advice or support you are seeking.