Welcome

We would like to welcome you to the Edge Hotel School and the start of your degree course.

Whilst your experience of University life may be a bit different to that which you might have initially envisaged, be assured that we will be doing our best to ensure that you will be living and working in a safe and secure environment and that you will be getting the best academic experience that we can provide for you.

Studying at the Edge Hotel School means you will need to work hard and use your talent to its full potential. We believe that innovation and change can be good. We encourage you to express your opinions, and we are confident that EHS students make a positive commercial and charitable contribution to our industry.

Make the most of learning from the lecturers in your academic sessions and the professionals in the hotel and seek every opportunity to engage with our industry. You are now part of our learning and professional community and, if you need it, you should feel free to seek academic or personal support from staff and fellow students.

We also want you to have fun, enjoy university life to the full and develop yourself. We are very proud of the Edge Hotel School and want you to graduate as an accomplished and confident Edge Hotel School ambassador and to celebrate your achievements with friends for life.

We want the next few years to be some of the greatest years of your life where you not only learn, but also make many friends and memories to look back on in later life.

Welcome to the Edge Hotel School.

Andrew Boer

Head of Department
# Contents

Welcome .................................................................................................................. 1
Introduction .............................................................................................................. 1
Practicalities and Getting Started ................................................................. 2
  Registration ........................................................................................................ 2
  Right to Study ............................................................................................... 2
  Choosing your modules ............................................................................... 2
  Explore your Campus .................................................................................... 2
  Get connected ............................................................................................... 3
  Working while studying ............................................................................. 3
  Your personal belongings ........................................................................... 4
The Essex Experience ......................................................................................... 4
  Equality, Diversity and Inclusion .............................................................. 4
  Student communities ................................................................................. 4
  Essex Sport ................................................................................................. 4
  Students’ Union ........................................................................................... 5
Essex Spirit, social media and What’s on? .................................................. 5
About Edge Hotel School ............................................................................... 6
  Meet the team ............................................................................................... 6
  Staff research interests .............................................................................. 7
  Departmental resources and facilities ...................................................... 8
  Departmental prizes .................................................................................... 8
  Communications ......................................................................................... 9
Learning and Teaching .................................................................................... 10
  My Course .................................................................................................... 12
  Module enrolment ...................................................................................... 13
  Fitness to practise ....................................................................................... 13
  Study Abroad .............................................................................................. 14
  Work Placements ......................................................................................... 14
  Module Materials ........................................................................................ 14
  Teaching timetable ....................................................................................... 15
  Recording your attendance ....................................................................... 15
  Making changes to your study ................................................................. 15
  Library Services ........................................................................................... 15
Academic Skills and Support ......................................................................... 16
  Departmental Support ................................................................................ 16
  Proofreading services ............................................................................... 16
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language classes</td>
<td>17</td>
</tr>
<tr>
<td>Learning a Language</td>
<td>17</td>
</tr>
<tr>
<td>Assessment and Academic Integrity</td>
<td>18</td>
</tr>
<tr>
<td>Rules of Assessment</td>
<td>18</td>
</tr>
<tr>
<td>Academic Integrity and Academic Offences</td>
<td>18</td>
</tr>
<tr>
<td>Methods of Assessment in Edge Hotel School</td>
<td>19</td>
</tr>
<tr>
<td>Coursework</td>
<td>19</td>
</tr>
<tr>
<td>Return of coursework</td>
<td>20</td>
</tr>
<tr>
<td>Ethics in research</td>
<td>21</td>
</tr>
<tr>
<td>Examinations</td>
<td>21</td>
</tr>
<tr>
<td>Moderation and marking</td>
<td>22</td>
</tr>
<tr>
<td>Feedback</td>
<td>23</td>
</tr>
<tr>
<td>The Board of Examiners</td>
<td>23</td>
</tr>
<tr>
<td>Reassessment</td>
<td>23</td>
</tr>
<tr>
<td>Extenuating Circumstances</td>
<td>24</td>
</tr>
<tr>
<td>Computers, Learning Technologies and your Information</td>
<td>25</td>
</tr>
<tr>
<td>Computers</td>
<td>25</td>
</tr>
<tr>
<td>Learning Technologies and Systems</td>
<td>25</td>
</tr>
<tr>
<td>Your information</td>
<td>26</td>
</tr>
<tr>
<td>Student Voice</td>
<td>27</td>
</tr>
<tr>
<td>Student Representatives</td>
<td>27</td>
</tr>
<tr>
<td>Student Voice Groups</td>
<td>27</td>
</tr>
<tr>
<td>Student Surveys</td>
<td>27</td>
</tr>
<tr>
<td>You Matter</td>
<td>29</td>
</tr>
<tr>
<td>Student Services Hub</td>
<td>29</td>
</tr>
<tr>
<td>Support for disabilities and conditions</td>
<td>29</td>
</tr>
<tr>
<td>Seeing a Doctor</td>
<td>29</td>
</tr>
<tr>
<td>Counselling services</td>
<td>29</td>
</tr>
<tr>
<td>UK Immigration Advice and Guidance</td>
<td>30</td>
</tr>
<tr>
<td>Money management</td>
<td>30</td>
</tr>
<tr>
<td>Students’ Union Advice</td>
<td>30</td>
</tr>
<tr>
<td>Residence Life</td>
<td>30</td>
</tr>
<tr>
<td>Religion, faith and beliefs</td>
<td>30</td>
</tr>
<tr>
<td>Harassment support</td>
<td>30</td>
</tr>
<tr>
<td>Health and safety on campus</td>
<td>31</td>
</tr>
<tr>
<td>Making a Complaint</td>
<td>31</td>
</tr>
<tr>
<td>Student Development</td>
<td>32</td>
</tr>
<tr>
<td>Careers Services</td>
<td>32</td>
</tr>
<tr>
<td>Section</td>
<td>Page</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>CareerHub</td>
<td>32</td>
</tr>
<tr>
<td>Big Essex Award</td>
<td>32</td>
</tr>
<tr>
<td>Chart Your Path</td>
<td>32</td>
</tr>
<tr>
<td>Volunteering</td>
<td>32</td>
</tr>
<tr>
<td>Essex Interns</td>
<td>32</td>
</tr>
<tr>
<td>You Are Essex</td>
<td>33</td>
</tr>
<tr>
<td>Year and Degree Marks</td>
<td>33</td>
</tr>
<tr>
<td>Graduation</td>
<td>33</td>
</tr>
<tr>
<td>HEAR</td>
<td>33</td>
</tr>
<tr>
<td>References</td>
<td>33</td>
</tr>
<tr>
<td>Alumni</td>
<td>34</td>
</tr>
<tr>
<td>What comes next?</td>
<td>34</td>
</tr>
</tbody>
</table>
Introduction

All Schools and Departments at Essex create a Student Handbook each year. These are designed to be useful tools for you to find out what you need to know about your department, the University and its academic policies and procedures, and all of the resources available to you.

We know things might be a little different this year, but we remain absolutely determined to provide you with the best Essex education and student experience we can while safeguarding your health and wellbeing. Make sure that you keep up to date with what we all need to do to keep safe as a community.

At Essex we celebrate diversity and challenge inequality. You are welcomed to a truly diverse community where differences are celebrated, and individuality is valued. Your contribution is welcomed and encouraged based on your own thoughts and experiences. As part of our community you will have the freedom to explore, experiment, challenge your discipline and have your ideas shaped by peer and professional knowledge from all over the world. Essex is about more than just getting a degree: we have so much to offer our students!

Things might have to change and adapt over the year, so make sure that you’re checking online and keeping in touch with your department for the latest updates. The Student Directory contains a wealth of other helpful sources of information which you may also find useful.
Practicalities and Getting Started

Registration

Whether a new or returning student, you will need to officially register at the start of each academic year. Registration is not only a formal procedure of enrolling you into the University, but also connects you to a number of vital systems which allow you to access your online Welcome and Induction information and start your studies. As part of this process, you will need to activate your Essex IT account, register online and, once you arrive on campus, undertake a Right to Study check and collect your student registration card.

Right to Study

The University must ensure all students have the right to study at the University of Essex for the whole duration of their course. If you require immigration permission to study in the UK, this will be checked when you first arrive on campus and as necessary thereafter. Students have a duty to maintain valid UK immigration permission that allows study for the duration of their course, failure to do so may lead to withdrawal from the University under the University’s General Regulations.

Student visas

The University has many duties as a Tier 4 sponsor and must ensure we remain compliant in order to retain our Tier 4 sponsor status. Students with a Tier 4 or Short-term student visa have responsibilities to the University and the Home Office. There will be conditions attached to your visa that restrict what you can do in the UK, breaking any of the conditions may mean you can’t remain in the UK and complete your course. Please be aware that changes to your course, whether due to academic failure or choice, must be considered against the Immigration rules and guidance in place at the time, this can mean that some academic options may not be available to you.

If you are coming to the UK on or after 1 January 2021 to study, you may be applying for a visa under the new immigration rules that the UK government intend to introduce. These rules will also apply to European and Swiss nationals who do not already have EU settled status or UK immigration permission. The government aim to release the new rules in the autumn of 2020, we’ll publish more information on our immigration web pages after they have been published and considered.

Choosing your modules

You may have module options to select as part of your course structure. If you do, you must select the modules you wish to enrol on before the academic year begins. You can view and choose your specific options through the eNROL system. New students can do so from the end of August and returning students can from the April preceding the next academic year. Early module enrolment ensures that timetables can be scheduled effectively. We’ll talk more about how you might decide which modules to take in the Learning and Teaching section of this Handbook.

Explore your Campus

There is a broad range of facilities across each of our campuses to support your experience at Essex, whether in person or virtually. For the latest information, see the updates on services on campus and make sure that you’re aware of the guidance for those coming onto campus.
Get connected

Your IT account
You will need to activate your Essex IT account. Once you’re set up, you can access your Essex email, log in to Moodle, access lab computers and library services, print for free on campus, connect to campus wi-fi, and much more. When you activate your account, you should register an external email address and passphrase so that if you forget your password, you can also reset it using these details. If you have forgotten those also, you should either visit the IT Helpdesk or call 01206 872345. Make sure you keep your password safe and do not share it with others!

Campus Wi-fi
If you are studying on any of our campuses, connect to our Wi-Fi by simply finding the ‘eduroam’ network on your device and use the same log in details as your IT account to connect up!

Essex Apps
The University has a variety of online systems and platforms designed to enhance your learning and help make processes, such as submitting coursework, easier. We have rounded up the top platforms, portals and apps that you need to know about!

MyEssex
MyEssex is your online account. This is different to your applicant portal – you can use MyEssex to view your timetable, update your personal details, request replacement student cards or supporting documents, monitor your course progress, let us know if you’ll miss a lecture or class, contact the Student Services Hub, and much more.

PocketEssex
Pocket Essex is the University’s official app for students; its interface of icons act as a portal through to a variety of areas and resources. PocketEssex links to many areas that MyEssex does, but also takes you through to other key resources, such as the Students’ Union, FindYourWay and the Library.

Find Your Way
When on campus, we know that finding your way can be challenging to start with. Our Colchester campus in particular can be difficult to navigate with a historically complex room numbering system! FindYourWay is our interactive campus map designed to get you from A to B on either the Colchester or Southend campuses with quick and easy directions.

Working while studying
Many students choose to work part-time to supplement their income. Working during your course can also give you excellent skills and experience to boost your CV. Our Student Services Hub can help you find part-time work. There are also many opportunities to work in paid jobs on campus.

You can access recommendations on working hours, as well as guidance on rates of pay and National Insurance contributions on the Careers Services webpages.

If you have a student visa, please read our information on working in the UK for international students before you start looking for a job. The country you’re from and your visa type will determine whether or not you can work in the UK. If you can work, the type of work you are allowed to undertake and the number of hours you can work will be restricted.
Your personal belongings
The University does not cover costs for personal damage or loss of possessions; only in instances where the University has been negligent would a claim be viable for compensation for personal belongings. Therefore, you are strongly advised to take out personal insurance cover for your possessions. This is especially important for valuable items, such as laptops, phones and tablets.

The Essex Experience
The University of Essex is proud of its inclusivity and its international community. Our campuses are places that are welcoming, where every single person can feel they have a place where they belong and where you can find the world in one place. As part of our ongoing commitment we have created a Student Charter as a pledge that every student becomes a part of when they join us. With the Student Charter you agree to support our community and we promise to provide you with a transformational educational experience.

Embrace the Essex Values
We are different at Essex. We are brave, we are bold, and we embrace challenges and drive change. Our values are underpinned by this very culture. While we full heartedly encourage students to challenge the status quo and explore the unknown, we expect that students do so respectfully, intelligently and act as true ambassadors for the University. The University has a Code of Student Conduct that outlines the rules and regulations that help us maintain our high standards of behaviour.

Equality, Diversity and Inclusion
The University recognises the value of diversity and is committed to equality of opportunity within the University. It therefore aims to create the conditions whereby students and staff are treated with dignity and respect, and solely on the basis of their merits, abilities and potential, regardless of race, ethnic or national origin, gender, gender identity, sexual orientation, disability, age, socio-economic background, family circumstances, religious or political beliefs and affiliations, or any other irrelevant distinction.

The University is committed to a programme of action to ensure that this policy is fully effective.

Student communities
We pride ourselves on being a welcoming and inclusive student community. The University recognises the value of diversity and are committed to equality of opportunity within the University. We aim to create an environment whereby students and staff are treated with dignity and respect, and solely on the basis of their merits, abilities and potential regardless of their background whether that is race, gender, sexual orientation, religious beliefs, or any other distinction.

We offer a wide range of support to individuals and groups of student members – our student communities - who may have specific requirements, interests or responsibilities - to help fulfil your potential. Whether you are an international student, a mature student, a BAME student or have any other requirements or needs, we here at Essex want to welcome you with open arms. The University is committed to a programme of action to ensure that this policy is fully effective.

Essex Sport
Learning doesn’t just happen in the classroom. Keeping active during your studies is a great way to meet new people, help relieve stress, maintain good physical and mental wellbeing, increase productivity, and improve your employability.
Visit the Essex Sport website or download the app to discover all the ways you can keep active during your time at Essex. In order to ensure the welfare of our community there may be changes to opening hours or what’s available, so do check on the website for the latest information.

**Students’ Union**

We’re famous for our Students’ Union at Essex, and for good reason. Here you’re not just a member of a normal Students’ Union; you’re part of a family. We’re here from day one to the moment you graduate to support you in any way we can.

The Students’ Union is run by students for students, and you have the ability to shape what we do. From deciding who leads the SU, to shaping your own experiences at Essex, we are here to represent your views and work with you to make amazing things happen.

**Get involved!**

There are opportunities to join Sports Clubs, to get involved with our BUCS teams which offer the opportunity to play competitively in a wide range of sports across the year. If you just want to try a sport, don’t want to commit to a regular team, or would rather not play competitively, check out our Just Play programme.

We have 120 Societies where you can meet people with similar interests, challenge yourself with something new or, if you can’t find what you’re looking for, start your own!

We also have our very own letting agency SU Homes designed to offer help and support for students to find off campus accommodation.

**Essex Spirit, social media and What’s on?**

Keep up to date with important news, events and offers from across the University with our Essex Spirit newsletter, delivered directly to your Essex email address.

Follow us on social:

- /uniofessex
- /uniofessex
- /Uni_of_Essex
- /uniofessex
- /uniofessex

Our Events calendar brings together all the events happening across our three campuses, so you can make the most of your time at Essex.
About Edge Hotel School

The Edge Hotel School was set up in 2011 and officially became a department of the University in 2018. We pride ourselves in our industry engaged education and the work based learning that takes place in Wivenhoe House.

As a School we want to create a friendly and open atmosphere, with good staff-student relationships. The School wants to ensure that all students have the best student experience both in and out of the academic studies.

The Edge Hotel School offices are located in the John Tabor Building behind the Constable Building and adjacent to Wivenhoe House hotel on the University of Essex Colchester Campus.

The administrative staff can be found in room JT.4, and can be contacted on ehs@essex.ac.uk or +44(0)1206 872 858 during the opening hours of Monday – Friday, 09.00 to 16.00. The office will also be closed from 12.30 – 13.30 every day.

During COVID-19 restrictions, access to the Admin Office is by appointment only, but we are happy to meet you face-to-face or via zoom or phone. Please use ehs@essex.ac.uk to book an appointment or call +44(0)1206 872 858.

The Edge Hotel School offices will not be open at the weekend or on UK published bank holidays.

Meet the team

A full list of all staff can be found on https://www.essex.ac.uk/departments/edge-hotel-school/people

Most academic staff work from 9am-5pm Monday to Friday. However, they tend to have busy schedules so you should check their office house or email/telephone first if you need an appointment. If you have an urgent query, you can contact the School General Office.

<table>
<thead>
<tr>
<th>Staff Name</th>
<th>Job Title</th>
<th>Email Addresses</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Boer</td>
<td>Head of Department/Principal</td>
<td><a href="mailto:aboer@essex.ac.uk">aboer@essex.ac.uk</a></td>
<td>01206 874311</td>
</tr>
<tr>
<td>Adrian Martin</td>
<td>Vice Principal/Director of Education</td>
<td><a href="mailto:amartil@essex.ac.uk">amartil@essex.ac.uk</a></td>
<td>01206 872029</td>
</tr>
<tr>
<td>Philip Berners</td>
<td>Course Co-ordinator/Lecturer</td>
<td><a href="mailto:p.berners@essex.ac.uk">p.berners@essex.ac.uk</a></td>
<td>01206 874737</td>
</tr>
<tr>
<td>Jennifer Kaye</td>
<td>Lecturer</td>
<td><a href="mailto:jkayea@essex.ac.uk">jkayea@essex.ac.uk</a></td>
<td>01206 876554</td>
</tr>
<tr>
<td>Dimitri Lera</td>
<td>Lecturer</td>
<td><a href="mailto:ldimit@essex.ac.uk">ldimit@essex.ac.uk</a></td>
<td>01206 872920</td>
</tr>
<tr>
<td>Quynh Nguyen</td>
<td>Lecturer</td>
<td><a href="mailto:q.nguyen@essex.ac.uk">q.nguyen@essex.ac.uk</a></td>
<td>01206 874684</td>
</tr>
<tr>
<td>Edge Hotel School General Office</td>
<td></td>
<td><a href="mailto:ehs@essex.ac.uk">ehs@essex.ac.uk</a></td>
<td>01206 872858</td>
</tr>
</tbody>
</table>

Teaching staff and support

All teaching staff hold regular weekly academic support hours. This is a time when you can meet with them about anything to do with your modules, from difficulties you might be having with your seminar readings, to discussions about feedback on your coursework. Details of academic support hours are posted on Moodle and if you cannot make the time advertised for any reason, please email the relevant academic with your availability.
The academic offices are found on the top floor of the John Tabor building. Due to Covid-19 restrictions, academic meetings are by appointment only, but we are happy to meet you face-to-face or via zoom or phone. Please note that academic staff may, on occasions, be away from the University on research trips and visits. Therefore, if you need to get in touch with them, you should email them in the first instance.

We have also listed some other key staff roles and how these individuals will be able to support you.

**Module Tutors**
There are dedicated Module Tutors to support students for each module. The module tutor for each module can be found on Module Directory. If you have a specific study question the relevant module tutor can be found here: [https://www1.essex.ac.uk/modules/modules.aspx?department=EG&filter=UG&year=19&campus=&level=&zs=true](https://www1.essex.ac.uk/modules/modules.aspx?department=EG&filter=UG&year=19&campus=&level=&zs=true)

**Your Personal Tutor**
All undergraduate students have a Personal Tutor who will meet you soon after you arrive, and regularly throughout your course. Your Personal Tutor will be a member of academic staff from within the Edge Hotel School and is there to help you feel connected to your department. Your personal tutor is someone you can talk to if you have questions about your course or encounter any difficulties that may affect your studies. They can recommend and direct you to other support services that might be able to further help and support you. You can find out who your Personal Tutor is through MyEssex.

**Your Peer Mentor**
All first-year students are assigned a Peer Mentor. Peer Mentors are either a second or final-year student. They will contact you to introduce themselves and organise how you’ll stay in contact. How often you contact or meet your Peer mentor is entirely up to you. You may find that they are an incredibly useful source of information, especially during the first few weeks of term.

Further information on mentoring at Essex role can be found here: [http://www.essex.ac.uk/students/study-resources/mentoring/peer-mentoring/default.aspx](http://www.essex.ac.uk/students/study-resources/mentoring/peer-mentoring/default.aspx)

**Become a Mentor**
If you are in second or final-year and are interested in becoming a Peer Mentor, a call for mentor applications is usually circulated in the Spring term. If you have any questions in the meantime, you can contact ehs@essex.ac.uk for further details.

**Staff research interests**
The School is primarily focussed on applied research. This is research which has direct application to the Hospitality and Events industries that the School works with and often involves working with a range of different organisations both, large and small, within our industry.

Amongst the examples of the research that staff have and are undertaking are:

“Changing the perception of an Industry : Challenging the image of Hospitality” : An analysis of the image of the industry and the labour market needs of the industry as well as considering ways of making the industry an aspirational career of choice;

"Why Customers Complain": Research investigating if it is possible to quantify customer motivations for complaining and whether businesses could flag a difficult customer pre-arrival.

“The Impact of Zero-Hours Contracts on Staff Motivation” : An analysis of the motivation of staff employed under zero-hours contracts.
“Exploring Emotional Intelligence: A study of Vietnamese hotel workers”: Research investigating how Vietnamese hotel workers managed their emotions, and those of customers and colleagues in the hotel workplace.

“The approach to international event management in evolving event industries: a comparative analysis of Poland and the United Kingdom”: Exploring the differences between an evolved event industry and an evolving event industry

**Departmental resources and facilities**
A wide range of facilities and resources are available for all students to access and use as part of their study at Essex. Each department and school also has a selection for the exclusive use of their students. Below is a summary of the facilities and resources that are likely to be most useful to you.

In the John Tabor Building there is a dedicated PC area with individual workstations. The workstations adjoin the academics offices which are segregated by glass screening, thus providing an open and well-lit academic workspace. Due to Covid-19 restrictions please book to use this space via ehs@essex.ac.uk.

**Printing, photocopying and scanning**
All students can print, copy and scan for free at Essex! You can even print from your mobile by sending your attachment to mobileprinting@essex.ac.uk. Please note that due to Covid restrictions Lecturers are not able to provide you with any printed materials and you should follow the cleaning instructions by all equipment.

Once you’ve located a device, simply log in using your Essex login and password, or tap with your student card to print. Whilst printing is free for all students, please think of your carbon footprint and only print if necessary.

Please note that there are strict laws about infringement of copyright; more information can be found on the [library website](https://library.essex.ac.uk) which explains what and how much you are permitted to copy. Usage is monitored and subject to a fair use policy.

**Premium printing**
Premium services for printing and finishing, including binding your documents for presentational purposes, are available at [The Copy Centre](https://www.essex.ac.uk/copycentre) (Square 4, Colchester Campus). These services are chargeable.

**Noticeboards**
Every department and school has their own noticeboard providing information on staff, courses and classes, updates, careers, events and opportunities. The School uses Edge Hotel School Student Area on Moodle to post module information, hotel rotas, examination rubrics, information about guest speakers and social events. There are also notice boards for careers information and job opportunities.

**Departmental prizes**
Each year we are pleased to award prizes signifying excellence. The following prizes are available for award to undergraduate students:

- Edge Hotel School Student of the Year in memory of Alan Jenkins
- Wivenhoe House Student of the Year
- Highest mark of the year
- Industry Project of the Year
The Department awards prizes annually in the form of tokens or money. The prizes for final-year students are presented at the reception for graduands and their guests, given by the Department on Degree Day.

Communications
The University will predominantly use e-mail for routine communication between staff and students. Your Essex e-mail address will have been added to the relevant e-mail groups specific to your department or school, course and modules to ensure that you receive the essential information relevant to you. It is recommended that you check your Essex e-mail each day to ensure you do not miss any important updates to classes and assessment.

You will also automatically be subscribed to a small number of opt-out lists, again, based on your course. You can always opt in or out of these communications online.

Social Media
Our social media channels (Facebook, Instagram and Twitter) are a good source of information of what is happening around the university and more specifically the Edge Hotel School. Please do not contact the pages asking for information about your course; you should contact your designated administrator directly via email.

The use of personal devices
You can use laptops and tablet PCs during teaching classes for purposes related to the class you are attending. You should refrain from using your mobile phone during all teaching events, except in cases where a lecturer uses a programme which requires these devices to be switched on for participation.
Learning and Teaching

The University is committed to providing equal opportunities for all our students regardless of where or how you study. Our diverse student population is considered when developing the resources, services and facilities on and off campus, when we create our courses, write publications and course materials, and set our policies and regulations.

The Edge Hotel School student experience is not confined to academic performance, but is about developing higher level practical and employability skills to prepare to enter or return to working life, developing independence, and experiencing a different cultural and social environment. Qualities developed, such as a wide variety of practical and leadership skills, organisational and communication skills, analytical and critical ability and independent judgement are highly valued by employers.

Our aim is to increase opportunities available beyond lectures, including work experience in a variety of industry specific areas and roles, master classes and other employment focused activities and events, equipping students with improved skills for life and the workplace, or progression to higher study.

The School prides itself in its approach to ‘industry engaged education’, not just in the way in which Students work within a fully commercial hotel environment, but also with its range of external and embedded engagements with members of the event and hospitality industry.

All students must adhere to the Edge Hotel School Professional Code of Conduct (see https://www1.essex.ac.uk/students/exams-and-coursework/ppg/ug/default.aspx).

Failure to adhere to the PCC may affect your module grades and your ability to progress on the course.

The common format for module delivery is through lectures and seminars, although there is some diversity.

Student and staff expectations

We expect a high level of commitment and hard work from you, but in return we can promise you the best opportunity to succeed and to finish your course with a sense of achievement and confidence.

What Students can expect from their Academics:

- For each module, a module description, with aims and learning outcomes, a reading list, assessment requirements;
- A series of well-prepared lectures, seminars and classes (as appropriate);
- That coursework submitted on time will normally be returned within four weeks of the relevant coursework deadline for undergraduates excluding vacations;
- That comments will be provided on coursework in accordance with the assessment’s marking guidelines;
- That members of staff will be available to see students during office hours, the times of which will be posted on Moodle, or by appointment;
- That any last minute changes to the timetable (e.g. due to teacher’s illness) will be sent via email/text message to the students concerned.

What Academics can expect from their Students:

- That students arrive punctually, and attend regularly, all lectures, seminar and classes as well as practical activities and designated field trips. In the event of an absence an explanation is required;
- That any required reading has been completed before the relevant lecture, seminar or class;
- That a sufficient amount of time is spent each week reading and preparing for each module, including the writing of coursework;
- That students participate actively in seminars and classes and honour commitments to produce work for a class;
• That coursework is submitted by the deadline and that the first page of their coursework is their coversheet;
• That all coursework is properly documented, cites all sources used and is the Student's own work;
• That students are familiar with the relevant subject area handbook, and the rules contained therein;
• Students are familiar with the university's late submission of coursework policy;
• Full attendance and professional engagement in the work based learning in Wivenhoe House hotel.

The academic year

The academic year uses a week numbering system that covers the 52 weeks of a calendar year but corresponds to typical term dates. So, the start of the academic year is week 1, which is Welcome week, with teaching commencing in week 2.

<table>
<thead>
<tr>
<th>Term</th>
<th>Week numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn</td>
<td>2-11</td>
</tr>
<tr>
<td>Spring</td>
<td>16-25</td>
</tr>
<tr>
<td>Summer</td>
<td>30-39</td>
</tr>
</tbody>
</table>

You can view the University’s week numbers with the equivalent dates in the week by week calendar. The University’s key dates include an overview of the start and end of each term and exam periods. However, it is important to note that the Edge Hotel School’s term dates vary from the traditional University term dates.

The accelerated degree has different timelines to the term times published on the University of Essex website and the table below provides indicative dates for your studies. It is important that you understand your timetable and commitment to studying intensively. If you need a further breakdown of your teaching, hotel or holiday weeks then the general office will be able to assist.

2 Year Accelerated Degree Course Dates

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Start Date – Level 4</th>
<th>End of Level 4</th>
<th>Start Date – Level 5</th>
<th>End of Level 5</th>
<th>Start Date – Level 6</th>
<th>End of Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2019 (2 Year accelerated courses)</td>
<td>03 October 2019</td>
<td>10 May 2020</td>
<td>01 June 2020</td>
<td>03 January 2021</td>
<td>25 January 2021</td>
<td>29 August 2021</td>
</tr>
<tr>
<td>October 2020 (2 Year accelerated courses)</td>
<td>08 October 2020</td>
<td>16 May 2021</td>
<td>07 June 2021</td>
<td>09 January 2022</td>
<td>31 January 2022</td>
<td>04 September 2022</td>
</tr>
</tbody>
</table>

3 Year Term dates for Academic Year 2020-2021

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Start of Autumn Term</th>
<th>End of Autumn Term</th>
<th>Start Date of Spring Term</th>
<th>End of Spring Term</th>
<th>Start Date of Summer Term</th>
<th>End of Summer Term</th>
</tr>
</thead>
</table>
However, you will find that all activities and events make reference to the standard academic year terms and schedule noted above.

You are expected to be available during term time to attend teaching events, unless otherwise advised by your Department. Please note that assessment may be scheduled during your study weeks.

**My Course**

Each course at the University has its own syllabus, full details of which, including the aims and learning outcomes of your course, can be found in the University’s [Programme Specifications Catalogue](#).

Your own course structure, including your specific programme specification, can be found in the MyStudy section of your [MyEssex](#) homepage.

All courses at the Edge Hotel School have compulsory and core modules; with the optionality of capstone project modules for Events Management with Hospitality students at level 6. The table below provides an outline of the course differences.

<table>
<thead>
<tr>
<th>Two-year accelerated courses</th>
<th>Three/Four-year courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 16 weeks hotel experience in each level 4 and level 5</td>
<td>Up to 8 weeks hotel experience in each level 4 and 5</td>
</tr>
<tr>
<td>Approx. 6 weeks holiday per year</td>
<td>More standard terms and holidays</td>
</tr>
<tr>
<td>Approx. 4 hours per day Monday-Friday per teaching week</td>
<td>Approx. 9 hours per teaching week</td>
</tr>
</tbody>
</table>

As with class based activity on campus, and due to Covid-19 restrictions, all hotel experience work is subject to prevailing legal and health and safety restrictions. Modifications to any component of the student experience may be required at short notice however where changes are made, alternative online provision will be supplemented.

**Credits**

Your course will be made up of a certain number of credits. Generally, undergraduate degrees contain 360 credits worth of modules in total during your course at Essex. This is divided into 120 credits per each year of study, with credits allocated to each module that you take.

**Learning outcomes**

Each course has learning outcomes which need to be met in order to progress. Course learning outcomes are categorised into knowledge, intellectual, practical and key skills, and are also defined more specifically at a modular level. Having this information means that you can measure your progress against the outcomes, for example when reviewing coursework feedback.

**Grade boundaries**

Marks for undergraduate modules fall into one of the classifications set out in the table below. Bachelor degrees are usually awarded under these classifications too. The method for calculating your final award classification will take into account module marks and any other requirements - full details are set out in the [Rules of Assessment](#).

<table>
<thead>
<tr>
<th>Degree mark</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>69.5% and over</td>
<td>Class 1</td>
</tr>
<tr>
<td>59.5 - 69.4%</td>
<td>Class 2.1</td>
</tr>
<tr>
<td>49.5 - 59.4%</td>
<td>Class 2.2</td>
</tr>
<tr>
<td>39.5 – 49.4%</td>
<td>Class 3</td>
</tr>
<tr>
<td>39.4% and under</td>
<td>Fail</td>
</tr>
</tbody>
</table>
Module enrolment
Most modules taught reflect the individual research interests of members of our academic staff. New modules are regularly explored, researched and developed to expand our transformative educational offering at Essex.

The University provide further guidance on choosing modules, and meetings for first and second-year students will be held by your department where students can discuss their choices with their Personal Tutor. Your preferred choices must be submitted prior to the start of term through the eNROL system.

A full list of modules available can be found on this webpage.

Changing Modules
In instances where you need to make a change to your module choice, you may do so up until the second week of the Autumn Term. If you wish to change an optional module after the deadline, you should seek advice from the Department or School Office that runs the particular module that you may wish to change to.

Late changes may be permitted but will be subject to the approval of the department that runs the module and the relevant Dean. Late changes of modules that run for one term or less will not usually be permitted. Students may not change modules that are core or compulsory for the course for which they are registered.

If there is a module that you would like to study that isn't available as an option on your course, then you can ask for a change to your syllabus to be made by submitting a special syllabus request. Special syllabus requests are not automatically available and require approval. It is a good idea to talk to your Department or School responsible for your course, as well as the Department that teach the module if it is an outside option.

Module Directors
Module Directors are responsible for individual modules. They design, teach and examine them. They monitor student progress and can also talk to students about any related academic issues.

Supervision of UG student research and final year capstone projects
All final year students will be allocated individual dissertation supervisors who will work with them on a regular basis to research and deliver the level 6 dissertations.

Level 6 also contains a group project which will be supported by an Academic in the role of Project Supervisor.

Your supervisor will be allocated at the beginning of the level and Students should ensure that you have regular contact to benefit from the support of this individual.

Fitness to practise
Fitness to practise is only applicable to students on certain professional courses (such as nursing or social work) and is designed to ensure and regulate that a student is suitable for engagement in the relevant profession.

Employability Modules
Studying with the Edge Hotel School at Essex can give you the knowledge and skills to work in high-profile organisations in the widest range of sectors and countries. Our undergraduate courses have been developed with industry for industry and provide you with the employable skills needed to succeed in the real-world.
Study Abroad
With a heavy heart, we have taken the very difficult decision to postpone the 2020-21 Year Abroad for all students. For future years, there will be a variety of opportunities at Essex to study abroad. Many courses may be taken as a four-year variant to include a year studying at an overseas University. It is also possible for students to study abroad for one term in their final year. You may have applied for and been accepted on a course with a Year Abroad, but if not and you are interested in undertaking a Year Abroad or other international experience, you should contact with the Essex Abroad Team for more information.

Please note that the study abroad option is not available for students studying on an Edge Hotel School 2 year accelerated programme.

Work Placements
Our primary concern is for the safety and wellbeing of our students and we want to ensure that students are not put at undue risk. We also want to ensure that students get the best possible placement experience. In many cases placements planned for the Academic year 2020/21 will go ahead - these are being approved on a case by case basis. For further information or to discuss your own placement circumstances, you should contact the Placements team (placements@essex.ac.uk) or the Academic Supervisor in your department. Students expecting to undertake clinical placements should contact their Academic placement/module supervisor or your Personal Tutor if they have any outstanding questions or concerns.

There are a variety of opportunities to undertake work-based learning and placements either during or as part of your studies. Many courses may also be taken as four-year variant to include a Placement Year. If undertaking a placement year, it is your responsibility to find a work placement, however, the Industry and Placements Team can help prepare and support you and will advertise relevant placements. If you are interested in undertaking a Placement Year, or other work-based opportunities that may be available to you and your course, contact the Industry and Placements team. Some work placements may require a DBS check where you are engaging in regulated activity with vulnerable groups. More information about the DBS check process can be found on the University’s DBS webpages. Please be aware that there are restrictions for Tier 4 students under the Home Office rules and guidance relating to the type of work and length of placements.

Wivenhoe House is the 4* hotel where you will undertake your practical work based learning experience. Wivenhoe House is situated on Essex’s Colchester campus. A five minute walk from the centre of campus and accommodation, the hotel is next-door to the Edge Hotel School departmental offices.

Wivenhoe House is a 40-bedroom country house hotel with a brasserie restaurant and a busy conference and events function that hosts over 300 events and 50 weddings annually. Here you will spend some weeks throughout your course working real shift patterns alongside a team of staff. You will typically complete four or five shifts per week when you have a hotel week, which may involve early or late shifts.

You will be dealing with real customers, events and working demands to give you the type of experience that employers are impressed by and that will help you in your future career.

Module Materials
Online reading lists for your modules can be found via the module Moodle page alongside other information and module materials.
Teaching timetable
Once you have selected all of your modules (if applicable) and received confirmation, they will appear on your personal timetable. Every student has a personal timetable published at the start of term which shows when and where your teaching is taking place. You can access your timetable on most mobile devices, including smart phones and tablets. You will need to have registered and activated your University of Essex log-in before you will be able to access your teaching timetable.

If you wish to report a timetable clash or request a class change, you should do so via the online timetable or from the Pocket Essex mobile app.

During Welcome Week (week 1) you may find that your timetable is blank as teaching normally commences week 2. Please be aware that there may be changes to the location of teaching during the year, so regularly check your personal online timetable and Essex e-mail for up to date teaching information.

Information about teaching timetables, including requesting a class change, reporting a timetable issue and accessing your individual timetable can be found on the University’s website.

Recording your attendance
We monitor your attendance at teaching sessions on campus using your student card and an electronic recording system called Count-Me-In. Your attendance at online teaching sessions is monitored by reviewing your logins to sessions on Zoom. You’re expected to attend all of your mandatory sessions on your individual timetable and report an absence if you are unable to do so. Please be aware that for Tier 4 students, poor attendance may affect your visa.

If you need to report that you are going to be absent from a shift in the hotel you must call the hotel and report to the relevant Department Manager or Duty Manager at your earliest opportunity +44(0) 1206 863 666.

Please contact your Personal Tutor, department staff or the Student Services Hub for advice and support, particularly if you are going to be absent for several weeks.

Making changes to your study
Changing your course
If you are thinking about changing course, you will need to do so by a certain date and should first speak to your department and personal tutor. They will be able to advise of the things you should be thinking about before changing your course. If you are thinking of undertaking a placement year or year abroad, you should check the requirements and any potential visa implications for these programmes by contacting the Industry and Placements Team or Essex Abroad Team. Students with a Tier 4 visa may not be able to change their course without first obtaining a new visa, if eligible.

Thinking of leaving or taking a break?
You may experience doubts at some point during your studies, if you’re thinking about leaving Essex, we’re here to support you and give you the advice you need to help you make an informed choice. You can contact your department, Personal Tutor or Student Services Hub to speak in confidence about your concerns, and also the different options available to you and the impact they may have.

Library Services
The library aims to provide all of the resources you will need to succeed in your course, via online reading lists and access to extensive digital collections of books and journals. The library team can help you learn how to search effectively so you can find appropriate resources for your assignments. They can also provide advice on referencing, academic integrity, using reference management
software and evaluating sources. A range of online support in these areas is also available via the library website, including subject guides for each department, and support in developing search skills.

At our Colchester Campus, the Albert Sloman Library on Square 5 is open for long hours and has a variety of study spaces, including individual and group work areas. The Library offers a wide range of learning resources, online and in print, with a dedicated Helpdesk, live chat and the opportunity to book appointments with your Academic Liaison Librarian to help you through your studies and beyond.

See the Library website for the latest information on all our libraries and the services available, including opening hours.

**Academic Skills and Support**

Every student arrives at Essex with the same spirit of determination but different experiences of education and levels of academic readiness. Skills for Success can help you identify your talents and strengthen those areas you need to develop.

We are committed to ensuring that every student is able to get the most out of their academic study and achieve their potential on their course, which is why Skills for Success team is available to help by providing support, resources and workshops on:

- Academic writing
- Maths and stats
- Digital skills
- Research and referencing
- English language
- Exam revision

The Skills for Success team can also provide further learning and study skills information and support for disabled students.

**Departmental Support**

Sometimes being at University can be difficult. You may feel homesick, worried about money and pressures of study, or feel that you’re ‘not fitting in’. The Edge Hotel School will support you in finding the services you need. The University of Essex has a range of specialist support services available, which Edge Hotel School Students have full access to, these are designed to help you achieve your full potential and to get the most out of your studies. Support services aim to be accessible to Students and responsive to their needs.

**Proofreading services**

Before considering the use of proofreading services, all students should first discuss their work with their personal tutors. Many students seek ‘proofreading’ services at some point during their studies, but different types of editing can occur under this name which may not be appropriate in an academic context where work is assessed and could potentially qualify as an academic offence. The University is keen to ensure as far as possible that students understand what proofreading work should entail and the acceptable boundaries to which any proofreading or editing must adhere to.

The University maintain a list of local freelance proofreaders who offer services to students and staff at Essex that have read and agreed to abide by the University's policy and guidance on proofreading.
Language classes

English classes for dependants
The Department of Language and Linguistics offers dependants of international students and staff at the chance to improve their English language, through our ECDIS programme, at no extra cost. Classes are taught at the Colchester Campus at three basic levels: Elementary (A1/A2), Intermediate (B1/B2) and Advanced (C1/C2) and will focus on listening, speaking, reading and writing.

Learning a Language
Learn a language at Essex to increase your global and cultural awareness. Language learning can give you the confidence to work and travel internationally, expand your options for studying abroad, and get a competitive edge when you’re looking for a job. There are a number of ways to do it, so look online to discover the best option for you.
Assessment and Academic Integrity

All schools and departments at the University employ a variety of assessment methods designed to ensure that the learning outcomes of each module, and course, have been successfully met by the student.

Rules of Assessment

The Rules of Assessment are used to calculate your results. There is a main set of rules for 3 year and 4 year courses, but some departments also have additional variations to the rules, which must be met. These are published alongside the Rules of Assessment for your year of study.

In the Edge Hotel School we do have a variation to the Rules of Assessment which can be found here: https://www1.essex.ac.uk/students/exams-and-coursework/ppg/ug/default.aspx

Each module you take has a credit value which you are awarded if you successfully complete the module. You need to obtain a certain amount of credits to be awarded your degree, and the Rules of Assessment and the Framework for undergraduate courses give you more information about this.

The following is only a summary of the key points. You should read the rules and make sure you understand them. If you need advice, ask your personal tutor, departmental administrator, or SU Advice.

Core, compulsory and optional modules

To understand the requirements to pass your course, you need to know the status of the modules that you are taking. You can find details of the status of your modules in Section C of your programme specification via My Essex.

<table>
<thead>
<tr>
<th>Core</th>
<th>You must take this module</th>
<th>Must pass this module. No failure can be permitted.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compulsory</td>
<td>You must take this module</td>
<td>There might be limited opportunities to continue on the course/be eligible for the degree if you fail it.</td>
</tr>
<tr>
<td>Optional</td>
<td>You can choose which module to study</td>
<td>There might be limited opportunities to continue on the course/be eligible for the degree if you fail it.</td>
</tr>
</tbody>
</table>

Most modules in each year must be passed, with only a small number of credits, if any, being allowed to be failed in the degree.

Academic Integrity and Academic Offences

The University expects students to complete all assessment with honesty and integrity and to follow our conventions for academic writing (including appropriate referencing of sources) and ethical considerations. If you don’t meet these expectations, then you may be charged with having committed an academic offence, a matter the University takes very seriously.

It is your responsibility to make yourself aware of the regulations governing examinations and how to correctly prepare your coursework. An academic offence can take place even if you didn’t mean to commit one, and examples include plagiarism, falsifying data or evidence, and communicating with another candidate in an examination.
**Methods of Assessment in Edge Hotel School**

Whether a module is core, compulsory or optional, all methods of assessment are compulsory. If you do not complete coursework or attend examinations, and do not have extenuating circumstances to support your non-submission or absence, then you are at risk of being withdrawn from the University.

**Edge Hotel School Professional Code of Conduct**

A common assessment thread throughout the course is the Professional Code of Conduct, which is based on the employability skills required of managers within the hospitality industry and includes such things as professional appearance and behaviour, attendance, punctuality and preparation for work, plus team working. Students are required to conform to a Professional Code of Conduct (PCC) based on the approach adopted in professional employment. The requirements of the code are related to the expectations of professional industry culture. It ensures that students’ personal and professional development includes the attitude and behaviour that is expected at the highest levels of the industry.

Failure to adhere to the PCC may affect your module grades and your ability to progress on the course.

The full Conduct can be reviewed here: https://www1.essex.ac.uk/students/exams-and-coursework/documents/roa/18-19/professional-code-of-conduct.ehs.pdf

**Coursework**

Coursework is compulsory in all modules and failure to participate in coursework is interpreted as evidence of lack of academic progress. Your academic progress is monitored throughout the year. In severe cases, students with poor academic progress can be required to withdraw from the University (even before the final examinations).

**Preparation of assignments**

For level 4 modules the word length is 1000-2000 words whilst for level 5 and 6 assignments the word length is 1200-2500 words with the dissertation allowing 8000 words. The details for each can be found in the module guide for each module and the assignment briefs on Moodle. Assignments that exceed the stated length by more than 10% will only be marked to that point and the excess text ignored when being assessed. You must put the word count at the end of your assignment. Having to observe word limits constitutes a desirable form of intellectual discipline and it ensures fairness by ensuring that assignments are of comparable length.

You may find "Notes on essay writing and acknowledging sources", available on Moodle.

Please make sure that: all your work is referenced correctly and sources are acknowledged, even in drafts; you use font size 12, preferably Times New Roman or similar, and double line spacing; margins are at least 2.5 cm all round; your name and module code are printed at the top of the first page, along with the assignment title; you enter the word count at the end of your assignment.

**Samples of coursework**

Some samples of major assignments are available on Moodle and you will be directed to these by the relevant Academic.

**Referencing in coursework**

Respecting authorship through good academic practice is one of the key values of higher education in the UK. Referencing is how you acknowledge all sources used within a piece of work. You must reference all work used whether cited directly (quotes), or indirectly (paraphrasing and summarising).
Referencing allows you to give credit to other’s ideas, work, research, theories, concepts, outcomes and results, and demonstrates your breadth of reading and knowledge on a subject. If you do not reference properly, this could amount to plagiarism, which is an academic offence.

There are styles of referencing which will determine exactly how you format your reference. Your departmental referencing style is Harvard. You must use this referencing style. Guidance on your referencing style is available online, including an interactive referencing tutorial. You can also take the Academic Integrity course on Moodle.

Submission of coursework
You should submit all coursework online via FASER – the University’s online submission system. You are encouraged to log on to FASER at the start of the year so that you understand how it works before you reach your first deadline. There is a trial module and deadline available for you to use as a practice submission, as well as helpful guidance on how to use FASER.

You can upload as many draft versions of your work as you like onto the server and are encouraged to use this as a safe and secure area to store your coursework. This can help to avoid the problem of your computer crashing at the last minute and your important files being lost. In cases where multiple versions are uploaded you will need to make any which you do NOT want to be included in the final submission a ‘draft’ otherwise just the most recently uploaded file will be taken as the final version.

Please note that there is a maximum file upload size is 50MB on FASER. Therefore if your file will exceed this size please use the University ZendTo service to share the file with ehs@essex.ac.uk.

Problems with FASER
If you have technical difficulties: Please contact the FASER Help centre as soon as possible to find out if this is a University issue or whether it may be a problem with your computer. This will count towards your claim when submitting a late coursework form should you need to. You can also contact IT Services helpdesk on it.helpdesk@essex.ac.uk.

If you are confused or unsure how to upload, or are having any non-technical difficulties you should contact your Undergraduate Administrator.

Late submission of coursework
We have a single policy at the University of Essex for the late submission of coursework in undergraduate courses: all coursework submitted after the deadline will receive a mark of zero. No extensions will be granted. The policy states that the mark of zero shall stand unless you submit satisfactory evidence of extenuating circumstances that indicate that you were unable to submit the work by the deadline.

Where a student is unable to undertake the assessment by the deadline, and it is deemed impossible to consider a late submission request due to the nature of the assessment (e.g. absence from in-class tests, practical assignments and presentations), an extenuating circumstances form should be submitted which will be considered by the Board of Examiners.

Return of coursework
Results are made available on FASER within four weeks of the deadline for submission, or within 1 week of the Board of Examiners for end of Stage results. Please note, final submissions near the end of the level will be not be released on FASER until after the Board of Examiners have considered the marks. Marks released on FASER are provisional, and will be ratified by the Board of Examiners.
Ethics in research
All research involving human participants, whether undertaken by the University's staff or students, must undergo an ethics review by an appropriate body and ethical approval must be obtained before it commences. You should first read the Guidelines for Ethical Approval of Research Involving Human Participants and then submit an Ethical Approval application form via ERAMS. You should be aware that ethical approval cannot be granted retrospectively so it is very important that you make your application before you start to recruit participants or collect data from them.

Examinations
Attendance at examinations is compulsory and if you do not attend them and do not have extenuating circumstances then you are at risk of being withdrawn.

Exam timetable
The University publishes the dates for exam periods at the start of each year. You will receive your personalised exam timetable online and will be sent an email to your Essex account when it is available to view. Please note that the process may be different for Edge Hotel School accelerated courses as the exams are scheduled outside of the main University exam period. All arrangements will be confirmed by the Department by email.

Attending an exam
You must bring your registration card and exam entry form to all invigilated exams where these take place. You will not be allowed entry without them. Remember to check your exam entry form carefully and email the Examinations Office (exams@essex.ac.uk) if there are any errors.

For exams that are more than 1 hour long, you will not be allowed to enter the examination room if you arrive later than 55 minutes after the start of the exam. If your exam is only 1 hour long, you will only be admitted up to 10 minutes after the start of the exam.

Calculators in Examinations
If you are allowed to use a calculator in your examinations, the only models you are permitted to use in invigilated exams are the Casio FX-83GT X, Casio FX-85GT X, Casio FX-83GT PLUS or the Casio FX-85GT PLUS.

The only exception is for certain Finance exams that require a financial calculator, in which case you may use the Hewlett Packard 12c (all variants) or the Texas Instruments BAII Plus (including the BAII Plus Professional).

A limited number of Casio calculators will be available to borrow on the day of your exam from the Exams Office on a first-come, first-served basis, on production of your registration card. Please note financial calculators will not be available.

Dictionaries
Dictionaries are not allowed during invigilated exams. If you take any kind of dictionary into an invigilated exam, even if English is not your first language, this will be considered and reported as an academic offence.

Sample and past papers
Individual module tutors will provide students with examples of good past papers/coursework in class.

Exam stress
Exams create stress for most people, but there is a lot that you can do to prepare for them and help manage the levels of stress associated with exams. The University’s Skills for Success Team offers a series of Exam Workshops which are run by specialist staff. These sessions cover revision planning
and techniques, as well as sessions on relaxation and how to cope with stress. Staff in the Student Services Hub can also provide sessions on stress management if required.

**Access to your exam script**
If you want to see your script for an invigilated exam, you should make the request to the department responsible for the module within four weeks of the exam. The department should either: let you see the script in the presence of one of the staff responsible for teaching the module or give you a copy or summary of the examiners’ comments on your performance. If you need to undertake an exam as part of reassessment on a module, your department will provide you with written feedback on any elements being reassessed.

*Feedback on your exam script will not include a discussion of the mark. The marks will have been approved by External Examiners and ratified by the Board of Examiners.*

**Moderation and marking**
The University's Marking Policy can be found online and includes our policy and procedure on the moderation of work.

**Marking**
All student work is marked in line with the University’s Marking Policy. If your assessment is worth up to and including 40% of your module mark, it will be marked by one member of academic staff. If it is worth more than 40%, then it will also be moderated. If the assessment is worth 30 credits or more, it will be marked by two members of academic staff. The full procedure and assessment marking requirements can be found in the Marking Policy — there is a useful flowchart in Appendix C to visually represent the requirements, and detailed definitions of marking and moderation within the policy itself.

**Moderation**
Moderation is a process separate from that of marking and provides additional assurance that the assessment criteria has been applied appropriately. When work is moderated, it means that a second member of academic staff takes a random sample of the work for a particular assessment and reviews the marks given.

**External Examiners**
External Examiners are academics from other universities, but may also be from industry, business or the relevant profession depending on the requirements of the course. They give an impartial view of the course and independent advice to ensure that modules and courses at the University meet the academic standards expected across UK higher education.

**Re-marking of coursework**
You may, under certain circumstances, have the right to request a re-mark of your coursework. Should you feel that your work needs to be reviewed and potentially re-marked, you should first contact your department to advise you accordingly and assess whether you meet the criteria to be able to submit a request for re-marking.

If a request for a re-mark is accepted, your marks are not guaranteed to increase, however, the mark awarded after re-marking will override your original mark. Therefore, please be aware that in all incidences where coursework is re-marked, it is possible that your marks could go down, as well as up.

**Appeals**
Appeals on academic grounds can be made following the meeting of the Board of Examiners and the publication of your results. There are limited grounds available to appeal on and strict deadlines to adhere to. As such, we strongly advise all students thinking about making an appeal to contact the SU Advice Centre.
Feedback
Coursework Feedback

- Feedback should relate to clear criteria. The feedback should explain the mark that has been awarded for the piece of work taking into account the learning outcomes for the module and/or the marking scheme, so that students understand the basis for the marks that they have been given.
- Feedback should be constructive. Feedback should help students to achieve higher marks in their future work. To do this effectively, the marker needs to explain what the student did well, what the student did badly (or omitted to do), and how the student might have improved the work to achieve a higher mark.
- Feedback should be clear and legible. It is important that students can understand the feedback that they receive. All feedback should be written in appropriate language and either word-processed or checked to ensure legibility before it is presented to a student.

If you need to undertake any reassessment on a module, your department will provide you with written feedback on any elements being reassessed. Students may also be given an appointment with the module tutor to ensure they have full understanding of what is required.

The Board of Examiners
The Board of Examiners meet at the end of the Summer Term and use the Rules of Assessment to determine whether:

- you have passed the modules you have studied and can be awarded credit
- you have met the requirements to progress to the next year of your course
- you have met the requirements to pass your course and what classification you will receive for each module
- how your module marks are used to calculate your degree classification
- you are eligible to receive a merit or distinction

If it determined that you have not passed sufficient credits to progress to the next stage of study, or, for final year students, to graduate, the Board of Examiners will also determine:

- what reassessment you could be offered and when you can take it
- whether you must withdraw from your course, with or without an exit award

Publication of results
The publication schedule for results can be found on the website. You will receive an email to your Essex email account as soon as your results are published online.

Reassessment
You may only undertake reassessment if the Board of Examiners says that you may do so.

If you have to take compulsory reassessment, whether coursework or examination, it is really important that you do this. If you do not, it is likely that you will be unable to progress with your studies at the University. The Board of Examiners will not consider permitting you to proceed carrying fails if you have not undertaken the required reassessment offered.

Reassessed modules are normally capped at the pass mark of 40% unless you have extenuating

1 The Board of Examiners will not be aware of any student's immigration status. As a result, some reassessment options may be offered that are not compatible with individual Tier 4 visa rules. All options should be considered in conjunction with applicable visa restrictions.
circumstances which are accepted by the Exam Board. Please be aware that reassessment in examinations and coursework carries a fee.

In the Edge Hotel School, all reassessment is conducted in the same method as the original item of assessment. More information can be found in Section 9 of the Assessment Policies for Undergraduate awards.

Resit exams
Resit exams are usually scheduled in early September or ‘out of residence’ in the summer of the following year. The accelerated 2 year degree exam resits will take place as soon as reasonably practical and ordinarily within 6 weeks of you receiving results. A considerable amount of useful revision material for each module is available on Moodle. Students can contact staff, particularly Module Supervisors for the modules they are resitting if they need help with revision or specific queries (do not leave this until the last minute as staff availability will be reduced throughout the summer). Staff can give individual feedback on summer exam performance, if requested.

You can find further information relating to resitting exams at: www.essex.ac.uk/students/exams-andcoursework/resits.aspx

Exit Awards
If you decide to withdraw from your course before you finish, or you fail too many credits to be awarded a Bachelor's degree, you may be awarded a qualification at a lower level, if appropriate.

Extenuating Circumstances
Extenuating circumstances are circumstances beyond your control which cause you to perform less well in your assessment than you might have expected, or in some instances, may prevent you from submitting coursework or attending an exam entirely. In general, valid extenuating circumstances will be of a medical or personal nature that affects you for any significant period of time and/or during assessment.

If you do need to make an extenuating circumstances claim, you should first read the guidance very carefully and seek advice from SU Advice or the Student Services Hub. Please be prepared that you may need to include supporting evidence with your claim. Extenuating circumstance claims must be submitted via MyEssex by the appropriate deadline.

Your department will review your claim at an Extenuating Circumstances Committee and determine whether it will be accepted or rejected. The Board of Examiners will determine an appropriate course of action, such as permitting further reassessment opportunities for uncapped marks. Please note that extra marks cannot be given in light of extenuating circumstances.
**Computers, Learning Technologies and your Information**

**Computers**

**Using a campus computer**
If you *need to use a computer on campus* our computer labs are the perfect place to study or work. We also have group study pods which are ideal for group projects. Many labs stay open until late and some are open 24/7. Labs may be booked for teaching, and so it is best to check availability first.

**IT Help and Guidance**
You can search the [Student Directory](#) for more IT information, including *software available* to students, how-to guides, answers to frequently asked questions, and links to video screencasts.

If you can’t find what you’re looking for, or if you need to talk to someone, then the [IT Helpdesk team](#) are here to assist you further.

**Learning Technologies and Systems**

**Learner Engagement Activity Portal (LEAP)**
LEAP is our student centred, personalised engagement tool. LEAP displays your engagement with university resources and an algorithm within LEAP combines your use of these resources and activities to produce an overall engagement indicator. There are 5 engagement indicators (high, good, partial, low and very low) which will help you map and better understand your engagement pattern over time. Full details on the resources included in LEAP, the engagement ratings and how LEAP uses your data can be found on the [LEAP webpage](#).

By providing you with a more holistic view of your studying experience, LEAP offers you the opportunity to take control of your own learning and make more informed choices about your studies, enabling you to:

- Reflect on your academic activities and overall engagement to make informed decisions about your academic studies (please note that your attendance on any work based learning including Wivenhoe House shifts is not reflected on LEAP)
- Review the notes created in LEAP from meetings with Tutors or other university staff
- Check your attendance and ensure the information is correct

Tutors and other university staff may use the information in LEAP to:

- Suggest ways you could achieve better outcomes
- Check that all is well and offer information, advice and guidance
- Help you in areas of your studies that you are finding a challenge

**Moodle**
We use [Moodle](#) as our online learning environment. It holds key course and module materials, discussion forums, chat facilities, quizzes, surveys, glossaries and wikis.

**FASER**
[FASER](#) is our [online coursework submission and feedback system](#). Use it to check coursework deadlines, upload coursework and receive electronic feedback all in one place.
Online reading lists
Reading lists can be accessed online. Use this service to find out the details of each week’s reading and to access resources through the library.

Listen Again
Did you miss something? Our Listen Again digital recording service lets you listen again to lectures, so you grasp every detail. It’s available in teaching rooms or lecture theatres where you see the sign.

Zoom
You can use Zoom to join online lectures delivered by the University or attend online meetings and tutorials. If your lecture or class is going to be online, we will let you know in advance and the link to join will be in your timetable or emails.

This quick start guide gives you an introduction to the essentials of joining and participating in a Zoom webinar or meeting. Edge Hotel School also has their own video conferencing etiquette document which can be found on the Edge Hotel School Student Area on Moodle.

Your information

Changes to your information
During your period of study at Essex, you may wish to be known by a preferred name or update your legal name on our student record database (ESIS) if your circumstances change. It is important you keep your information up to date, which you can manage and update online.

Your personal information
We collect and hold lots of information about you, your course, and your progress so that we know who you are, what you’re doing, and how you are getting on. This means we can support you and also improve our services to reflect the need of our students.

All information about you is kept securely, and access to your information is only given to staff who need it in order to do their job. Where possible, we will ask you for your permission to share.

You have a right to ask for copies of information we hold about you. To find out more about what information we collect, what we do with it, who gets to see it, and your rights under the data Protection Act 2018, read our Privacy Notice for students.
**Student Voice**

At the University of Essex, the views, ideas and feedback of our students are at the heart of what the University does. The time students take to offer feedback is hugely appreciated and this feedback, both positive and developmental, is used to help make short and longer-term improvements, both to the experience of current students, but also for Essex students of the future. You can do this in a number of ways at Essex through your Student Voice.

**Student Representatives**

You can contact or volunteer to be a student representative who represents the voice of fellow students in departmental Student Voice Groups (SVG) and other University level committees.

**Student Voice Groups**

Student Voice Groups (SVGs) are made up of student representatives and members of staff. SVGs typically meet once per term and provide an accessible arena for students to discuss with staff issues connected to teaching, learning and student support. They also provide an opportunity for the department or school to consult with students and receive feedback on new proposals.

**Student Surveys**

Student satisfaction surveys enable the University to gauge overall satisfaction amongst students. When the results have been reviewed and analysed, the University can then enhance your experience of learning at Essex.

**National Student Survey**

The National Student Survey (NSS) is an independent survey commissioned by the Office for Students aimed mainly at final-year undergraduate students. The survey provides students the opportunity to provide feedback on their University course and experience. The feedback you provide will be used to help shape the future for your fellow students and published on the Discover Uni website to help prospective students make informed decisions about where and what they want to study.

**UK Engagement Survey (UKES)**

The UK Engagement Survey (UKES) is a national survey for undergraduate students. It invites you to reflect on your time at University so far in relation to your course and wider learning experience. The survey is run each spring term and is open to first, second and some third/final year students.

We’re keen to make sure students have the best possible experience while studying at the University. To do that we need to know what we are doing well and what we can do better. The survey is a chance to reflect on how you study and what might help your studies in future. The results also help the University and Students Union to make changes that will improve what we do in future and to make sure we keep doing the things that are of value to students.

If you’re eligible to complete the survey, we will contact you in the Spring Term to invite you to take part.

**Student Module Feedback**

Every year, we will ask you to complete Student Module Feedback (previously known as Student Assessment of Module and Teaching, or SAMT). This survey allows you to feedback on each of the modules you have studied. Receiving feedback at this level is critical for the University to understand what works well, and what could be improved, from the perspective of students. All feedback will be summarised and discussed by SVGs and will inform reports written for central University committees as part of our quality assurance processes.
There are also many other satisfaction surveys taking place, to ensure students are happy with the services the University of Essex provides. From time to time you will be invited to participate via an email.

If you have some feedback but don’t know who to tell, email: studentvoice@essex.ac.uk
You Matter
We know university life can throw up all kinds of concerns and questions. Everyone has mental health – sometimes your mental health may be good, other times it may be not so good. It could be stress related to deadlines, general worries or concerns about friends and family members. Whatever is worrying you, if you need some information, advice or support, the University offer a wide range of services and support to help you.

Student Services Hub
If you need practical advice, a confidential conversation, or general information and guidance on University life, no matter what the issue is, the Student Services Hub can help. You can find out about health and wellbeing, accommodation, careers services, money matters and much more. Your questions matter and you'll get answers from our team of experts.

To Contact the Student Services Hub please use this link to access our web pages and talk to us on Live Chat: Ask the Hub

Support for disabilities and conditions
We encourage all new students with a disability, long term medical condition, specific learning difficulty or mental health difficulty to disclose and register with the Student Services Hub so that we can plan how best to support you in your studies.

Funding opportunities
UK students may be eligible for a Disabled Students’ Allowance grant. If you are not a UK student, you may be eligible for other grants and funding. We would recommend you contacting the Student Services Hub to discuss all the options that may be available to you, as well as for general advice, support and information on health and wellbeing issues.

Personal Emergency Evacuation Plans (PEEP)
If you have a permanent or temporary disability that may mean you have difficulty in evacuating one or more areas, you can arrange for a Personal Emergency Evacuation Plan (PEEP).

Seeing a Doctor
If you’re studying on a course for more than six months, you’re required to register with a local doctor. Our Colchester Campus has its own health centre or you can use the NHS Choices postcode finder to find your nearest doctor. If you require emergency medical or mental health services, there are a number of options available both through the NHS and also the University, regardless which campus you are studying at.

Counselling services
Our University offers a wide range of services and resources to support all of our students, with a variety of counselling opportunities.

If you feel you would benefit from support, including counselling, please contact your Student Services Hub. You can find more information, including the full range of counselling services available to you.
UK Immigration Advice and Guidance

Immigration advice and guidance is regulated in the UK by the Office of the Immigration Services Commissioner (OISC) and can only be given by those that are authorised to do so. We publish lots of information and guidance on our website for students and you can contact one of our authorised advice services via the ‘ask us a question section’ for further advice about the UK’s student immigration rules.

Money management

If you get into financial difficulty you should get help and talk to someone as soon as possible. The sooner your problem is identified, the sooner it can be solved. You may be eligible to apply for financial support to assist you with short-term unexpected and unforeseen costs. Advisers in our Student Services Hub and our independent Students’ Union Advice can listen and talk you through the issues you are experiencing.

Students’ Union Advice

Our SU Advice service also offers free, confidential, independent and impartial advice on many issues that might be affecting you. Our friendly, trained staff are on hand to support you throughout your time at Essex. You can speak to us about Academic processes and procedures, representation at University meetings, Tier 4 UK visa extensions, housing, complaints, welfare and consumer issues.

Colchester students – suadvice@essex.ac.uk; 01206 874034
Southend students – suacsou@essex.ac.uk; 01702 328235 (term time only)
Loughton students – suaclou@essex.ac.uk; 01206 874034

Residence Life

Our Residence Life team is here to help you settle in and support you during your time living on campus. Each residents’ assistant (RA) is assigned an area and will aim to get to know you and organise a range of social activities. Plus, they can help if you’ve got any concerns or complaints. Residence Life operates outside of office hours when other University support services are closed.

Religion, faith and beliefs

We’re proud of our vibrant and diverse multicultural community and welcome everyone, of all faiths and none. The calm, friendly and supportive atmosphere in our Faith Centre is a welcoming place for staff, students and the wider community to meet, interact and engage with each other.

Harassment support

We are Essex. We pride ourselves on being a welcoming and inclusive student community. We offer a wide range of support to individuals and groups of student members who may have specific requirements, interests or responsibilities – to help you fulfil your potential.

We encourage a culture of dignity and respect. We’re committed to upholding an environment that’s free from any form of harassment or bullying. Though rare, these incidents can occur and if they do our Harassment Report and Support Service of trained Harassment Support Workers are on hand to help.

COVID-19 (Coronavirus)

The health and wellbeing of our students is our priority. This means we are constantly monitoring advice from the UK Government, Public Health England, the Foreign and Commonwealth Office, and the World Health Organisation, and updating our guidance on students in line with their advice.
Our guidance to students on protecting yourself and others from COVID-19 is updated regularly. It is advisable to check the page frequently to be sure you are up to date with the latest guidance and information from the University.

**Health and safety on campus**

Our campuses are generally very safe environments. We want to ensure that things stay this way. In order to achieve this, we work closely with local agencies including the police and borough councils. Take a look at our website for general information and advice.

Please familiarise yourself with fire safety and emergency evacuation procedures for your accommodation, work or study location. If you have a permanent or temporary disability that may mean you have difficulty in evacuating one or more areas, you can arrange for a Personal Emergency Evacuation Plan (PEEP).

Please take note of our advice on the safe use of electrical items and prohibited electrical items in residential and non-residential areas.

All students residing on campus should complete the Moodle Fire Safety Course for Residents training.

If you have any health and safety concerns or need to report an incident, please use the University’s reporting service to notify us.

**Making a Complaint**

The University is a large community engaged in many activities of both an academic and non-academic nature. From time to time, you may feel dissatisfied with some aspect of your dealings with the University and, when that happens, it is important that the issue is dealt with constructively and as quickly as possible without risk of disadvantage or recrimination.

The University aims to resolve complaints quickly and informally in accordance with the Student concerns and complaints procedure which can be found on our website.
Student Development

Careers Services
The Career Services team offer a programme of information, advice, guidance and support through various events, workshops and one-to-one sessions. We also have teams dedicated to Work Based Learning, Placements and Internships that can provide information and support as needed. Find out more about the Career Services available to you here: https://www1.essex.ac.uk/careers/

CareerHub
Find hundreds of part-time jobs, internships and graduate vacancies, book on to careers events and workshops, take career assessments, practice your interview skills, build your CV, and connect with employers on CareerHub, the online Essex careers and jobs portal. Login with your Essex username and password.

careerhub.essex.ac.uk/students/login

Big Essex Award
The Big Essex Award is a way to get recognition for the extra-curricular and voluntary activities that you complete during your time at Essex, both on and off campus. All verified activities will be included on your university digital transcript, the Higher Education Achievement Report (HEAR).

Chart Your Path
New for 2021! Discover the range of amazing opportunities available to you at Essex. Use Chart Your Path to find activities, resources and support that are right for you. Build your Essex Strengths and track your development journey as you go. Activate your Gradintelligence account to get started: https://gradintel.com/index.php/en/account-support/recover/students

Volunteering
Join the vTeam and be the difference. There are plenty of opportunities to volunteer during your time at Essex. The vTeam, run by the Students Union, is a fantastic opportunity to meet new people, make friends, give something to the local community, and gain valuable skills.

www.essex.su/vteam

Essex Interns
Essex interns create paid internships exclusively for you as an Essex student. They’re flexible too; part time during term time or full time in vacations. You can even take part up to three years after you graduate, as part of our Essex graduates support package. Sign up for Essex Interns to kick-start your career.

www.essex.ac.uk/careers/internships
You Are Essex

Year and Degree Marks
Once your exam board has met, it can take between 7-10 working days for your results to be confirmed and published. The University’s exam board and publication of results schedule is updated in the summer term, and you will be notified once this information is available online. As soon as your results are ready, you will be sent an email and directed to a password protected web page. You will be able to see your marks obtained and any decisions that you must make in order to progress to the next stage of study.

When in your final year of study, graduating students will receive a degree certificate at Graduation and will also be able to access your electronic Higher Education Achievement Record (HEAR); which gives details of all marks obtained during your studies.

Graduation
The culmination of all your hard work! Graduation ceremonies for undergraduate students take place at our Colchester Campus each July in the Ivor Crewe Lecture Hall. All eligible students studying at our Colchester, Loughton and Southend Campuses will be invited to attend.

Students with exam boards held in Autumn term will be invited to attend our Winter Graduation ceremony where these are held; students with exam boards held in Spring or Summer term will be invited to attend our Summer Graduation ceremony.

HEAR
When you study at Essex, you graduate with far more than just a degree. We have replaced the traditional hard-copy transcript with the Higher Education Achievement Report (HEAR) which not only showcases a full record of your academic achievements, but also any activities you have undertaken and logged through the Big Essex Award, and any other awards and prizes that you may have received.

When you graduate, you will have full electronic access to your HEAR for free for life. You will be able to share this with employers and other universities by providing them with a University-certified record of your achievements. You will receive an e-mail from GradIntelligence to enable you to activate your account log-in. As soon as you do this you can start accessing your HEAR!

References
Requesting references from members of staff
If you require a personal reference, always ask permission from a member of staff before giving their name as a referee. You should consider from whom it is most appropriate to request a reference and who will be best equipped to evidence your character and performance in the subject.

For example, final year project supervisors, year organisers, and core course supervisors are likely to be more suitable than lecturers that have taught you on a first-year option course. Every reasonable effort will be made to meet a request for reference for a student who has undertaken study within our Department. Requests received from students who have graduated from the University within the last three years will be prioritised. Requests received outside of this period may, of course, be met if a member of staff is equipped with the necessary information and is willing to provide a reference.

It is always helpful if you can provide the member of staff with details about the course or job you have applied for and, if relevant, a CV or other summary of your qualifications and experience. Please
try to ask for references in good time – it is not always possible for a member of staff to write a reference immediately.

Copies of references
A copy of any reference provided will be retained within our department for no longer than three years for taught students.

Alumni
Essex is forever and although your time here will fly by, you'll be part of the Essex family for life. When you graduate, you'll get an alumni card and join a community of over 100,000 fellow graduates around the world. We'd love to keep in touch and invite you to our alumni events, networking and volunteering opportunities, as well as offer you special alumni benefits. Want to know more? Visit our website!

What comes next?
The world is your oyster! The options and opportunities open to you as a graduate can be overwhelming. You may know the exact path and next steps that you wish to take, or you might not, and this is okay. Our Careers Services can offer information, guidance and advice on your different options after graduation and you can return to Essex for these services at any time. Whether it is discussing different career paths, bringing your CV or LinkedIn profile up to date, or prepping for that interview you have worked all year for, the Student Development Team are here to support you.

Spread your wings graduand; but you can always come back! As an alumnus of Essex, you can take advantage of generous discounts on postgraduate qualifications and degrees if you chose to return to study at Essex as a postgraduate student.

We are proud of our world-class research at Essex and your invitation to contribute is lifelong. If you do decide to stay on for further study with us, you'll develop extensive knowledge in your chosen area and learn from some of the top academics in the field. You can explore our incredible range of courses online.

Whatever you choose to do, please stay in touch! Keep us up to date with your achievements and explore the variety of ways through which you can give back to Essex too.