Welcome

A very warm welcome to the Essex Pathways Department; we are delighted that you have chosen to study with us

At Essex Pathways, we aim to provide you with the best possible educational experience. We are committed to excellence in teaching and learning and will give you all the support that you need throughout your course.

We hope that you will enjoy and benefit from your time with us as an Essex Pathways student. This is your chance to challenge and stretch yourself and to build the foundations for your success. We will work extremely hard to ensure that you feel part of an inclusive, caring community where you can develop and achieve your potential. We want you to make full use of the opportunities, resources and facilities available; we are here to advise you on how to achieve this. We, in return, expect a high level of commitment and hard work from you so that you will finish your course with a sense of achievement and confidence.

This Handbook provides you with some useful information about the Department and the University; you can refer to it whenever you have a particular query, or need specific guidance. This Handbook also outlines important regulations that you will need to know and abide by as a student here. It is our responsibility to provide full and accurate information and it is your responsibility to familiarise yourself with it.

We hope that your time as a student at the University is successful and enjoyable. On behalf of everyone in the Department, I wish you every success in your studies and in your future career.

Dr Nilüfer Demirkan-Jones
Head of Department
Essex Pathways Department
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Introduction

This Student Handbook is designed to provide you with an overview of all the essential information about the University and Essex Pathways Department. The Handbook includes a list of the Department’s key staff and their contact details. It presents information on the following: facilities available for you; the ways to communicate and receive updates; your course of study at Essex; annual prizes awarded by the department; student feedback and meetings. Additionally, it includes an explanation of the Rules of Assessment and the related policies as well as the University’s codes, regulations, policies and procedures regarding progress, appeals and extenuating circumstances, and signposts relevant contact details and web links where you can find out more information. It is essential, and it is your responsibility, to read it.

This Student Handbook also contains information on your Essex Experience; you will learn about our extensive range of student support and services: Student Welfare and Inclusivity Team, the Students’ Union; sports clubs and societies available; Essex Sport; Careers Services; IT support.

At our three uniquely friendly campuses we celebrate diversity and inclusivity and challenge inequality. Whatever your background, race or sexual orientation, you are part of a vibrant community that lives, learns and plays together. Essex is about more than just getting a degree: we have so much to offer to our students and we take pride in providing the best support for you!

Please check the Student Directory at https://www.essex.ac.uk/student, which contains a wealth of other helpful sources of information.
Practicalities and Getting Started

You’ve made it to Essex! We’ve outlined below the most important things you need to make sure you do as soon as possible to get set up and started at Essex.

Complete your Registration

Whilst you have accepted your offer and made your way to Essex, you still need to officially register yourself. At the start of each academic year, all new and returning students are required to register at the University. Registration is not only a formal procedure of enrolling you into the University, but it also connects you up to a number of vital systems you will need access to, including your IT account. As part of this process, you will need to complete online pre-arrival, physically attend a registration event on campus, and also activate your IT account.

To begin your registration, use one of the links below:

New students: https://www.essex.ac.uk/welcome/registration
Returning students: https://www.essex.ac.uk/student/registration/returner-registration

eNROL

You may have to select options to select as part of your course structure. If you do, you must choose the options that you wish to enrol on before the academic year begins. New students will access the system from the end of August. Returning students will access the system from the April preceding the next academic year. Departments will approve your selections within a few weeks of them being made, and timetables will take module enrolment into account when planning for the next academic year. Early module enrolment will ensure that you know which modules to attend and where the lectures and classes are ready for the start of term. You can view and choose your specific options through the eNROL system.

eNROL: https://www1.essex.ac.uk/enrol/Account/Login?ReturnUrl=%2Fenrol%2F

Explore your Campus

There is a broad range of facilities across each of our campuses to support your living and learning experience at Essex. We provide study-based services, like the IT helpdesk and group study pods, but also various food and drink venues and leisure facilities. The Students’ Union also runs a wide range of facilities, bars and general stores. Full details on all on-campus facilities feature on our student webpages and in the campus guide you received with your welcome information when you joined us as a student member.

https://www.essex.ac.uk/life/student-facilities

Get connected

Your IT account

You will need to set up your IT account and create a password through the University website www.essex.ac.uk/it/getaccount. You will need to register an external email address and passphrase to set up your account. Once you’re set up, you can access your email, log on to lab computers, connect to campus wi-fi, and much more.

You must change your password within four weeks of your account being created, and then once every four months after that. You should receive email notifications to change your password shortly before it is due to expire. The easiest way to change your password is online

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at: [www.essex.ac.uk/password](http://www.essex.ac.uk/password). If you have forgotten your password, you can also reset it through this link using your external email address and passphrase. 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**
Wi-fi is available across all campuses. Simply find 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. You can use it to see your timetable, keep your personal details up-to-date, request replacement registration cards or supporting documents, such as council tax exemption certificates, see how you’re doing on your course, 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, giving you access to comprehensive information about living and learning at Essex. The app provides an interface of icons that act as a portal through to a variety of useful links, areas and resources. Pocket Essex links to many areas that MyEssex does in a handy app form, but also takes you through to many other key contacts and resources, such as the Students’ Union, FindYourWay and the Library.

**Find Your Way**
We know that finding your way from one room to another can be challenging to start with. Our Colchester campus in particular can be difficult to navigate with a historically complex room numbering system that leaves even our final year students still baffled! FindYourWay is our interactive campus map that can either be accessed via PocketEssex, downloaded as its own app, or via web browser. It is designed to help you get from A to B on either the Colchester or Southend campuses with quick and easy directions. [http://findyourway.essex.ac.uk/](http://findyourway.essex.ac.uk/)

[https://www.essex.ac.uk/myessex/](https://www.essex.ac.uk/myessex/)

**Your personal belongings**
University insurance cover is very limited for the belongings of students using graduate study rooms. Therefore, you are strongly advised to take out personal insurance cover for your possessions. This is especially important for items of particular value, such as personal electronic devices (i.e., laptops, phones and tablets). The University does not cover costs for personal damage or loss of your possessions; only in instances where the University has been negligent would a claim be viable for compensation for personal belongings.

**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(s). If you require immigration permission to study in the UK, this will be checked when you first register on your course and as necessary thereafter.

For Tier 4 sponsored students, you will have conditions attached to your leave restricting study and work; some nationals are required to register with the Police. You are expected to have the finances
in place to pay your tuition fees and living costs throughout your course and do not have access to
state housing or benefits.

The Tier 4 rules and guidance include restrictions relating to the length of time you can spend
studying in the UK and academic progress; this may mean you are unable to take an academic option
offered to you or that we can’t continue to sponsor you under Tier 4. The University has many duties
as a Tier 4 sponsor and must ensure we remain compliant in order to retain our Tier 4 licence. Find
out more on the University’s website: https://www1.essex.ac.uk/immigration/ and
https://www.essex.ac.uk/about/governance/regulations

If you would like to get additional support with your English language skills, you can find helpful
information and a range of resources here: https://www.essex.ac.uk/welcome/international-students

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

https://www.essex.ac.uk/departments/language-and-linguistics

dis@essex.ac.uk
The Essex Experience

The University and the Students' Union have developed our **Student Charter** as a part of our ongoing commitment to create an outstanding environment that offers the highest standards of teaching, research and support in an international and multi-cultural community.

The Student Charter reiterates that you are a member of the University of Essex community, not just while you are a student or recent graduate here, but for life. You can read the full Student Charter at: [www.essex.ac.uk/students/experience/charter](http://www.essex.ac.uk/students/experience/charter)

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, and challenge your discipline and have your ideas shaped by peer and professional knowledge from all over the world.

Your time at Essex will be an experience beyond the classroom; there is so much available to all students so you can make the most of your time at Essex and have a truly unforgettable Essex Experience.

Equality, Inclusion and Diversity

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.

You can find out more information on the University’s policy, and get in touch with any comments or questions, here:


Embrace the Essex Values

We are different at Essex. We are brave, we are bold, 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’s **Code of Student Conduct** can be found on the website:

[www.essex.ac.uk/governance/regulations](http://www.essex.ac.uk/governance/regulations)
Essex Spirit, social media and events

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:

Facebook: /uniofessex
Instagram: /uniofessex
Twitter: @Uni_of_Essex
Flickr: /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.

http://www.essex.ac.uk/events

International Students

We are proud to be a global community and we recognise that living and studying in the UK may be very different from your own country. Essex has a wide range of support covering academic and health and wellbeing issues. Our friendly and professional staff will be able to guide, give advice and assist you during your time at Essex.

You can find helpful information here –

https://www.essex.ac.uk/welcome/international-students and http://www.essex.ac.uk/student/student-communities/international

Mature and part-time students

We appreciate that studying as a mature student can present challenges. This is particularly true if this is your first experience of higher education and you have other commitments and responsibilities to meet, such as work and family. We want you to be aware of the support available so that you can make the most of your time at Essex.

You can find more information here: www.essex.ac.uk/students/groups/mature-students.aspx

Student Ambassadors

Be a Student Ambassador, make a difference to others and also make a difference on your CV! Student Ambassadors help to promote the University and higher education. You’ll be a valued part of the Student Recruitment and Outreach teams. Keep an eye out for Student Ambassador vacancies on CareerHub+ in January.

www.essex.ac.uk/careers/job_hunting/on_campus

Essex Sport

Be active at Essex! Learning doesn’t just happen in the classroom. Keeping active during your studies can help relieve stress, increase productivity, provide a sense of community and improve your employability.
Essex Sport offers a great range of sport courses, social active sessions, over 300 fitness classes a month and a state-of-the-art gym, so there’s something for everyone!

Visit the Essex Sport website or download the app to discover all the ways you can keep active during your time at Essex.

www.essex.ac.uk/sport

https://download.mobilepro.uk.com/a/1CJ8?p=4?pv=1

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 to cheer you on as you walk into exams and to help you absolutely destroy the competition in interviews and land your dream job. The Students’ Union is run by students for students, and you have the ability to shape what we do. From suggesting what we serve in our venues, to changing aspects of your course, we are here to represent you and work with you to make amazing things happen. There are opportunities to join 45 different Sports Clubs, to get involved with our BUCS teams which offer a wide individual championships programme of activities taking place across the year and lots of competitions take place on Wednesdays and weekends, or if you don’t want to commit to a regular team check out our Just Play programme of activities.

https://www.essexstudent.com

Get involved

We have 120 existing 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 society!

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

https://www.essex.ac.uk/life/colchester-campus/get-involved
About Essex Pathways Department

Essex Pathways Department has a thriving student community and aims to maintain excellence in teaching within a stimulating, diverse and supportive environment. You will be working with enthusiastic and friendly members of staff who are experts in their fields and will help you develop a critical and reflective approach to your study. Whichever course you choose, we hope that you will find the subjects thought-provoking.

You can contact us on the details below:

Direct telephone numbers: 01206 874564, 01206 874432, or 01206 872217.
General and course related enquiries: epd@essex.ac.uk

www.essex.ac.uk/pathways/

Opening hours
The Administration Office (room 4.117) is open between 10.00 and 17.00 (apart from the lunch break 12.30 – 13.30) Monday to Friday. Variations in availability will be indicated on the office door.

Meet the team

A full list of all academic and professional services staff for the Essex Pathways Department can be found on our website at: https://www.essex.ac.uk/departments/essex-pathways/people. Below is a summary of the roles of staff that you are likely to be in contact with most frequently.

Dr Nilüfer Demirkan-Jones, the Head of Department, has general responsibility for managing Essex Pathways. If you wish to contact the Head of Department, please book an appointment through a member of the professional services team.

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<th>E-mail address</th>
<th>Title</th>
<th>Phone</th>
<th>Room</th>
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<tbody>
<tr>
<td>Maurice Abbott</td>
<td><a href="mailto:mdabbott@essex.ac.uk">mdabbott@essex.ac.uk</a></td>
<td>Lecturer, Course Director</td>
<td>2612</td>
<td>4.108</td>
</tr>
<tr>
<td>Elizabeth Algar</td>
<td><a href="mailto:mealga@essex.ac.uk">mealga@essex.ac.uk</a></td>
<td>Lecturer, Director of Employment</td>
<td>4858</td>
<td>4.124</td>
</tr>
<tr>
<td>Dr Nilüfer Demirkan-Jones</td>
<td><a href="mailto:ndemirk@essex.ac.uk">ndemirk@essex.ac.uk</a></td>
<td>Senior Lecturer, Head of Department</td>
<td>2205</td>
<td>4.105</td>
</tr>
<tr>
<td>Fiona Elsted</td>
<td><a href="mailto:felsted@essex.ac.uk">felsted@essex.ac.uk</a></td>
<td>Lecturer, Director of Outreach and Transition</td>
<td>3742</td>
<td>4.112</td>
</tr>
<tr>
<td>Dr Ritta Husted</td>
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<td>Senior Lecturer, Director of Education</td>
<td>4319</td>
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</tr>
<tr>
<td>Dr Anyarath Kitwiwattanachai</td>
<td><a href="mailto:akitwi@essex.ac.uk">akitwi@essex.ac.uk</a></td>
<td>Lecturer, Course Director</td>
<td>4541</td>
<td>4.106</td>
</tr>
<tr>
<td>Haji Yakubu</td>
<td><a href="mailto:hyakubu@essex.ac.uk">hyakubu@essex.ac.uk</a></td>
<td>Lecturer, Inclusivity and Student Engagement Director</td>
<td>3352</td>
<td>4.110</td>
</tr>
</tbody>
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Support contacts

If you have any queries relating to an Essex Pathways course, please contact your Student Administrator in the first instance. You can also discuss issues related to your course with your Course Director who has overall responsibility for your degree programme and as such has an overview of the course’s modules. The Course Director can offer you academic advice and support.
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<tr>
<td>Lucy Anthony</td>
<td><a href="mailto:lanthony@essex.ac.uk">lanthony@essex.ac.uk</a></td>
<td>Student Administrator</td>
<td>4794</td>
<td>4.117</td>
</tr>
<tr>
<td>Helen Hearn</td>
<td><a href="mailto:hhearn@essex.ac.uk">hhearn@essex.ac.uk</a></td>
<td>Senior Student Administrator</td>
<td>2842</td>
<td>4.117</td>
</tr>
<tr>
<td>Becky Humphreys</td>
<td><a href="mailto:becky.humphreys@essex.ac.uk">becky.humphreys@essex.ac.uk</a></td>
<td>Student Administrator</td>
<td>2217</td>
<td>4.117</td>
</tr>
<tr>
<td>Silvia Lefley</td>
<td><a href="mailto:slefley@essex.ac.uk">slefley@essex.ac.uk</a></td>
<td>Department Manager</td>
<td>2109</td>
<td>4.101</td>
</tr>
<tr>
<td>Kate Smith</td>
<td><a href="mailto:catsmith@essex.ac.uk">catsmith@essex.ac.uk</a></td>
<td>Senior Student Administrator</td>
<td>4564</td>
<td>4.117</td>
</tr>
<tr>
<td>Jayne Summers</td>
<td><a href="mailto:jpsumm@essex.ac.uk">jpsumm@essex.ac.uk</a></td>
<td>Deputy Department Manager</td>
<td>4432</td>
<td>4.115</td>
</tr>
<tr>
<td>Dr Devon Wybrow</td>
<td><a href="mailto:devon.wybrow@essex.ac.uk">devon.wybrow@essex.ac.uk</a></td>
<td>Student Attainment and Progress Officer</td>
<td>4921</td>
<td>4.103</td>
</tr>
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**Your Module Tutor**

All teaching staff hold regular weekly academic support hours during term time. This is a time when you can go and see 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. These academic support hours operate on a ‘drop-in’ basis - this means that you do not need to book an appointment, you can just turn up during the time advertised. Details of academic support hours are usually posted on office doors. If you cannot make the advertised time for any reason, you can e-mail your tutor to make an appointment.

Please note that academic staff do not hold regular academic support hours during the vacations, and may, on occasions, be away from the University on academic trips and visits. Therefore, if you need to get in touch with them during the vacation periods, you should e-mail them in the first instance.

You can find out who is the module tutor for each Module here: [www1.essex.ac.uk/modules](http://www1.essex.ac.uk/modules).

**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 the academic staff from within Essex Pathways Department and is there to help you feel connected to your department. Your Personal Tutor is someone who you can talk to if you have questions about your course or encounter any difficulties that may affect your studies, and can recommend and direct you to other support services on campus that might be able to further help and support you. You can find out who your Personal Tutor is through MyEssex, and the contact details of all staff can be found on our website: [https://www.essex.ac.uk/departments/essex-pathways/people](https://www.essex.ac.uk/departments/essex-pathways/people).

If you need to speak with the Essex Pathways Senior Tutor, please contact Dr Ian Mothersole, telephone: 2930, email: imothe@essex.ac.uk.

**Your Peer Mentor**

All Year Zero students are assigned a Peer Mentor. Your Peer Mentor will be a current first year undergraduate student who should contact you soon after you arrive at Essex. You will have the opportunity to meet your Peer Mentor during the Induction Day in Welcome Week; from then on, 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

Peer Assisted Learning (PAL) Mentor
PAL Mentors are former Essex Pathways students who are in their first year of undergraduate studies; they assist current students who have module specific questions. Their role is to add an additional layer of support through drop-in sessions, assisting in classes and labs. You can meet your PALs at the Induction Day in Welcome Week.

For further information please contact Haji Yakubu on extension 3352 or email hyakubu@essex.ac.uk.

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.

Essex Pathways Common Room
The Essex Pathways Common Room (4.116A) is for the use of all students and is located on the main Essex Pathways corridor as you come through the 3NE entrance. You can meet and chat with other fellow students and members of staff or eat your lunch. Details of social events may also be found on noticeboards or tables in the common room.

Photocopying and Scanning
All students can print, copy and scan for free at Essex! There are over 100+ multi-function devices that can be used at various locations across our three Campuses. Facilities are available at the Library, Roding House and Unit 4 at Loughton Campus. In Southend, printing facilities are available on 5th floor of the Gateway Building and in The Forum.

Simply log in to the devices using your Essex login and password, or tap with your student card. These devices can also scan to email and feature mobile printing. 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 which explains what and how much you are permitted to copy. Usage is monitored and subject to a fair use policy.

https://library.essex.ac.uk/copyright

Noticeboards
Every department has their own noticeboard(s) providing information on staff, courses and classes, updates, careers, events and opportunities. Information relevant to Year Zero students is placed on noticeboards by the entrance to Essex Pathways Department.

Departmental prizes
Each year, the Essex Pathways Department awards a selection of formal Prizes to Year Zero students. The below prizes are awarded each year:

- Highest Year Mark Award for the Humanities and Social Sciences Pathway
- Highest Year Mark Award for the Law Pathway
- Highest Year Mark Award for the Sciences Pathway
- Highest Year Mark Award for the Economics and Business Management Pathway
- The Andreas Polyviou Assignment Prize
- Andreas Polyviou Highest Year Mark for Computing Prize
Communication

It is important to keep up to date with information relating to the Essex Pathways Department and course. This section also summarises how the department will communicate updates to you and provides some guidance on communicating with University staff.

By email

The University’s departments and schools 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, updates and general communication related to your study and issues that may affect you. It is therefore vital that you check your Essex email regularly. It is recommended that you check your Essex email each day to ensure you do not miss any important updates to classes and assessment.

If you are elected to a Student Representative position, work as a Student Ambassador, or volunteer in another form or means, it is even more important to regularly check your Essex email as should other students and staff need to get in touch, they will do so via your Essex email.

You will also automatically be subscribed to a small number of opt-out lists, again, based on your course. These will be used to send useful information and, while some of this may be about events, marketing or other opportunities, we try to avoid sending too much. To opt in or out of such lists, please visit:

https://www1.essex.ac.uk/it/services/forms/default.aspx

How you should communicate

While email can be a quick and easy means of communicating, you should still consider how you structure and write each email to ensure it is appropriate when contacting members of staff at the University. How you communicate is a reflection on your professional and academic self, and so we have provided some useful tips to consider when constructing an email for different purposes. These are also useful when contacting professionals and academics outside of the University and are widely recognised as a matter of courtesy in the United Kingdom.

The level of formality

- If you are writing to your lecturer for the first time, it is good practice to use a relatively formal manner and use their correct title, for example, ‘Dear Dr Bercow’ or ‘Dear Professor Hammond’.

- If your lecturer signs their reply using their first name, then it is generally acceptable to reply using just their first name in your response; if not, continue to address them with their full, formal name. If you are unsure of your lecturer’s title, you can find their full details here: https://www.essex.ac.uk/departments/essex-pathways/people. If no title is noted, then you should use the member of staff’s full name.

Identify yourself

- In the first few weeks of term, academic staff will be busy getting to know all of their students. Therefore, it is important that you begin by introducing and identifying yourself to them as they will not know every student right away. For example, ‘I am taking module AB123 and was at your lecture on Research Methods on Tuesday morning…’.

- You should always use your Essex email as your full name will appear to the member of staff you are emailing, but still remember to sign off your email with your name, including your
preferred name if this is different to your official legal name on your record and account.

Consider your question

- You should always check that who you are contacting is the most appropriate person to answer your query. The useful department contact list provided earlier in this section should help you determine who will be able to help you on a range of different queries.

- Before emailing the member of staff, you should make sure that you have checked the resources provided, including the University website, Student Directory, Departmental Moodle pages and this Student Handbook in case the answer to your question can be found in one of these.

If your question is particularly long or complex, it may be quicker and more useful to see someone in person. Your department office is open daily and all staff hold academic support hours when you can just drop in. If you cannot make the advertised support hours, or wish to notify the member of staff before you drop in, you can always email them beforehand to arrange an alternative time or make them aware you will be coming along.

Our website
Each department and school has its own section of the University website. This is an important source of information and news about all aspects of your studies. You can find the Essex Pathways website here:

https://www.essex.ac.uk/departments/essex-pathways

MyEssex
Your MyEssex student portal will alert you to updates about modules and other aspects of your course and studies. It is important that you check your MyEssex regularly, as well as email, to ensure you have the most up to date information.

By telephone
You will only be contacted via phone in emergencies, or when it is otherwise necessary to receive an immediate response, but you should ensure that you provide the University with a contact number with your personal details.

By text message
In instances where a last minute change has been made, and the department or school need to communicate this at short notice, you may receive a text message to communicate the change, such as a lecture or class cancellation. You should ensure that you provide the University with a contact number with your personal details.

By letter
Letters may be attached to your Essex email or posted to your term-time address, so please make sure the University has got your current contact details. Your address and contact details can be updated via the MyEssex portal.
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 taken into account 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.

Aims of the Essex Pathways Department

- To provide our students with a high and consistent quality of education by maintaining high teaching, assessment and feedback standards;
- To put student experience at the heart of all we do;
- To support our students in gaining, consolidating and applying the knowledge, mindset and skills they need to confidently and successfully transition into Year 1 of their chosen degree;
- To provide equal treatment, accessibility and assessment opportunities for all of our students on all of our courses;
- To encourage and support our students in their academic journey to become more independent, critical, engaged and creative members of the University of Essex community;
- To actively encourage applications from, and celebrate and facilitate the participation of, our students who come from diverse educational and cultural backgrounds.

What you can expect from the Essex Pathways Department

- For each module there is a clearly specified outline of topics to be covered, learning outcomes, assigned readings and assessment methods;
- For each module, teaching (as outlined in the module descriptor) is designed and delivered to be as effective and supportive as possible;
- Detailed guidance on required readings or, if suitable readings are not available, lecture notes are provided;
- Your lecturers will schedule opportunities to clarify and discuss assignments before submission;
- Lecturers will be available to provide you with additional feedback, support and guidance related to their modules during their academic support hours or tutorials;
- Any unavoidable changes to modules or timetabled events will be notified to you with as much advance notice as possible;
- A member of staff will be available, during advertised office hours, to provide an initial point of contact for advice about any matter of concern with regard to Essex Pathways courses.

What the Essex Pathways Department expects from you

- To engage seriously with your studies and commit to working to the best of your ability in order to achieve the best grades you can;
- To read and ensure you understand and comply with the departmental and University regulations for your studies and seek clarification when you feel it is necessary;
- To check your Essex email every day;
- To respond promptly to requests from academic staff and administrators;
- To attend all your scheduled teaching and to explain any absences from lectures or classes;
- To communicate any unavoidable absences from lectures or classes so that your lecturer is aware and can provide catch up work as necessary;
- To submit all your coursework and to attend all scheduled tests for your modules;
- To undertake all set preparatory tasks and assigned reading and exercises for classes and lectures, as recommended by lecturers;
To participate actively in classes and honour all commitments, to make presentations as required;
- To keep up-to-date with assigned work;
- To raise any concerns that affect your studies with a member of staff (i.e. the Course Director or your Personal Tutor in the first instance);
- To contact lecturers, Personal Tutors, Peer Mentors and PAL Mentors to seek advice about opportunities to improve your academic performance;
- To respect your fellow classmates and all those who are in lectures and classes to support your learning.

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.

<table>
<thead>
<tr>
<th>Term</th>
<th>Week numbers</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autumn</td>
<td>2-11</td>
<td>3 October 2019 – 13 December 2019</td>
</tr>
<tr>
<td>Spring</td>
<td>16-25</td>
<td>13 January 2020 – 20 March 2020</td>
</tr>
<tr>
<td>Summer</td>
<td>30-39</td>
<td>20 April 2020 – 26 June 2020</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. You will find that all campus activities and events make reference to the standard academic year terms and schedule noted above.

The official University teaching day runs from 9am to 6pm, Monday to Friday and you are expected to be available during these times in term time to attend teaching events.

Module enrolment

You may have had to select some optional modules as part of your course structure. If this is the case, you should have done this prior to the start of term. More information on how to do this can be found in the ‘Getting Started’ section of this handbook.

Teaching timetable

Once you have chosen all of your modules (if applicable) and received confirmation, they will appear on your personal timetable. Each student has a personal timetable, this shows you when and where your teaching is taking place, as well as who is teaching you. Check your personal online timetable regularly for up to date teaching information. You can access your timetable on most mobile devices, including smart phones and tablets.

You may find that the first week of your timetable is blank if you do not have any course commitments during the Welcome Week (week 1). Due to unforeseen, unavoidable circumstances, there may be some room changes during the year, therefore it is vital that you regularly check your timetable and Essex email where any changes will be communicated immediately.

Information about teaching timetables, including reporting a timetable issue and accessing your individual timetable can be found at: https://www.essex.ac.uk/student/timetables/your-timetable

If you have with individual requirements or wish to request a class change, please check the University’s Timetabling Policy (paragraphs 9.5 and 9.6): https://www.essex.ac.uk/staff/timetables/academic-timetable-contacts
Teaching Methods
Essex Pathways Department strives to ensure that the content of its modules and the quality of teaching contribute towards an excellent student learning experience. The Department adopts various teaching methods appropriate to the material covered and your needs: lectures, classes, seminars, laboratory instruction and one-to-one tutorials. You are assigned learning tasks (e.g. required readings and exercises) which will help you develop independent learning capabilities. The ensuing practice of learning-by-doing contributes to the acquisition of important reasoning skills.

Lectures focus on crucial points of analysis and provide you with guidelines so that you can clarify and expand your understanding of your chosen subject through independent study and in classes.

Classes complement lectures. In modules which emphasise problem-solving skills, classes will present you with the opportunity to work through exercises. In other modules, class discussions will enable you to explore particular theories, literary works, policies or controversies.

Laboratories are similar to regular classes in that you can enhance your problem-solving skills by working on some practical exercises and experiments; you will have the opportunity to discuss with fellow students and ask for assistance from the teaching staff when needed.

Tutorials are one-to-one or small group meetings where you will have the opportunity to ask questions regarding module content, readings and assignments.

Course structure
Each course at the University has its own syllabus, full details of which can be found in the University’s Programme Specifications Catalogue at: https://www1.essex.ac.uk/programmespecs/

Programme specifications provide key information, including the aims and learning outcomes of your course. Your own course structure, including your specific programme specification, can be found in the MyStudy section of your MyEssex homepage. https://www1.essex.ac.uk/myessex/

Learning Outcomes
Each course has learning outcomes, as outlined in the Programme Specifications. Course learning outcomes are categorised into knowledge, intellectual, practical and key skills, and are also defined more specifically at a modular level highlighting the particular aims, learning outcomes and methods of assessment for each module. Having this information means that you can measure your progress against the outcomes, for example when reviewing coursework feedback, and they can be used to guide you when undertaking independent study.

Credits
The University credit-rating system for undergraduate study is based on a nationally recognised framework. The undergraduate academic year normally consists of 120 credits and each undergraduate module is assigned a number of ‘workload credits’, which indicate the proportion of the academic year’s work that is devoted to the module. In Essex Pathways, modules are assigned 30 credits. One credit represents 10 notional hours of learning. The credit structure for Year Zero has 120 credits.
**Module information**

Most modules taught reflect the individual research interests of members of our academic staff. New modules are regularly explored, researched and developed in collaboration with the University’s Quality and Academic Development Team to expand our transformative educational offering at Essex.

**Changing Modules**

Where you must make a choice as to which optional modules you undertake, you should make every effort to research the module and discuss with your Personal Tutor before selecting them. 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 Administration Office (room 4.117). Late changes may be permitted, but will be subject to the approval of the department and the relevant Deputy Dean Education.

**Module Leaders**

Module Leaders are responsible for the individual modules, which make up courses. They design the modules, teach and examine them. They monitor student progress and talk to students about any academic issues related to their particular module.

**Module Materials**

Reading lists for each module can be found in the Module Directory www1.essex.ac.uk/modules. All other information and module materials can be found on Moodle.

**Library Services**

At our Colchester Campus, the Albert Sloman Library on Square 5 is open 24/7 and has a variety of study spaces over six floors, 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 Subject Librarian to help you through your studies and beyond.

library.essex.ac.uk

The library has a team of Subject Librarians who can help you to find appropriate resources for your assignments and show you how to search effectively. They can also provide advice on referencing and academic integrity, using reference management software, and evaluating sources. Find out who your subject Librarian is and get help with your subject area at library.essex.ac.uk/studyres

**Skills for Success**

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. Whether you need support with researching, assignment writing, mathematics and statistics, digital skills, or English language for academic purposes, support is available to help you succeed during your time at University. Reach your potential and enhance your chances of success with classes, workshops, drop-in clinics and on-line resources. Find out more at: www.essex.ac.uk/students/study-resources/tdc/

**The use of proofreading services**

Proofreading, the use of translation tools, and/or assistance with language or grammar are not allowed on Year Zero, given that language proficiency is an integral part of the skills students are required to develop on these pathways. If a student does make use of proofreading services, they may be accused of having committed an academic offence which is a serious matter and carries a series of penalties. Please note that making use of the academic services provided by the Skills for
Success Team or the Library is acceptable. For further guidance in relation to third-party proofreading of student work please see:

https://www.essex.ac.uk/student/academic-skills/proofreading

**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.  
www.essex.ac.uk/study/why/languages

**Attendance Monitoring (Count me in)**

**Recording attendance**

You’ll need to **record your attendance** at all teaching events using the electronic reader in the teaching room. Just ‘tap in’ for every timetabled teaching event you attend.

Your attendance at lectures and classes has a significant impact on how successful you are in your studies. At Essex, we monitor attendance so we can identify students who may need extra guidance and support.

**You should not tap in and then immediately leave the teaching event; you should not tap in for someone who is not attending the class.** These are recognised by the University as offences and may result in disciplinary action being taken against you. Essex Pathways students who tap and leave or are tapped in by someone else are invited to see the Head of Department and/or the Proctor whenever identified.

**Recording an absence**

If you are unable to attend a teaching event, you must report your absence in your MyEssex portal.

Your department consider the reasons and may record it as an authorised absence. Accepted reasons for absence from teaching include extenuating circumstances (such as illness), participation in certain events (such as a significant extra-curricular University or SU Society event or Jury Service). Examples of reasons that will not be accepted, include oversleeping, or missing the bus or train. Be prepared that you may need to provide evidence, including medical evidence, if relevant.

**If you need to report an absence from an examination or class test, you must report your absence in your MyEssex portal and submit an extenuating circumstances form. You can find out how to do this in the Extenuating Circumstances section of this Handbook.**

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.

If your attendance and progress cause concerns, you will initially be asked to see your Personal Tutor and, if there are no improvements, the Attendance and Progress Officer. Where serious concerns persist, you may be referred to the Deputy Dean Education and your case may be considered by a Faculty Progress Committee.

**Lost or faulty cards**

If you lose your card or it is faulty, please go to the Student Services Hub to get a new card and have your attendance record updated (a fee may be applicable).
Making changes to your study

Changing your course
If you are thinking about changing course, we recommend that you speak to your Course Director as soon as possible. They will be able to advise you if there are any specific requirements for the course you are looking to change to. If the course you are looking to change to is within a different school/department, then you should also speak to someone in that department.

There are deadlines in place for when you need to change course by, so please make sure you are aware of these deadlines before requesting to change. Further details on changing course and the relevant deadlines can be found at www.essex.ac.uk/students/course-admin/changing-course.aspx or by visiting your Student Services Hub.

You should investigate your potential new course by looking at course information on the department’s web pages, talking to students on the course and speaking to tutors. You should also look at our Rules of Assessment for the new course to check whether there are any course-specific requirements.

Maximum period of study
Undergraduate students have a maximum period in which to complete their studies. This is set at the point at which you register, and is normally the length of your programme plus two additional years. This is to allow some flexibility in cases where you find you must intermit, or you fail a stage of study and must repeat it, or you want to transfer to a new course and must retake a stage of study.

Thinking of leaving or taking a break from your studies?
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.

Intermission is a temporary withdrawal or leave of absence from the University and provides you with the opportunity to take a break from your studies. Normally, this is for reasons beyond your control (e.g. health or personal problems) although other reasons are permitted. Intermission must be approved by the University first, so if you are thinking about intermitting, we strongly advise you to contact your Course Director and the Student Services Hub to talk to one of our advisers.

You should also read our guidance on intermitting very carefully at www.essex.ac.uk/see/intermit. If your intermission is agreed to, we will also give you the advice and support you need to help you carry on with your studies.

Withdrawing is the formal process for permanently leaving your programme of study and the University. If you are thinking of withdrawing, you should seek advice from your Course Director or the Student Services Hub at the earliest opportunity. It is very important that you discuss your circumstances with the University and follow the formal procedure for withdrawing. If the university is not formally notified, then you may risk continuing to incur further tuition or accommodation fees. More advice and information is available at www.essex.ac.uk/see/withdraw.

The use of personal devices in teaching
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.
Assessment and Good Practice

All schools and departments at the University should 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. The Regulations relating to Academic Affairs which govern assessment at the University can be found online:

www.essex.ac.uk/governance/regulations

Rules of Assessment

The Rules of Assessment are used to calculate your results. There is a main set of rules for 3, 4 and 5 year courses, but some departments also have additional variations which can be found in the Variation to the Rules of Assessment.

https://www1.essex.ac.uk/students/exams-and-coursework/ppg/ug/default.aspx

In Essex Pathways we do not have variations to the Rules of Assessment.

Each module you will take will have 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>
</tr>
</thead>
<tbody>
<tr>
<td>Compulsory</td>
<td>You must take this module</td>
</tr>
<tr>
<td>Optional</td>
<td>You can choose which module to study</td>
</tr>
</tbody>
</table>

| Must pass this module. No failure can be permitted. |
| There might be limited opportunities to continue on the course/be eligible for the degree if you fail it. |
| There might be limited opportunities to continue on the course/be eligible for the degree if you fail it. |

All Essex Pathways modules are core and must be passed.

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 can find our Guidelines for Ethical Approval of Research Involving Human Participants here - https://www.essex.ac.uk/staff/research-governance/ethical-approval-resources-for-applicants - along with a link to the online Ethical Approval application form in ERAMS (https://erams.essex.ac.uk/do/essex-login/login).
**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.

If you aren’t sure what the conventions are, particularly in relation to referencing, you should ask your department, contact Skills for Success via the Student Services Hub. More information about academic offences and getting support can be found at:

[www.essex.ac.uk/about/governance/policies/academic-offences.aspx](http://www.essex.ac.uk/about/governance/policies/academic-offences.aspx).

**Methods of Assessment in Essex Pathways Department**

Our students are offered an inclusive learning experience through our teaching approaches and assessment methods. We ensure that our teaching methodologies cater for all students regardless of preferred learning styles and we ensure that our assessments include opportunities for students to reflect on their previous learning or general life experiences. We are very mindful that we respond to the diverse needs of our students by having in place support mechanisms which help all students achieve their potential. Personalised academic feedback and tutorial sessions are an integral part of our provision as well as peer support from fellow students. We firmly believe that all students will have a positive learning experience in our Department and one which will prepare them well for their future academic career.

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. Essex Pathways Department recognises that different assessment methods are needed to provide an accurate reflection of your achievements depending on the subject matter. Hence, a variety of methods are adopted in each module. Assessment methods include

- **Tests**: in-class examinations which focus on concise presentation of knowledge and the application of analytical methods;
- **Assignments**: include essays, reports and projects, as well as database assignments and case studies. They are often of a problem-solving nature, allowing the exploration of theories, methods and policies with more creativity and depth than tests, and are less likely to be subject to the same time constraints as tests;
- **Presentations (individual/group)**: presenting ideas orally and answering questions is a valuable skill and in some modules these form part of the assessment;
- **Laboratory reports**: a formal record and written account of an experiment or project, describing any technical or background information, detailing objectives and procedures, and discussions of the final results;
- **Examinations**: assess the concise expression of ideas, analytical reasoning capabilities and power of arguments.

Assessment methods for each module can be found in the Module Directory at: [www.essex.ac.uk/modules](http://www.essex.ac.uk/modules). Teaching staff use defined marking criteria to mark all coursework and exams. Please read the marking criteria for each assessment carefully to fully understand
what is expected of you for each assignment. The marking criteria will be provided on our Moodle site at: [https://moodle.essex.ac.uk](https://moodle.essex.ac.uk) and will be explained to you by your lecturer when your assignments are distributed.

**Coursework**
You are expected to complete all assigned coursework, i.e. essays, reports, projects, presentations or tests, which are an integral part of your assessment. Assignment questions are normally released at the start of each term. They are also made available on Moodle. It is your responsibility to obtain a copy of the assignment questions.

In each of your modules, you will be asked to complete formative, non-assessed tasks for which you will receive oral or written feedback during classes or tutorials. The feedback received on these tasks will help you to improve your overall performance and will aid your learning process, giving you the opportunity to practise skills such as problem-solving and essay writing.

**Assignment length**
Assignment details will include a word count appropriate to the task(s). It is your responsibility to ensure that you adhere to the required word count as failure to do so may incur a marks penalty (this is indicated on the marking criteria).

**Coursework submission**
Coursework must be submitted online through the University's Feedback, Assessment, Submission Electronic Repository (FASer) website. For all modules, you will be required to submit your work online by 1:00pm on the day of the assignment deadline. FASer can also be accessed through MyEssex. If you encounter technical difficulties please contact the IT Helpdesk on [it.helpdesk@essex.ac.uk](mailto:it.helpdesk@essex.ac.uk) as soon as possible, or talk to your Student Administrator.

Please note that you are no longer required to submit hard copies of your assignments. Your online submission date and time is the primary submission date and time. Deadline dates will be announced at the start of the academic year by module lecturers. You may submit assignments during the week preceding the deadline. Assignments should not be handed directly to your Course Director or lecturer.

**Samples of coursework**
A range of pieces of work are available for students to identify what constitutes a good essay within different disciplines. For some modules examples of solutions are published in the lecture notes and full solutions for each test are issued with the marks. Detailed solutions are also published on Moodle.

**Group work**
Students undertaking group work as a part of their assessed coursework will normally receive both an individual mark (related to their specific input) and a group mark (related to the output as a unified piece of work). In some modules, the individual and the group mark may be weighted equally. In other modules, individual and group marks may be weighted differently. It is advisable to check the marking criteria for your assessment which will be explained and given to you when your assignment task is distributed.

**Return of coursework policy**
You will receive your coursework marks during the academic year. You are not permitted to re-submit assignments or re-take tests in order to raise your mark. Marked assignments and tests are normally returned to you within 20 working days of the submission deadline or the in-class test. The 20 working
day period does not include Bank Holidays and any of the University's Christmas closure period (which is usually considered to be six days).

Other vacation periods are included in the 20 working days as well as term-time (e.g. coursework handed in at the end of term should be returned at the start of the following term). Please note that all marks are provisional until they have been ratified by the Board of Examiners which convenes at the end of the Summer term.

**Referencing in coursework**

Respecting authorship through good academic practice is one of the key values of higher education in the UK.

The University takes academic offences very seriously. You should read the sections of this handbook which refer to referencing, coursework and examinations very carefully.

Referencing is a key academic/scientific skill. It is how you will acknowledge all sources used within a piece of work. You must reference all works used directly (quotes) and indirectly (paraphrasing and summarising). Referencing allows you to give credit to authors'/researchers’ concepts and ideas/ideas and results, demonstrate your breadth of reading and knowledge on a subject, direct readers to your sources, and avoid plagiarism.

You should always use the best available sources of evidence, such as peer reviewed journals and recognised books.

Essay writing and referencing skills will be developed in your Research and Academic Development Skills module. To find out about your departmental referencing style and for help with referencing, visit the library website: library.essex.ac.uk/referencing, or take the Academic Integrity Moodle course: https://moodle.essex.ac.uk/course/view.php?id=5844

**Submission of coursework**

The online coursework submission system (FASER) can be accessed through myEssex or at this web address: http://faser.essex.ac.uk/ where you will find full instructions. The system allows you to upload a digital copy of your assignment to the web.

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 for you to use as a practice submission. There is a helpful guidance on how to use FASER here: https://www1.essex.ac.uk/e-learning/tools/faser/Student/HelpCentre#uploading

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. The maximum file upload size is 50MB.

**Problems with FASER**

If you have technical difficulties: Please contact the Learning Technology Team ltt@essex.ac.uk 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 Student 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. A student submitting coursework late will have the University’s and Department’s arrangements for late submission drawn to their attention. 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.

The University’s full Late Submission policy and further information can be found on the website:

https://www1.essex.ac.uk/students/exams-and-coursework/late-submission.aspx

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.

You can find your personalised exam timetable online at: www.essex.ac.uk/examtimes/

The exam timetable will be published on the date shown at
https://www1.essex.ac.uk/students/exams-and-coursework/dates-and-timetables.aspx and you will receive an email to your Essex account when it is available to view.

Exams take place in May and June (weeks 33 to 36). In order to help you prepare for your exams, coping strategies and time management skills will be taught in your Research and Academic Development Skills module. In addition, there are revision classes in all modules before the start of the examination period.

You should plan to have completed your revision for all your exams before the exam period starts. Gaps between exams should be reserved for quickly refreshing your memory of what you already know.

You must bring your registration card and exam entry form with you to the exam. 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 an 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 an hour long, you will only be admitted during the first ten minutes after the start of the exam.

You can download a guide to examinations and watch a short video at:
www.essex.ac.uk/students/exams-and-coursework/default.aspx

Sample and past papers

Past papers or sample exam questions may be available for some modules. Please ask your lecturer for details about accessing these. Please bear in mind that the detailed content of a module can change from year to year, so papers from previous years may contain questions no longer relevant.
Revision classes
Revision classes will be timetabled at the beginning of the summer term.

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.

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

Dictionaries
Please note that dictionaries are not allowed during exams. If you take a dictionary into an exam, you will be reported on suspicion of committing an academic offence. Even if English is not your first language, you are still not entitled to use a translation dictionary or any other kind of dictionary.

Moderation and marking
The University’s Marking Policy can be found online and includes our policy and procedure on the moderation of work. https://www1.essex.ac.uk/quality/university_policies/examination_and_assessment/marketing_policy/default.asp

Moderation
Moderation is a process separate from that of marking and provides assurance that the assessment criteria have 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. In instances where the moderator feels marks may not be entirely appropriate, the moderator would not change individual marks for the work, but would liaise with the first marker to agree whether marks should be reviewed across the particular piece of assessment or module. Should a review of marks be agreed, this may lead to marks being adjusted accordingly.

External Examiners
External Examiners are typically 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 courses at the University meet the academic standards expected across UK higher education. External Examiners write reports on the courses and modules they are responsible for which are made available to you via your department. Unless the External Examiner has been specifically sent work to arbitrate on a dispute between internal markers, the External Examiner’s role in assessment will be as a moderator. You can find the name and institution of the External Examiner for your course and modules by looking on the Programme Specifications Catalogue and the Module Directory.

You can find out more about how the University uses External Examiners here: www.essex.ac.uk/quality/external_examiners/default.asp
**Please note:** you may not contact External Examiners directly under any circumstances. If you have any concerns about the quality and standards of your course, please contact your Student Representative, your Head of Department, or the Students’ Union.

**Anonymous marking**

Anonymous marking is when your work is marked anonymously, i.e. your name is not attached to the piece of work for marking.

Where it is practical to do so, all coursework which contributes to your final module mark should be marked anonymously. Where this is not possible, departments will inform you in advance of the assessment task.

All formal examinations at the University of Essex are marked anonymously. You will be provided with a candidate number on your exam entry form. This will be in large print in the centre of the page. This is the number you should write on your examination scripts. It is important that you do this so we can, once the paper has been marked, allocate the marks to your record correctly.

**Second marking**

Second marking is where a second marker marks the work but has access to the first marker’s marks and/or comments. Where two members of staff are involved in marking a piece of work, the markers should make every effort to agree a mark, rather than merely averaging the two marks. Departments keep a full record of both individual and agreed marks for all work which is second marked.

Once you have submitted your assignments, they will be marked and then second marked if they fall within the bands specified in the Essex Pathways second marking policy:

<table>
<thead>
<tr>
<th>Course</th>
<th>Essex Pathways second marking protocol for coursework and exams</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Year Zero</strong></td>
<td>▪ 42% and below</td>
</tr>
<tr>
<td></td>
<td>▪ between and including 68% and 72%</td>
</tr>
<tr>
<td></td>
<td>▪ sample the rest (10% with a focus on borderline marks)</td>
</tr>
<tr>
<td></td>
<td>▪ With the exception of Mathematics modules (IA112, IA115, IA124, IA126, IA127, IA128) where the second marking protocol is:</td>
</tr>
<tr>
<td></td>
<td>▪ 42% and below</td>
</tr>
<tr>
<td></td>
<td>▪ sample the rest (10% with a focus on borderline marks)</td>
</tr>
</tbody>
</table>

**Re-marking of coursework**

You may, under certain circumstances, have the right to request a re-mark of your coursework. If a piece of coursework has been single marked (and has not been second marked), you can request that your work be reviewed and re-marked.

In order to make a request, you will need to complete a form **within 10 working days of receiving the marks and the feedback**. After careful consideration, the Head of Department will decide whether the piece of work should be re-marked and, if so, the marker will be different from the person who first marked the work. By submitting your work for re-marking, your marks are not guaranteed to increase, but 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.

The re-marking of work is included within the University’s Marking Policy and can be found here: [www.essex.ac.uk QUALITY/university_policies/examination_and_assessment/marking_policy](http://www.essex.ac.uk/quality/university_policies/examination_and_assessment/marking_policy).
**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.

More information about appeals, including the deadlines and forms to complete, can be found online at: [www.essex.ac.uk/see/appeals](http://www.essex.ac.uk/see/appeals)

**Extenuating Circumstances**

**Extenuating circumstances** are circumstances beyond your control which cause you to perform to less of a standard in your coursework or examinations 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 medical or personal natures that affect you for any significant period of time and/or during assessment.

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 and the corresponding methods, to take into account your extenuating circumstances, if appropriate, such as permitting further reassessment opportunities for uncapped marks. Please note that extra marks cannot be given in light of extenuating circumstances.

If you do need to make an extenuating circumstances claim, you should first read the guidance very carefully and seek advice from SU Advice ([www.essex.su/advice](http://www.essex.su/advice)) or the Student Services Hub ([www.essex.ac.uk/students/contact/default.aspx](http://www.essex.ac.uk/students/contact/default.aspx)). 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 noted.

[https://www1.essex.ac.uk/myessex/ExtenuatingCircumstancesHome.aspx](https://www1.essex.ac.uk/myessex/ExtenuatingCircumstancesHome.aspx)

Further information and the full Extenuating Circumstances Policy can be found on the website: [https://www1.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx](https://www1.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx)

**Feedback**

In the Essex Pathways Department great emphasis is placed on feedback and you will receive regular written and verbal feedback on assessed and non-assessed coursework, thus enabling direct and prompt clarification of any queries you may have. Formal feedback includes:

- comments and/or corrections on marked assignments and tests;
- typed feedback sheets completed by teaching staff, which you receive together with your marks;
- solutions (where appropriate);
- tutorials, in which written feedback comments can be explored and discussed with your lecturer.

Please note that different forms of feedback may be appropriate in different disciplines. You are expected to discuss the feedback by arranging to see the relevant lecturer or tutor during their academic support hours. You are encouraged to reflect on the markers’ comments and to use the feedback to shape your study plans. Feedback is also effectively provided by informal interactions between students and lecturers.
Written feedback
As an integral part of the marking process, teaching staff will provide you with written feedback on each assignment you submit. General feedback on the overall quality of your assignment, its major strengths and weaknesses, and points for improvement is included on a separate feedback sheet. More specific and detailed feedback (relating to particular parts of your assignment) is given in the form of notes written on relevant parts of the text of your assignment (e.g. in the margins, or on the back of the relevant page, or at the end of the assignment).

Essay writing support
Your course is specifically designed so as to equip you with the essay writing and academic study skills that you will need to successfully pursue your studies at undergraduate and postgraduate level. You will be taught how to plan, draft, write, edit and proofread your work effectively and will learn and master a range of important skills including note-taking, paraphrasing, summarising, citation and referencing. Particular attention will also be paid to developing your ability to think critically and synthesise information in ways which will allow you to create an effective academic argument.

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

Examination results
You will receive an email to your Essex email account as soon as your results are published. You can find the publication schedule at: www.essex.ac.uk/students/exams-and-coursework/schedule.aspx

Access to exam scripts
If you want to see your exam script, you should normally make the request within four weeks after the exam to the department which is responsible for that module. 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.

Students must not attempt to engage the member of staff in discussions about whether the work has been marked correctly. The marks will have been approved by the external examiners and ratified by the examination board.

A student who wishes to view an examination script or project should contact their Student Administrator. You can find further information about Assessment Policies at: www.essex.ac.uk/quality/university_policies
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, otherwise you will be unable to progress with your studies at the University. Please be aware that reassessment in examinations and coursework carries a fee.

If you need to undertake reassessment, your department will provide you with written feedback on any elements being reassessed.

Please note that if you have not passed a “core module with options” and you are repeating the year full-time, you can pick a different module from the list.

You can find further information relating to resitting exams on the website:

www.essex.ac.uk/students/exams-and-coursework/resits.aspx.
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. You can find a full list of computers available to use on our website: https://www1.essex.ac.uk/it/labs/usage/. 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.

As part of your IT account at Essex, all students have full access to:

- **Office 365**
  Office 365 is an online version of the Microsoft Office suite of programmes. You can access these by logging into your account from anywhere, which means you can use Microsoft programmes from at home too.

- **1TB of OneDrive cloud storage space**
  OneDrive lets you create, edit, and share documents online so you can access them from anywhere in the world and from any device.

- **1 GB of local storage**
  This is known as your M: drive. You can only access this when logged onto a lab computer on campus. Go to ‘This PC’ and select the M: drive network. If you want to access documents saved here from your personal laptop, you will need to either save them in your OneDrive or transfer the documents in another secure method, such as via USB.

Information on other software available to students and general IT matters is available here: www.essex.ac.uk/it/services/computers-and-software/default.aspx?tab=3

**IT Help and Guidance**
You can search the Student Directory for more IT information, including how-to guides, answers to frequently asked questions, and links to video screencasts.

https://www.essex.ac.uk/student

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. The contact details for your campus Helpdesk can be found online along with the opening times: https://www.essex.ac.uk/student/it-services/it-helpdesk
**Learning Technologies and Systems**

**eNROL**
The eNROL system is an online tool to review and select available modules specific to a particular course and year of study. All new and returning students should use the online system prior to the start of each academic year.

[https://www1.essex.ac.uk/enrol/Account/Login?ReturnUrl=%2Fenrol%2F](https://www1.essex.ac.uk/enrol/Account/Login?ReturnUrl=%2Fenrol%2F)

**Learner Engagement Activity Portal (LEAP)**
LEAP is our student-centered, personalised engagement tool. LEAP displays your engagement with university resources (Moodle, FASER, Listen Again, the Library and university computers usage as well as attendance).

An algorithm within LEAP combines your engagement with university 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.

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 activates and overall engagement to make informed decisions about your academic studies
- Discover who your Personal Tutor is
- 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 their studies that you are finding a challenge

[https://leap.essex.ac.uk/login](https://leap.essex.ac.uk/login)

**Moodle**
We use Moodle as our online learning environment, to enhance face-to-face teaching. It lets you get to course materials, and has built-in features to enhance learning such as discussion forums, chat facilities, quizzes, surveys, glossaries and wikis.

[https://moodle.essex.ac.uk/](https://moodle.essex.ac.uk/)

**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.

[faser.essex.ac.uk](faser.essex.ac.uk)

**Talis Aspire**
Talis Aspire is our online reading list system. Use it to find out the details of each week’s reading and to access resources through the library.

[https://essex.rl.talis.com/index.html](https://essex.rl.talis.com/index.html)
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.

listenagain.essex.ac.uk

Your information

Changes to your information
During your period of study at Essex, you 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. Information about updating your name on your student record is available at: https://www1.essex.ac.uk/students/course-admin/default.aspx

Keep your information up to date
During your period of study at Essex, your details may change, including your name. It is really important that your information on our student record database (ESIS) is accurate, so make absolutely sure that if your circumstances change that you let us know. Equally, you may wish to be known by a preferred name. You can add this to your record for staff to use, and find more information about updating your name on your student record at: https://www1.essex.ac.uk/students/course-admin/default.aspx

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.

www.essex.ac.uk/records_management/request

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.

https://www1.essex.ac.uk/records_management/policies/students.aspx
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. 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.

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

https://www.essexstudent.com/representation/
http://www.essex.ac.uk/quality/student_representation/student_rep.asp

Every year, we will ask you to complete the Student Assessment of Module and Teaching (SAMT). This survey will be summarised and discussed by SSLCs and will inform reports written by us for central University committees as part of our quality assurance processes.

Student Voice Groups
Student Voice Groups (SVGs), formerly known as Student Staff Liaison Committees (SSLCs), are made up of elected 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 academic department/school/centre to consult with students and receive feedback on new proposals.

https://www1.essex.ac.uk/quality/student_representation/SVGs.asp

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. Essex Pathways students will be invited to complete the UK Engagement Survey (UKES) which asks about how you spend your time on your course, what kind of learning you’ve taken part in and your views on your teaching and learning experience. The survey is run online and you will be invited to participate via email.

There are also many other satisfaction surveys taking place, to ensure students are happy with the services the University of Essex provides.

Student Assessment of Module and Teaching
Every year, we will ask you to complete the Student Assessment of Module and Teaching (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 from SAMT 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: studentexperience@essex.ac.uk

https://www.essex.ac.uk/student/feedback/student-voice
You Matter
We know university life can throw up all kinds of concerns and questions - if you need some information, advice or support to succeed, stay healthy and happy, we’ve got it covered.

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 is the place to go. Ask us about health and well-being, accommodation, careers services, money matters and much more. Your questions matter and you’ll get answers from our team of experts.

Colchester: askthehub@essex.ac.uk / 01206 874000
Southend: askthehub-sc@essex.ac.uk / 01702 328444
Loughton: askthehub-lc@essex.ac.uk / 020 8508 5983

Health Centre
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.

www.rowhedgesurgery.co.uk
www.nhs.uk

Disability and emotional wellbeing
We would 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.

You can find out about the support we offer here:
www.essex.ac.uk/students/contact/help.aspx

UK students may be eligible for a Disabled Students’ Allowance grant. See our webpages for more information, including application forms and key changes:
www.essex.ac.uk/students/disability/funding.aspx

Your Student Services Hub provides advice, information and support on a range of health and wellbeing issues.
www.essex.ac.uk/students/health

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

Validium
The University works in partnership with an organisation called Validium to offer short-term counselling to help you explore and work through problems and difficulties that are causing distress and interfering with your life at University.

You might be worried, depressed, confused or feeling bad about yourself. There might be a problem in your family, friendships or with your partner, or you might be experiencing difficulties with your work and exams. Counselling can provide a safe space for you to talk through and explore your feelings.
You can also contact the Validium 24-hour Student Wellbeing Support Line. You will be able to have an initial chat, in confidence, about the difficulties you’re experiencing and the support available to you.

Call **0800 970 5020** or **+44 141 271 7168**.

**Chat with Charlie**
Chat with Charlie offers online mental health support every evening between 6pm – 10pm. You can get support with exam stress, relationships, low mood, anxiety or anything else which may be troubling you, however big or small it may seem.

Log on just to chat or find out how to get additional support. For more information, contact wellbeing@essex.ac.uk.

https://mnessexmind.org/chat-with-charlie/

**Nightline**
Established at Essex in 1970, Nightline is a friendly help and support service run by students, for students. We work under strict confidentiality ensuring complete anonymity, and we’re always willing to listen. From tea and toast to camp beds, whether you’re waiting for a taxi, need a revision break, or just want to chat, pop in or call us.

www.essex.ac.uk/students/health-and-wellbeing/nightline.aspx

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, on the website: https://www.essex.ac.uk/student/mental-and-emotional-health/counselling

**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. Advisers in our Student Services Hub and our independent SU Advice can listen and talk you through the issues you are experiencing.

www.essex.ac.uk/fees-and-funding/money/

**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.

www.essex.su/advice

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.

https://www.essex.ac.uk/life/accommodation/living-on-campus/residence-life

**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.

www.essex.ac.uk/students/experience/mfc

**Harassment support**

We are Essex. 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.

https://www.essex.ac.uk/student/report/report-harassment

https://www.essex.ac.uk/student/equality-and-diversity

https://www.essex.ac.uk/welcome

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.

https://www.essex.ac.uk/student/student-communities

https://www.essex.ac.uk/student/access-and-disability

**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 advice and information:

www.essex.ac.uk/students/experience/safety.aspx

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).

https://www.essex.ac.uk/student/emergencies/fire-emergency-action

https://www.essex.ac.uk/student/fire-safety/peep

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

https://www.essex.ac.uk/student/health-and-safety/electrical-safety

You will find further health and safety information connected with your studies and life on our campuses in the Student Directory under health, safety and wellbeing.
If you have any health and safety concerns or need to report an incident, please do get in touch:

https://www.essex.ac.uk/student/report

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.

https://www1.essex.ac.uk/students/experience/complaints.aspx
Student Development

Careers Services
Get valuable, one-to-one advice from careers specialists throughout your time at Essex and beyond. You can access our services via the Student Services Hub or log in to CareerHub+ whether you have one hundred questions or just don’t know where to start! We offer one-to-one advice and guidance, job-hunting workshops, CV and job application reviews, and online services for creating CVs, interview preparation and job vacancies.

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www.essex.ac.uk/careers You can also undertake many courses that include a Placement year – for more information, see your department handbook and email placements@essex.ac.uk.

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 University’s Big Essex Award gives you recognition for all your extra-curricular achievements. All of your Big Essex Award activities go onto your Higher Education Achievement Report (HEAR). Get involved and get ahead of the game. Activate your HEAR and get started.

www.essex.ac.uk/careers/bige

Frontrunners
Challenge yourself. Frontrunners is Essex’s unique on-campus work placement scheme for students. You’ll get the chance to work on real projects in real workplaces and develop real skills for you to enhance your CV. You’ll get fully trained in your role and you’ll get paid for it.

www.essex.ac.uk/frontrunners

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
As your studies draw to a close, and once your exam board has met, it takes up to five working days for your results to be confirmed. You will be sent an email to inform you when the results are live on 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 graduating undergraduate students also be able to access their electronic HEAR which gives details of all marks obtained during their studies.

Further information can be found at:
www.essex.ac.uk/students/graduation/award-documents/default.aspx

HEAR
When you study at Essex, you graduate with far more than just a degree. Along with showcasing your academic achievements, the Higher Education Achievement Report (HEAR) records 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. To start making the most of your HEAR; visit our website to activate your account:
https://www.essex.ac.uk/student/awards-and-achievements/hear

Graduation
The culmination of all your hard work, Graduation ceremonies 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. For more information visit our graduation pages: www.essex.ac.uk/students/graduation/default.aspx

Job 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. Please contact your Course Director in the first instance. It is helpful if you can provide details of 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 [https://www.essex.ac.uk/alumni](https://www.essex.ac.uk/alumni)

**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.

[https://www1.essex.ac.uk/fees-and-funding/masters/loyalty/](https://www1.essex.ac.uk/fees-and-funding/masters/loyalty/)

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 incredibly range of courses online.

Whatever you chose 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.

[www.essex.ac.uk/masters](http://www.essex.ac.uk/masters)
[www.essex.ac.uk/coursefinder](http://www.essex.ac.uk/coursefinder)