Centre for Professional Studies

POSTGRADUATE TAUGHT STUDENT HANDBOOK

MSc in International Supply Chain Management

2017/2018
Disclaimer

This document was published in September 2017 and was correct at that time. The Department* reserves the right to modify any statement if necessary, make variations to the content or methods of delivery of programmes of study, to discontinue programmes, or merge or combine programmes if such actions are reasonably considered to be necessary by the College. Every effort will be made to keep disruption to a minimum, and to give as much notice as possible.

* Please note, the term ‘Department’ is used to refer to both ‘Departments’ ‘Centres’ and ‘Schools’. Students on joint or combined degree programmes will need to use two departmental handbooks.

An electronic copy of this handbook can be found on your Departmental website (https://www.royalholloway.ac.uk/cps/projectmanagement/home.aspx) where it will be possible to follow the hyperlinks to relevant webpages.
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1 Introduction to the Department

1.1 Welcome

A warm welcome to Royal Holloway, the Centre for Professional Studies (the ‘Centre’) and the MSc in International Supply Chain Management. The Student Handbook (this document) is the main source of information and advice provided by each department in the College to its own students. In the following pages you should find the information that a student studying for an MSc in International Supply Chain Management should need. Web links to further sources are also listed.

The Handbook should be read in full by every student. You will find you need to become very familiar with some of the information for use on a day-to-day basis. An up to date electronic version can be found on the Centre’s webpage.

Please do not hesitate to ask questions of academic or office staff, but first please ensure that you have referred to this Handbook. If you spot any errors or there is any need for clarification please let the office staff know.

I hope you very much enjoy the coming academic year, we aim to make it as fulfilling as possible.

Prof Omera Khan
Programme Director
MSc in International Supply Chain Management

1.2 How to find us: the Department

The Centre for Professional Studies is located in the International Building in Room IN246. This can be found on the College campus map as building 15.
1.3 Map of the Egham campus

Student parking is limited and a parking permit is required. This can be obtained online via [http://royalholloway.firstparking.co.uk](http://royalholloway.firstparking.co.uk).
### 1.4 How to find us: the staff

Email addresses are of the form <name>@rhul.ac.uk unless noted otherwise.

<table>
<thead>
<tr>
<th>Posts within the department</th>
<th>Responsible person</th>
<th>Room</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head of Centre</td>
<td>Steven Kendrick</td>
<td>IN247</td>
<td>Steven.Kendrick</td>
</tr>
<tr>
<td>Programme Director</td>
<td>Prof Omera Khan</td>
<td>IN234</td>
<td>Omera.Khan</td>
</tr>
<tr>
<td>Departmental Administrator</td>
<td>Claire Porter</td>
<td>IN246</td>
<td>Claire.Porter</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Academic Staff</th>
<th>Course Title</th>
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<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ihab Ahmed</td>
<td>Risk Management and Resilient Supply Chains</td>
<td>IN246</td>
<td>Ihab.Ahmed</td>
</tr>
<tr>
<td>Andy Coaton</td>
<td>Introduction to Project Management</td>
<td>IN246</td>
<td>Andy.Coaton</td>
</tr>
<tr>
<td>Carl Davies</td>
<td>Operations and Quality Management Information Systems and Technology</td>
<td>IN246</td>
<td>Carl.Davies</td>
</tr>
<tr>
<td>Dave Food</td>
<td>Global Logistics and International Trade</td>
<td>IN246</td>
<td>Dave.Food</td>
</tr>
<tr>
<td>Prof Omera Khan</td>
<td>International Supply Chain Management</td>
<td>IN246</td>
<td>Omera.khan</td>
</tr>
<tr>
<td>Dr Sungkyu Lim</td>
<td>Business Research Methods</td>
<td>IN246</td>
<td>Sung.Lim</td>
</tr>
<tr>
<td>Dr Abdul Rehman Shahid</td>
<td>Sustainability and Megatrends</td>
<td>IN246</td>
<td>Abdul.Shahid</td>
</tr>
<tr>
<td>Dr Simon Templar</td>
<td>Supply Chain and Financial Performance</td>
<td>IN246</td>
<td>Simon.Templar</td>
</tr>
<tr>
<td>Dr Alex Trautrims</td>
<td>Global Sourcing and Procurement</td>
<td></td>
<td>Alex.Trautrims</td>
</tr>
</tbody>
</table>

### 1.5 How to find us: the Departmental office

The Departmental Administrator can be found in the International Building, Room IN246, Tel +44 (0) 1784 276464.
2 Communication

It is vitally important that you keep in touch with us and we keep in touch with you. Members of staff will often need to be able to contact you to inform you about changes to teaching arrangements, special preparations you may have to do for a class or meetings you might be required to attend. You will need to be able to contact members of the Department for example, if you are unable to attend a class, or wish to arrange a meeting with a tutor or your supervisor.

Email to your College email address is routinely used and you should check regularly (at least daily) if any official communication has been sent to your email address. Do not ignore the email as it will be assumed that it will have been received by you within 48 hours, excluding Saturdays and Sundays.

2.1 Email

The College provides an email address for all students free of charge and stores the address in a College email directory (the Global Address List). Your account is easily accessed, both on and off campus, via the Student Portal (Campus Connect) or direct via Outlook.com http://outlook.com/. Email to this address will be used routinely for all communication with students. Email may be used for urgent communication and by course tutors to give or confirm instructions or information related to teaching so it is important that you build into your routine that you check your emails once a day.

Email communications from staff and all the Faculty Administrators should be treated as important and read carefully. The College provides a number of PC Labs around Campus for student use, and you can also use your own laptop/smart phone etc., so the Department expects you to check your email regularly. It is also important that you regularly clear your College account of unwanted messages or your in-box may become full and unable to accept messages. Just deleting messages is not sufficient; you must clear the ‘Sent Items’ and ‘Deleted Items’ folders regularly. It is your responsibility to make sure your College email account is kept in working order. If you have any problems contact the IT Service Desk (https://itservicedesk.rhul.ac.uk/MRcgi/MRentrancePage.pl).

The Centre for Professional Studies will only use the address in the College Global Address List and does not use private or commercial email addresses, such as Hotmail or Gmail. Students who prefer to use commercial email services are responsible for making sure that their College email is diverted/forwarded to the appropriate commercial address. Detailed instructions on how to forward mail can be accessed by visiting http://help.outlook.com/ and searching for forwarding (you may need to use IE browser to access this as the link does not work on some browsers). This process is very easy, but you do have to maintain your College account. When you delete a forwarded message from, say, Hotmail, it will not be deleted from the Royal Holloway account. Please ensure you log on to your College account regularly and conduct some account maintenance or your account may become full and therefore will not forward messages.

If you send an email to a member of staff in the Department during term time you should normally receive a reply within 3-4 working days of its receipt. Please remember that there
are times when members of staff are away from College at conferences or undertaking research.

2.2 Post

All post addressed to students in Centre for Professional Studies is delivered to the departmental office, IN246 in the International Building. At the end of each term accumulated mail is cleared and destroyed. Important information from Academic Services is often sent by internal post and tutors sometimes return work to you via the departmental office.

2.3 Telephone and postal address

Please ensure that your telephone number (mobile and landline) and postal address (term-time and forwarding) are kept up to date on the Student Portal (Campus Connect), https://cas.royalholloway.ac.uk/cas/login?service=https%3A%2F%2Fcampus-connect.royalholloway.ac.uk%2Fc%2Fportal%2Flogin. There are occasions when the Department needs to contact you urgently by telephone or send you a letter by post.

The Department does not disclose students’ addresses and telephone numbers to anybody else (including relatives and fellow students) without the student’s specific permission to do so.

2.4 Personal Tutors

The Programme Director will be available to meet with students by appointment. If the Programme Director is not available, you may book an appointment via email with the Head of Centre. Dissertation supervisors will be allocated by the middle of the Spring Term and they will provide additional pastoral support for the remainder of your programme.
3 Teaching

3.1 Dates of terms

Term dates can be found on the College website: https://www.royalholloway.ac.uk/aboutus/termdates/home.aspx.

You are expected to be in the UK and engaging with your studies during term time. In the case of an emergency which requires you to leave the country and/or miss lectures/seminars/practical's etc., you are expected to keep your department informed and fill in a Notification of Absence Form (see 3.4 below). During the summer term, after the summer examination period, you are expected to attend all required academic activities organised by your department(s) and to be available should you be required to meet with College staff for any reason. Furthermore, as Master's programmes run for one calendar year from September to September, you are required to engage with your studies and be available to meet with staff after the end of the Summer Term until your programme end date in September. For Master's programmes there is no summer vacation period.

3.2 Academic Timetable

Your individual timetable is available to see online via Campus Connect, https://www.royalholloway.ac.uk/students/study/timetable/your-timetable.aspx. You can download this to a personal calendar if you wish. You should check your timetable regularly as it links to the live Timetabling system, so will update automatically to reflect any changes. Timetable changes within two working days will be notified by email to your RHUL account. You will receive separate communications by email and on Campus Connect about exactly how to access and download your timetable.

3.3 Reading weeks

The Centre for Professional Studies does not include reading weeks in its timetables.

3.4 Attending classes and engaging with your studies

The College has a responsibility to ensure that all students are attending regularly and progressing with their studies. While it is essential that you attend all the compulsory learning activities related to your programme of study, the College understands that emergencies may occur at any time throughout the year. In light of this, the Centre for Professional Studies has set a minimum attendance level at 80%. You should be aware that you may also study courses that have different and specific course attendance requirements, particularly if you are taking courses in another department, so it is essential that you check all programme and course handbooks to ensure you are fully aware of the requirements.

Your regular attendance in class and consistent engagement with your studies are fundamental requirements of your learning experience with the College. As such, failure to attend and/or absence without permission can result in serious consequences and may lead
to disciplinary action, including the termination of your registration (see 3.4.6 below). Your ‘classes’ are any learning or teaching activity deemed essential to your programme of study. The term is used to encompass a variety of different activities, including lectures, seminars, tutorials, workshops, field work, laboratory work, and meetings with your Supervisor.

It is vital that you manage your time effectively, so that any paid employment, voluntary work, extracurricular activities or social commitments do not interfere with periods where you are required to attend classes. With regard to paid employment during the course of your programme of study with the College, the Postgraduate Taught Regulations (https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx) stipulate that the amount of paid work undertaken by a student enrolled with the College on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College.

If you face difficulty in attending any classes or undertaking an assessment it is very important that you inform the department(s) in which you are studying as early as possible, citing the reasons for your non-attendance. The department will make a decision on whether or not to authorise your absence. If you are experiencing such difficulties on an ongoing basis, please contact your Programme Director or Supervisor. In addition, an extensive range of additional support, guidance and advice is readily available from the College’s Welfare & Wellbeing services (Academic Services Directorate) (https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx). The Students’ Union also operate an Advice and Support Centre, details on which can be found here http://www.su.rhul.ac.uk/advice/.

3.4.1 Your responsibilities in relation to attendance

Your responsibilities around attendance and engagement include:

- attending all classes necessary for the pursuit of your studies (including lectures, workshops, seminars, practicals and personal tutorials);
- undertaking all summative and formative assessment requirements for your courses;
- attending all meetings and other activities as required by the department(s) in which you are studying;
- fully engaging with your dissertation supervisor from February to August;
- where you experience any form of difficulty in attending classes, for whatever reason, contacting the department(s) in which you are studying to notify them of your circumstances at the earliest possibility.

You are expected to fully engage in your classes, undertaking any reading, research or further preparation identified between these sessions alongside punctual attendance. It is essential that you make suitable arrangements for travel to your classes and plan to arrive in good time, as teaching starts on the hour and finishes at ten minutes before the hour. You will be marked absent if you turn up late without good reason.
3.4.2 Departments’ responsibilities for monitoring attendance

The Centre for Professional Studies will monitor your attendance at lectures and other compulsory activities. It is your responsibility to complete any attendance register that is circulated and to make sure that your attendance has been noted. The activities at which your attendance is monitored may vary depending upon the discipline in which you are studying or the department in which you are taking courses in the case of electives, for example.

It is important that you attend all the learning activities related to your programme of study. Whilst attendance is compulsory at all learning activities, it is recognised that emergencies may occur at any time throughout the year and therefore as indicated above a minimum attendance requirement has been set.

You will be contacted in the event that:

- you fail to attend for **two weeks** without providing notification of your absence;
- you display a **pattern of absence** that the department feel is affecting or is likely to affect your work;
- you display a pattern of absence that the department feel is a cause for **concern over your wellbeing or may point to a disability which you may not have disclosed**.

3.4.3 College’s responsibilities for monitoring attendance

The College has a number of important obligations in relation to monitoring your attendance and engagement, including legal responsibilities under the Equality Act (2010). As a result, the College may adjust the attendance requirement for your programme but will only do this when such adjustment does not compromise competence standards or your ability to reach the learning outcomes of your programme. Any need to adjust attendance requirements will be treated case by case and discussed by the Department with the **Disability and Dyslexia Services** (DDS) and Academic Quality & Policy Office (AQPO).

The College also has obligations places on it by UK Visas and Immigration (UKVI) – (see 3.4.7 below).

3.4.4 Missing classes

If you are unable to attend College for whatever reason you must advise the department in which you taking the course(s) in question and complete the relevant **Notification of Absence Form**, which is available online at [https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx](https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx).
This must be submitted to the relevant department(s) together with the relevant supporting documentation either before your absence or within **five working days** of the end of the period of absence.

You should ensure:

a. that you advise the department(s) by email to the Departmental Administrator;

b. that you complete the Notification of Absence Form, copies of which are also available from the Health Centre.

c. that you submit the paperwork to your department(s) either before your absence or within FIVE working days of the end of the period of absence. Failure to do so may result in the absence being counted as unacceptable and counting against the minimum attendance level. The completed paperwork should be emailed to the Departmental Administrator;

d. that you meet any departmental requirements concerning notification of absence or request for leave of absence as you may be required to meet formally with an academic tutor.
This table shows the documentation that is required should you be absent for any reason.

<table>
<thead>
<tr>
<th>Reason for absence</th>
<th>Documentation required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illness up to and including 5 consecutive term-time days</td>
<td>Completed Notification of Absence Form – Self Certification</td>
</tr>
<tr>
<td>(excluding Saturdays and Sundays)</td>
<td></td>
</tr>
<tr>
<td>Illness for more than 5 consecutive term-time days</td>
<td>Completed Notification of Absence Form - Self Certification</td>
</tr>
<tr>
<td>(excluding Saturdays and Sundays)</td>
<td>plus formal medical certification signed by your GP or hospital</td>
</tr>
<tr>
<td></td>
<td>consultant</td>
</tr>
<tr>
<td>Unrelated to sickness</td>
<td>Notification of Absence Form plus supporting evidence</td>
</tr>
<tr>
<td>Leave of absence request</td>
<td>Notification of Absence Form plus any departmental requirement</td>
</tr>
<tr>
<td></td>
<td>must be met</td>
</tr>
</tbody>
</table>

Note:
- If you are absent for a prolonged period it is essential that you keep in touch with the Department (e.g. through regular emails with your Programme Director or Supervisor).
- The Department will monitor the frequency of self-certified absences and the Head of Department may request a doctor’s medical certificate from you in the event of multiple and/or sustained instances of self-certified illness.
- The departments in which you are studying are responsible for monitoring your attendance and engagement, and deciding whether a period of absence is deemed acceptable or unacceptable (for further information please refer to the online guidance [http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx](http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx) for details of what constitutes ‘acceptable’ and ‘unacceptable’ circumstances relating to absence). If deemed unacceptable the absence will be recorded as such and will count against your minimum attendance level.

3.4.5 Missing an examination

In the event that you are unable to attend an exam (e.g. through reasons of sudden illness), it is essential that you notify Student Administration at the very earliest possibility. Wherever possible, please try to ensure you contact them via e-mail at student-administration@rhul.ac.uk before the scheduled start of the exam with your name, student ID and confirmation of the exam that you are unable to attend. Please include a brief explanation within the email outlining the reasons for the non-attendance.

This notification will then be forwarded by Student Administration to your department so that they are aware of your non-attendance.
Please note, this notification is not a substitute for formally notifying your department of Extenuating Circumstances. It is essential that you inform your department and Chair of the Sub-board of Examiners by completing the Extenuating Circumstances form. For further information, please refer to the website

In the event that you do not complete the Extenuating Circumstances form, your department will be unable to consider the reasons for your non-attendance at your departmental Sub-Board of Examiners.

3.4.6 Consequences of failing to attend

As indicated in 3.3.2 above the Department may contact you if there are concerns about your attendance.

Should it become apparent that there are no acceptable reasons for your non-attendance and/or general lack of engagement with your studies, the Department may issue you with a formal warning which can escalate to the termination of your registration at the College. You are strongly advised to read the guidance on the formal warning process and the consequences of receiving such a warning on
https://www.royalholloway.ac.uk/ecampus/academicsupport/formalwarnings/formalwarnings.aspx
and in the relevant regulations

In situations where you are experiencing documented severe difficulties the Department and College will make every effort to support you and counsel you as to the best course of action. However, there may be cases where, although non-attendance is explained by an acceptable reason, your level of attendance falls to a level which compromises educational standards and/or your ability to reach the learning outcomes of the course. In such cases it will be necessary to implement disciplinary procedures as detailed above.

3.4.7 Withdrawal of visa

If you are sponsored by Royal Holloway on a Tier-4 (General) Visa, should your registration at the College be terminated for non-attendance or a general lack of engagement with your studies, you will be reported to the UKVI and your Tier 4 visa will be withdrawn. Alternatively, in line with the College’s legal obligations to UKVI, if you fail to meet the requirement of your Tier 4 visa to attend classes and complete assessments, the College may terminate your student registration without following the disciplinary procedures outlined in the Academic Regulations and the decision is not open to appeal.

Please see the College Postgraduate Taught Regulations
4 Degree Structure

Full details about your programme of study, including, amongst others, the aims, learning outcomes to be achieved on completion, courses which make up the programme and any programme-specific regulations are set out in the programme specification available through Course Finder, (https://www.royalholloway.ac.uk/courses/2017/home.aspx) or the Programme Specification Repository (https://www.royalholloway.ac.uk/studyhere/progspecs/home.aspx).

The programme consists of the course modules listed below:

<table>
<thead>
<tr>
<th>Term 1</th>
<th>Code</th>
<th>MSc in Project Management</th>
<th>Credit units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PM5022</td>
<td>International Supply Chain Management</td>
<td>20</td>
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<tr>
<td>Mandatory</td>
<td>PM5023</td>
<td>Global Logistics and International Trade</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5025</td>
<td>Information Systems and Technology</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5001</td>
<td>Introduction to Project Management</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5002</td>
<td>Operations and Quality Management</td>
<td>10</td>
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**sub total, credit units Term 1** 60

<table>
<thead>
<tr>
<th>Term 2</th>
<th>Code</th>
<th>MSc in Project Management</th>
<th>Credit units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PM5020</td>
<td>Business Research Methods</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5021</td>
<td>Supply Chain and Financial Performance</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5024</td>
<td>Risk Management and Resilient Supply Chains</td>
<td>20</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5026</td>
<td>Global Sourcing and Procurement</td>
<td>10</td>
</tr>
<tr>
<td>Mandatory</td>
<td>PM5027</td>
<td>Sustainability and Megatrends</td>
<td>10</td>
</tr>
</tbody>
</table>

**sub total, credit units Term 2** 60

<table>
<thead>
<tr>
<th>Term 3</th>
<th>Code</th>
<th>MSc in Project Management</th>
<th>Credit units</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PM5028</td>
<td>Project by Dissertation</td>
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</tr>
</tbody>
</table>

4.1 Course Registrations

While you have the option of changing course unit registrations within the first two/ three weeks after the start of teaching (excluding Welcome Week) subject to agreement from the department, once you have submitted assessment for the course, you may not replace it with another either in that term or in a subsequent term (e.g. Spring term). Any courses that you wish to take on an extracurricular basis (that is, as extra and not counting towards your degree) must be identified at the start of the academic year or before any assessment has been completed for the course.
5 Facilities

5.1 The Library

The Library is housed in the Emily Wilding Davison Building.

Details, including Library Search, dedicated subject guides and opening times can be found online from the library home page: http://www.royalholloway.ac.uk/library/home.aspx

The Ground Floor of the Library contains a High Use Collection bringing together much of the course reading into one area. The rest of the library collections are on the upper floors. There are plenty of study areas and bookable rooms to carry out group work as well as many areas to work on your own. The Library contains a large number of PCs and has laptops to borrow to use in other study areas.

If you cannot find the specific items that you require in the library, it is possible to order an Inter-Library Loan or to gain access to the online resources of Senate House Library as well as access to use the library’s physical collections or other university libraries. You can obtain further information on this here: https://www.royalholloway.ac.uk/library/usingourlibraries/otherlibraries/using-other-libraries.aspx. The Information Consultant for the Centre for Professional Studies is Leanne Workman, who can be contacted at Leanne.workman@rhul.ac.uk.

The Library provides a range of training sessions designed to enhance your existing library and research skills. These are available in both class-based and self-study formats. For information on available sessions and to book a place, go to http://libguides.rhul.ac.uk/training.

5.2 Photocopying, printing and computing

5.2.1 Photocopying

You can use copier-printers (MFDs) located in the Library, the Computer Centre and many PC labs, which will allow you to make copies in either black and white or colour. Further information is available online: https://www.royalholloway.ac.uk/it/printing/home.aspx.

If you require copying to be done for a seminar presentation, you need to give these materials to your tutor to copy on your behalf. Please make sure that you plan ahead and give the materials to your tutor in plenty of time.

5.2.2 Printing

Many of the PC labs are open 24 hours a day, 7 days a week. Alternatively, there are computers available for your use in the Library and Computer Centre.

Departmental staff are unable, in any circumstances, to print anything out on your behalf. Copier-printers (MFDs) are located across the campus in the PC labs, the Library, and
Computer Centre. Further information on printing is available online: http://www.royalholloway.ac.uk/it/printing/home.aspx.

5.2.3 Computing

The Computer Centre provides a range of IT training sessions designed to enhance your current IT skills. These are available in both class-based and self-study formats, and successful completion of the course is rewarded by a College IT Skills certificate. To participate in these sessions, go to: http://www.royalholloway.ac.uk/it/training/home.aspx.
6 Coursework Essays and Dissertation

6.1 Coursework essay

The MSc in International Supply Chain Management makes use of coursework assignments as the main style of testing. Detailed assignment outlines will be provided for each course unit by the Course Tutor. It is very important that you understand from the start of your programme the importance of issues such as plagiarism and timely submission.

6.2 The dissertation

Information on the dissertation can be found in the MSc International Supply Chain Management Dissertation Handbook. It is important that you are fully conversant with this Handbook before the end of Term 1.

6.3 The dissertation supervisor

The Programme Director will assign you a dissertation supervisor who will oversee your work. In most cases students are happy with the supervisory relationship. However, there are occasions where for some reason the supervisory relationship does not work and breaks down. If this happens, you should speak to the Programme Director as soon as possible to see whether the problem can be resolved informally, e.g. through mediation, changing supervisor. You should not wait until after you have received your final degree results to raise the matter as it is very difficult for the College to resolve such matters or take remedial action at that point.

6.4 Marking criteria

Assessment will comply with the Regulations on the Conduct of Assessment (https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx) and will normally be marked by two internal markers, and moderated by the External Examiner. Each dissertation, coursework essay, course assignment, in-class test and examination will be marked according to the College’s generic Postgraduate marking criteria. For some assessment you may be given additional marking criteria and guidance.

85-100% Work displaying some or all of the following features, depending on the nature of the assignment or task:

- Publishable quality
- Outstanding research potential
- Ability to plan, organise and execute independently a research project to the highest professional standards
- Exceptional degree of creativity, originality and independence of thought
- Ability to make informed judgments, develop original insights, and construct productive hypotheses in the absence of complete data
• Highest professional standards of competence, expression and presentation (written, oral, visual)
• Ability to assemble information from different sources to produce exceptionally well-organised and original answers
• Ability to analyse data critically and formulate questions which lead to original lines of enquiry
• Ability to evaluate critically existing methodologies and suggest new approaches to current research or professional practice
• Flexibility of thought, and the ability to employ different approaches to the solution of highly complex and novel problems
• Ability to evaluate published or publicly-presented work critically and to the highest professional standards
• Penetrating analysis of primary sources of literature and information
• An exceptionally high level of understanding of current research techniques and how they can be applied most effectively to investigate challenging new problems
• Outstanding levels of accuracy and technical competence

70-85% Work displaying some or all of the following features, depending on the nature of the assignment or task:

• Excellent research potential
• Ability to plan, organise and execute independently a research project to a very high professional standard
• Very high professional standards of competence, expression and presentation (written, oral, visual)
• High degree of creativity, originality and independence of thought
• Ability to assemble information from different sources to produce very well-organised and original answers
• Ability to analyse data critically and formulate questions which may lead to productive lines of enquiry
• Flexibility of thought, and the ability to employ different approaches to the solution of complex and novel problems
• Ability to evaluate published or publicly-presented work critically and to a high professional standard
• Ability to analyse primary sources of literature and information critically
• Very high levels of accuracy and technical competence

N.B. Candidates who have achieved an overall average mark of not less than 70%, with at least 50% in each taught course and the dissertation, may be eligible for the award of a distinction. Full details of the award regulations for individual postgraduate programmes can be found in the College Regulations.
60-70% Work displaying some or all of the following features, depending on the nature of the assignment or task:

- Very good professional standard of competence, expression and presentation (written, oral, visual)
- Clear evidence of the potential to undertake original research given appropriate guidance and support
- Evidence of some creativity, originality and independence of thought
- Ability to assemble information from different sources to produce well-organised and insightful answers
- Ability to analyse data critically
- Flexibility of thought, and the ability to solve complex, though not entirely original problems
- Some ability to evaluate published or publicly-presented work
- Some ability critically to analyse primary sources of literature and information
- Good degree of accuracy and technical competence

N.B. Candidates who have achieved an overall average mark of not less than 60%, with at least 50% in each taught course and the dissertation, may be eligible for the award of a pass with merit. Full details of the award regulations for individual postgraduate programmes can be found in the College Regulations.

50-60% Work displaying some or all of the following features, depending on the nature of the assignment or task:

- Sound knowledge and understanding of the relevant literature and other key sources of information
- Ability to produce satisfactory answers to problems and questions
- Ability to construct coherent and relevant answer to questions, though with few signs of originality
- A competent professional standard of organisation and expression
- Ability to engage in research involving a moderate degree of originality, when provided with close supervision and support
- Satisfactory degree of competence and technical accuracy

40-50% Work displaying some or all of the following features, depending on the nature of the assignment or task:

- Basic knowledge and understanding of some of the essential literature and other key sources of information, but answers are either incomplete or not entirely coherent
- Shows some grasp of the problem or topic but lacks clarity in written or oral presentation
- Little evidence of independent thought
• Little or no evidence of originality in answers
• Work which is just below an acceptable basic professional standard

N.B. The College regulations prescribing the minimum requirements for a postgraduate award specify that, for the overall assessment of a postgraduate course, a mark in this category (i.e. 40-50%) indicates a ‘condonable fail’, which may be condonable subject to the final average mark achieved across all courses.

**20-40%** Work displaying some or all of the following features, depending on the nature of the assignment or task:

• Fragmentary knowledge and understanding of the essential literature and other key sources of information, yielding answers which show only a limited degree of understanding
• Shows little grasp of the problem or topic, and lacks clarity in written or oral presentation
• Almost no evidence of independent or original thought
• Work that is clearly below an acceptable basic professional standard

**0-20%** Work displaying some or all of the following features, depending on the nature of the assignment or task:

• Almost entirely lacking in evidence of knowledge and understanding of the essential literature and other key sources of information, yielding answers which, at best, show only the most rudimentary understanding of the question
• Shows almost no insight into the problem or topic
• Confused and incoherent written or oral presentation
• Totally devoid of independent or original thought
• Work that is far below an acceptable basic professional standard
7 Assessment Information

7.1 Illness or other extenuating circumstances

Students are advised to carefully read the Instructions to candidates, https://www.royalholloway.ac.uk/students/study/exams/preparation/instructions-to-candidates.aspx as well as the Extenuating circumstances – Guidance for students https://www.royalholloway.ac.uk/students/study/exams/sitting-or-submitting/home.aspx.

Extenuating circumstances are defined as unforeseen circumstances which are outside a student’s control and which may temporarily prevent a student from undertaking an assessment or have a marked/significant detrimental/ adverse impact on their ability to undertake assessment by coursework or examination to the standard normally expected. This means that such circumstances rarely occur. They are outside your control as they are:

- Unforeseeable - you would not have prior knowledge of the event (e.g. you cannot foresee that you will be involved in a car accident);
- Unpreventable – you could not reasonably do anything in your power to prevent such an event (e.g. you cannot reasonably prevent a burst appendix.)

It is these short-term (temporary) circumstances that the College normally regards as extenuating circumstances.

Inability to submit coursework

If you are unable to submit coursework through unexpected illness or other acceptable cause (i.e. events which are unpreventable and unforeseeable) it is assumed that you will request an extension to the submission deadline from your department. In order for an extension to be granted you will need to provide the department with adequate documentation in accordance with the guidance in the Extenuating Circumstances – Guidance for students. The decision on whether to grant an extension rests with your department.

Absence from an examination

The Sub-Board of Examiners may take the following into account when considering your results: if you miss an examination through unexpected illness, or other acceptable cause (events which are unpreventable and unforeseeable), if you commence an examination and have to leave due to acute illness or if you believe your performance on the day was seriously compromised by an unexpected and acute illness that you could not reasonably have been expected to have managed otherwise. You will, however, need to submit an Extenuating Circumstances form and have adequate supporting documentation in accordance with Extenuating Circumstances – Guidance for students. You should also read the section Illness & absences from an examination and departmental assessments and extenuating circumstances in the Instructions to Candidates issued by Student Administration.
For full details on how to inform your department about extenuating circumstances relating to missed examinations as well as the deadline for submission of such information, visit [http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx](http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx)

**Ongoing circumstances**

If you have ongoing circumstances that you believe are adversely affecting your performance during the year, these should be raised with your department and with the College’s [Welfare & Wellbeing services (Academic Services Directorate)](https://www.royalholloway.ac.uk/ecampus/welfare/home.aspx) as soon as possible so that strategies to help you manage the situation can be considered. For example, you have an illness that does not constitute a disability, a family member is ill and needs your support or you have suffered an adverse life event.

It may be that the circumstances are severely impacting on your ability to study by causing you to repeatedly miss scheduled teaching and/or impacting on your ability to complete assessments at the designated time. If this is the case and there is not a reasonable method available to enable you to manage the situation, you may need to consider, in consultation with your department and [Welfare & Wellbeing services (Academic Services Directorate)](https://www.royalholloway.ac.uk/ecampus/welfare/home.aspx), whether it would not be in your best interests to interrupt until the issues have been resolved and you are able to fully commit to and benefit from your academic studies.

Ongoing adverse circumstances do not normally constitute extenuating circumstances as they are not unforeseen and in some cases may be preventable. As such, it is unlikely that the Sub-board will be able to take action to mitigate such circumstances. For further information, please read the [Extenuating circumstances – Guidance for students](https://www.royalholloway.ac.uk/students/study/exams/sitting-or-submitting/home.aspx).  

**Support and exam access arrangements for disabled students and those in need of support**

Some students at the College may have a physical or mental impairment, chronic medical condition or a Specific Learning Difficulty (SpLD) which would count as a disability as defined by the Equality Act (2010) that is, “a physical or mental impairment which has a long-term and substantial effect on your ability to carry out normal day-to-day activities”. It is for such conditions and SpLDs that [Disability and Dyslexia Services](https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx) can put in place support and exam access arrangements. Please note that a “long-term” impairment is one that has lasted or is likely to last for 12 months or more.

If you have a disability or SpLD you must register with the [Disability and Dyslexia Services Office](https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx) before support and exam access arrangements (‘reasonable adjustments’) can be put in place. There is a process to apply for special arrangements for your examinations. Disability and Dyslexia Services can discuss this process with you when you register with them. Please see the section [Students in need of support](https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx) (including
disabled students) for further guidance about registering with the Disability and Dyslexia Services Office.

Please note that if reasonable adjustments, including exam access arrangements, have been put in place for you during the academic year, the Sub-board will not normally make further allowance in relation to your disability or SpLD.

7.2 Submission of written work

In accordance with the College’s policy on submission of coursework:

- All coursework must be submitted electronically by the deadline set by the Course Tutor to fulfil submission requirements, unless the nature of the coursework is such that the Department deems it not possible to do so.
- The Department may additionally request that a paper copy of the coursework is submitted by the deadline set to fulfil submission requirements.
- In cases where both a paper copy and an electronic copy are required, these must be identical.

7.3 Extensions to deadlines

Sympathetic treatment will be given for properly documented illness or other good cause. Where possible, new deadlines should be agreed with the member of staff concerned before the stated deadline. Students who miss deadlines should see the Departmental Administrator and the staff member concerned on their return. Students should complete a Request for a Coursework Deadline Extension Form and provide adequate supporting documentation in accordance with the guidance in the Externating Circumstances – Guidance for students, https://www.royalholloway.ac.uk/students/study/exams/sitting-or-submitting/home.aspx. See also the section on Inability to submit coursework in 7.1 above.

Note that the loss of coursework prior to submission due to any type of computer failure (e.g. file corruption) is not an acceptable reason for late submission or non-submission of work. It is your responsibility to follow well-known IT precautionary procedures. Specifically, frequently back up your work to a location remote from your PC. You are also strongly advised not to leave irreplaceable work (lecture notes, coursework, project reports) in an unattended car, where they (or the car!) may be stolen.

7.4 Penalties for late submission of work

Work submitted after the published deadline will be penalised in line with Section 13 (5) of the College’s Postgraduate Taught Regulations (https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx).

Please ensure that you are aware of the deadlines set by your department(s) and also the requirements to meet this deadline, e.g. whether you need to submit electronic and/or paper copies for your submission to be deemed complete (see 7.2 above).
Section 13 (5)

‘In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:

- for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;*
- for work submitted more than 24 hours late, the mark will be zero.’

*eg. an awarded mark of 65% would be reduced to 55% and a mark of 42% would be reduced to 32%.

If you have had extenuating circumstances which have affected your ability to submit work by the deadline these should be submitted in writing, accompanied by any relevant documentary evidence, to your department(s). As with all extenuating circumstances it is the discretion of the examiners whether to accept these as a reason for having not submitted work on time. Please see the section for details on submitting requests for extenuating circumstances to be considered.

7.5 Anonymous marking and cover sheets

All summative assessed work is marked anonymously in accordance with section 12 of the Regulations of the Conduct of Assessment, https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx. Students should therefore not write their name or student number on their coursework. Depending on the assignment, students will be asked to use their candidate number only to identify their work. The Programme Director may approve exemptions from this requirement, of which students will be informed.

7.6 Penalties for over-length work

Work which is longer than the stipulated length in the assessment brief will be penalised in line with Section 13 (6) of the College’s Postgraduate Taught Regulations, https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx.

Section 13 (6)

Any work (written, oral presentation, film, performance) which exceeds the upper limit set will be penalised as follows

(a) for work which exceeds the upper limit by up to and including 10%, the mark will be reduced by ten percent of the mark initially awarded;

(b) for work which exceeds the upper limit by more than 10% and up to and including 20%, the mark will be reduced by twenty percent of the mark initially awarded;
(c) for work which exceeds the upper limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.

The upper limit may be a word limit in the case of written work or a time limit in the case of assessments such as oral work, presentations or films.

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, preliminary pages, bibliography and appendices

7.7 Return of written coursework

The following College policy applies to the return of coursework:

Assessed work (other than formal examinations) should be returned within four weeks of the submission deadline, except in cases where it is not appropriate to do so for academic reasons. The deadline for the return of marked work should be made clear to students when they receive their assignments. In the event that the intended deadline cannot be met, the revised deadline must be communicated to students as soon as possible.

7.8 Assessment offences

The College has regulations governing assessment offences which can be found on the following webpage: http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx.

Assessment offences include, but are not limited to plagiarism (see 7.9 below), duplication of work, that is, submitting work for assessment which has already been submitted for assessment in the same or another course, falsification, collusion, for example, group working would constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work, failure to comply with the rules governing assessment (including those set out in the 'Instructions to candidates'). The Regulations set out some of the types of assessment offences in more detail, the procedures for investigation into allegations of such offences and the penalties. Students are strongly encouraged to read these Regulations and to speak with their Personal Tutors or other members of staff in their department should they have any queries about what constitutes an assessment offence. The College treats assessment offences very seriously and misunderstanding about what constitutes an assessment offence will not be accepted as an excuse. Similarly extenuating circumstances cannot excuse an assessment offence.

7.9 Plagiarism

It is most important that you acknowledge any work by other people that you use. You may wish to quote a passage directly from the text of a paper or book (in which case inverted commas should be used to identify the quoted passage) or reproduce a figure or table, or merely use information or data from the publication in your own synthesis. In all
such cases, you must refer in your text to the published source of the information. To incorporate into your essay or report the work of other people and present it to the reader as if it were your own, even unintentionally, is known as plagiarism. In all academic disciplines this is considered to be a grave offence, and it may attract a severe penalty. To avoid suspicion of plagiarism and furthermore to lend legitimate authority to what you write, always acknowledge the sources of material that you use.

Definition of plagiarism

‘Plagiarism’ means the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including words, graphs and images, musical texts, data, source code, ideas or judgements) and may exist in any published or unpublished medium, including the internet.

Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment. Identifying plagiarism is a matter of expert academic judgement, based on a comparison across the student's work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore it is possible to determine that an offence has occurred from an assessment of the student's work alone, without reference to further evidence.

7.10 Duplication

All work submitted must be your own and original. This applies to all forms of coursework and to your dissertation. Please note that any work previously submitted for another course or programme (e.g. undergraduate work) at Royal Holloway or any other institution is not acceptable. The Regulations on Assessment Offences, [https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx](https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx) makes clear that ‘the unacknowledged replication of one’s own work in any quantity across separate assessments without sufficient redevelopment to make it novel and appropriate to each assessment is an examination offence. This would include the replication of work which was previously submitted for assessment at another institution’.

A note on paraphrasing and quoting: Quotes are direct transcriptions of text from other sources while paraphrasing uses your own words to express others’ ideas. You should attempt to paraphrase where possible and only use quotes sparingly and strategically. Both paraphrasing and quoting require referencing, and quotes must refer to the page number from which they were taken.

7.11 Falsification

Falsification is the unacknowledged invention or alteration of data, quotations or references. It is extremely important that the work you present is based upon research you have carried out. You must not fabricate survey responses, interview quotes or any primary
data. It is recommended that you include, where possible, evidence of the sources of your data in the appendix of your submitted work.

7.12 Collusion

Collusion is to act in agreement with another person in order to obtain an unfair advantage for oneself and/or for that person. Group working may constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work. Collusion may also include any attempt to impersonate another person, or to allow oneself to be impersonated, in an assessment.

Please do not attempt to obtain/purchase dissertations etc. from the internet. Examiners, and course tutors use Turnitin (plagiarism detection software), and can easily identify work that has originated from elsewhere.

7.13 Marking of illegible scripts

It is College policy not to mark scripts which are illegible. If you anticipate that you may have difficulty in handwriting scripts which would lead to your scripts being illegible you should contact the Disability and Dyslexia Services, https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx. Please note the deadline for making an application for Examination Access Arrangements is in January each year. Therefore it is in your interest to contact DDS as soon as you are able in the Autumn Term in order that you have time to get any necessary evidence required for the application.

7.14 Progression and award requirements

The regulations governing progression and award requirements are set out in your Programme Specification (http://www.rhul.ac.uk/coursecatalogue/home.aspx) and also more generally in the Postgraduate Taught Regulations, https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx.

If you do not pass a course module at a first attempt the Sub-board of Examiners may give you an opportunity to ‘re-sit’ or ‘repeat’ the course module during the Summer Resit period.

Re-sit of a failed course module - normally students will be given an opportunity during the summer after the end of Term 3 in the relevant academic year to re-sit any failed parts of a course unit not passed. In the case of a Dissertation on a taught postgraduate course, this will usually be extended to 3 months after original submission date. Students do not have to attend any classes. Marks for work which has been passed will be carried forward. Students are required to register to resit course modules. Unless students have been informed otherwise, the mark for such course modules will be capped at 50%.

Repeat of a failed course module – if you are given the opportunity to repeat a course module in attendance you will need to register for the course module for the following
academic year and satisfy afresh all the assessment and attendance requirements, that is, you are expected to attend all classes and redo all required coursework and examinations for the course module. No marks from the previous attempt at the course module are carried forward and no work completed as part of the first attempt at the course module may be resubmitted for assessment. The mark for a course module repeated in attendance is not capped.

**Please note that it is not possible to re-sit or repeat a course module which you have passed.**

**NB:** Students entered to resit an examination will normally not receive an overall percentage mark greater than 50% for that course module. For details on the requirements governing the level of award please see the section on the Consideration and Classification of Candidates for the Award in the Postgraduate Taught Regulations http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx.

For details on the requirements governing the level of award please see the section on the Consideration and Classification of Candidates for the Award in the Postgraduate Taught Regulations.

**7.15 Examination/assessment results**

Please see the Examinations & Assessments (https://www.royalholloway.ac.uk/students/study/exams/exams-assessments-and-results.aspx) website for details of how you will be issued with your results.

The Examinations & Assessments website is the place where you can access the Instructions to Candidates and details of the examinations appeals procedures https://www.royalholloway.ac.uk/ecampus/academicsupport/appeals/appealsagainstotheroutcomes.aspx
8  Student Support

8.1  Non-academic related enquiries & support

The Student Services Centre is located in the Emily Wilding Davison Building and provides a single point of contact for all non-academic related queries including accommodation, fees and funding, enrolment and graduation. For further details please visit http://www.royalholloway.ac.uk/ssc.

8.2  Students in need of support (including disabled students)

Your first point of reference for advice within the Department is the Programme Director. Inevitably, problems will sometimes arise that the Programme Director is not qualified to deal with. The College offers a high level of student welfare support which, includes a highly regarded Counselling Service, dedicated educational and disability support, as well as a wealth of student wellbeing, financial, career and other advice. There is also an NHS GP practice (the Health Centre) on campus located in Founder’s East. Further details of each service can be found on the College web on the Student Welfare page: https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx.

If you have a disability or specific learning difficulty, it is important that you bring it to our attention as soon as possible. You must also contact the DDS (Founders West 143; tel: +44 (0)1784 276473; email: disability-dyslexia@royalholloway.ac.uk) who advise on appropriate sources of help. Further information is available on the College website on the Support, health and welfare page https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx.

8.3  Academic Skills Support

The Centre for the Development of Academic Skills (CeDAS) offers a variety of courses, workshops, 1:1 tutorials, online resources that aim to ensure all students at Royal Holloway reach their full academic potential in a range of areas, including academic writing, oral communication skills and maths and statistics.

Whatever your needs, CeDAS is there to ensure that you can perform to the best of your ability, whether it be through a workshop that introduces you to a crucial academic skill, a session within your department that focuses on writing in the discipline, a course that develops your confidence and competence in academic English language, or a 1:1 tutorial with a specialist to help you master a maths technique or sharpen your essay skills.

The Centre also oversees the Royal Holloway Proofreading Scheme, which enables students to pay for an approved third-party proofreader to identify surface error in final drafts. Please note that the College does not permit the use of paid third-party proofreaders who are not part of this scheme.
The CeDAS Office can be found on the ground floor of the International Building, room IN002, and you can follow them on Twitter: @cedasrhul. Further details can be found on the CeDAS webpages: www.royalholloway.ac.uk/cedas.

8.4 Student-Staff Committee

There is a student-staff committee on which students are represented. For constitution see committee’s handbook under Compliance/Governance http://www.royalholloway.ac.uk/iquad/collegepolicies/home.aspx. The Committee meets three times each year and plays an important role in the Department as a forum for airing student views.

You can use the Committee to raise any issues which concern students. Details of forthcoming elections or the names of current representatives will be sent via email.

8.5 Students’ Union

The Students’ Union offers a wide range of services and support, from entertainment and clubs/societies to advice on housing and academic issues. The Advice and Support Centre, situated on the first floor of the Students’ Union, runs a confidential service that is independent from the College. Open 9.30am - 5pm, Monday – Friday, it operates an open door policy exclusively for students during term time. However, during vacation periods students should call to book an appointment. Full details can be found at https://www.su.rhul.ac.uk/advice/.

8.6 Careers Information

The College has a Careers & Employability Service, housed in the Emily Wilding Davison Building, which is open to any student during normal College hours http://www.royalholloway.ac.uk/careers/home.aspx.

8.7 Non-academic policies

Please see the Regulations and Procedures webpage, https://www.royalholloway.ac.uk/students/study/our-college-regulations/our-college-regulations.aspx, which includes information on non-academic policies, regulations, and codes of practice as well as the Student Charter. http://www.royalholloway.ac.uk/aboutus/governancematters/studentcharter.aspx.

8.8 Complaints and academic appeals procedure

If you have a complaint relating to any aspect of the Department or its staff or to any academic or College matter, you should first discuss it informally with your Programme Director or with another member of staff in the Department. We would hope that the majority of issues of this kind can be resolved by informal discussion. There are, however, procedures that can be invoked in serious cases. These are set out in the College Complaints Procedures for students.
You should raise your complaint as soon as possible.

If the complaint concerns an academic decision, there is an academic appeals process. Please note that an academic appeal can only be submitted once you have received your results via the College portal. Details of the appeals procedures and permitted grounds for appeal can be found on the following webpage https://www.royalholloway.ac.uk/students/study/academic-appeals/make-an-academic-appeal.aspx.

9 Health and Safety Information

9.1 Code of practice on harassment for students

This can be found on the student home pages under the Your Responsibilities as a Student section of the webpage https://www.royalholloway.ac.uk/students/study/our-college-regulations/your-responsibilities-as-a-student.aspx.

9.2 Lone working policy and procedures

The College has a ‘Lone Working Policy and Procedure’ that can be found at http://www.royalholloway.ac.uk/iquad/services/healthandsafety/policiesandprocedures/loneworking.aspx.

Lone working is defined as working during either normal working hours at an isolated location within the normal workplace or when working outside of normal hours. The Department and the type of work conducted by students is classified as a low risk activity and as such the following advice is relevant.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Coordinator or the College Health and Safety Office.

It is likely that most activities will take place on College premises. However, the principles contained in the above section will apply to students undertaking duties off campus.

10 Equal Opportunities Statement and College Codes of Practice

10.1 Equal opportunities statement

The University of London was established to provide education on the basis of merit above and without regard to race, creed or political belief and was the first university in the United Kingdom to admit women to its degrees.

Royal Holloway, University of London (hereafter ‘the College’) is proud to continue this tradition, and to commit itself to equality of opportunity in employment, admissions and in its teaching, learning and research activities.
The College is committed to ensure that:

- all staff, students, applicants for employment or study, visitors and other persons in contact with the College are treated fairly, have equality of opportunity and do not suffer disadvantage on the basis of race, nationality, ethnic origin, gender, age, marital or parental status, dependants, disability, sexual orientation, religion, political belief or social origins
- both existing staff and students, as well as, applicants for employment or admission are treated fairly and individuals are judged solely on merit and by reference to their skills, abilities qualifications, aptitude and potential
- it puts in place appropriate measures to eliminate discrimination and to promote equality of opportunity
- teaching, learning and research are free from all forms of discrimination and continually provide equality of opportunity
- all staff, students and visitors are aware of the Equal Opportunities Statement through College publicity material
- it creates a positive, inclusive atmosphere, based on respect for diversity within the College
- it conforms to all provisions as laid out in legislation promoting equality of opportunity.

10.2 College codes of practice

Royal Holloway lays down firm codes of practice for its staff and students on the Academic Welfare of Students, on Freedom of Speech, on Sexual and Racial Harassment, and on Safety, Security and Parking. You will find these codes of practice on the Regulations and Procedures webpage, https://www.royalholloway.ac.uk/students/study/our-college-regulations/our-college-regulations.aspx.

If you feel you are the victim of an infringement of any of these codes, or of any legal right, take the matter up with any of the following, as you see fit:

- your Programme Director
- the Head of Department
- any other member of Department teaching staff you prefer to deal with
- a Student Wellbeing Advisor, https://www.royalholloway.ac.uk/students/help-support/wellbeing/student-wellbeing.aspx
- the Student Counselling Service, https://www.royalholloway.ac.uk/students/help-support/counselling/home.aspx
- any Students’ Union officer, https://www.su.rhul.ac.uk/

Members of staff have the same rights under these codes of practice as students.