Disclaimer

This document was published in September 2015 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’. Visiting Students will also need to refer to academic departmental course handbooks.

An electronic copy of this handbook can be found on your departmental website (www.royalholloway.ac.uk/ecampus/cedas) where it will be possible to follow the hyperlinks to relevant webpages.
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1. Introduction to the Department

1.1. Welcome

Welcome to the Centre for the Development of Academic Skills (CeDAS)! We are pleased you have decided to study with us, and look forward to helping you achieve your full academic potential as a student in the UK over the coming months.

CeDAS unites a number of activities which includes the support of international students. As part of this role, CeDAS offers a range of taught courses and programmes to international students enrolled at Royal Holloway. Specifically, this includes:

- the teaching of tailor-made courses for visiting overseas students who need English language support and providing support for visiting students whilst they are at Royal Holloway;
- the teaching of a Pre-Sessional English Language Programme for international students who have been offered a place to study at either undergraduate or postgraduate level at Royal Holloway;
- the management and teaching of a Pre-Masters Programme for graduate students;
- the teaching of academic English language support courses for both international students and native English speaking students;

Some of you have joined us shortly after arriving in the UK for the first time, while others may have previous experience of studying in this country. Royal Holloway provides everyone with a wonderful opportunity to learn and to develop the necessary language and study skills for success as a student in the UK.

This Student Handbook contains comprehensive information, both about the Department and the College. Please make sure you keep this handbook safely for future reference.

We look forward to working with you and hope that you have an enjoyable and productive time whilst at Royal Holloway.

Silke Placzeck
Head of the Centre for the Development of Academic Skills (CeDAS)
1.2. How to find us: the Department

CeDAS is located on the ground floor of the International Building. This can be found on the College campus map as building number 15.

1.3. Map of the Egham campus

[Image of campus map]

Student parking is limited and a parking permit is required. This can be obtained via the online parking permit portal. You will need proof of insurance and ID before a permit will be issued.

1.4. How to find us: the staff

Head of Department

<table>
<thead>
<tr>
<th>Name and Email</th>
<th>Telephone</th>
<th>Room</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Silke PLACZECK</td>
<td>01784 443110</td>
<td>IN033</td>
<td>Head of Department</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Academic Staff

<table>
<thead>
<tr>
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<th>Telephone</th>
<th>Room</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
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<table>
<thead>
<tr>
<th>Name and Email</th>
<th>Telephone</th>
<th>Room</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Claire FURLONG</td>
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<td>01784 276263</td>
<td>IN002</td>
<td>CeDAS Student Helper</td>
</tr>
</tbody>
</table>

1.5. How to find us: the Departmental office

Our departmental reception is based in IN002 and is open for face-to-face enquiries during the office hours advertised on the door, which are also available on the CeDAS website.

Currently the term time office hours are as follows:

Monday to Friday: 10-12 and 2-4
Except Wednesdays: 10-12 only

2. Communication

It is vitally important that you keep in touch with us and we keep in touch with you. 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 **students portal** https://campus-connect.rhul.ac.uk/cp/home/displaylogin (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 department 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 inbox 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** http://itservicedesk.rhul.ac.uk/

CeDAS and academic departments will only use the address in the College Global Address List and **do 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 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.** 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. **It is your responsibility to log on to your College account occasionally 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

Students will be notified by email of any post addressed to them in CeDAS, which they can collect from the CeDAS Office (IN002). At the end of each term, any uncollected post will be destroyed. Tutors in academic departments will sometimes return work to you via departmental pigeonholes, so you are advised to check these regularly in each of the departments you are studying in.

2.3. Telephone and postal address

It is your responsibility to 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://campus-connect.rhul.ac.uk/cp/home/displaylogin. There are occasions when the Department needs to contact you urgently by telephone or send you a letter or transcript 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. Notice boards

The official student notice boards for CeDAS are on the walls in foyer near IN009. Departments will also have student notice boards. Every effort is made by departments to post notices relating to class times etc. well in advance, but occasionally changes have to be made at short notice and in that case email will be used.

Each department will have its own procedure for distributing information to students. It is your responsibility to check the times and venues of all class meetings and of any requirements (eg. essay deadlines) relating to your courses, so, if in doubt, please ask the relevant department!

3. Teaching

3.1. Dates of terms

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

Autumn term:
Monday 21 September to Friday 11 December 2015 (12 weeks followed by a four week Christmas break)
College closed:
24 December 2015 - 3 January 2016

Spring term:
Monday 11 January to Thursday 24 March 2016 (11 weeks followed by a four week Easter break)

Summer term:
Monday 25 April to Friday 10 June 2016 (seven weeks)

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/ practicals etc., you are expected to keep your department informed and fill in a Notification of Absence Form (see 3.3 below). All full year visiting students are expected to attend the Autumn, Spring and Summer Terms. During the summer term, after the summer examination period, you are expected to attend all required academic activities organized by your department(s) and to be available should you be required to meet with College staff for any reason.

Reading weeks

Autumn Term:
Week commencing 2nd November 2015

Spring Term:
Week commencing 15th February 2016

Please check with your academic department(s) whether your courses will run during Reading Week, as well as the exact dates, as this is not always the same across departments.

3.2. Course selection and confirmation

Once you have arrived on campus, we will be able to sign any documentation required by your home institution, such as a Learning Agreements or a Certificate of Arrival. These can be left in the tray outside IN002 for a member of CeDAS staff to check and sign. Your documents will then be signed and available to collect from outside IN002 after 2 working days.

If you need to make an unavoidable change to your Study Plan within a department (e.g. because of a timetable clash), this can be discussed at the departmental induction meetings when you first arrive. However, if you requested a course in a particular department but have not received any, then this means you have not been accepted by them and are not able to take courses. Also, you may not approach a
completely new department for courses. Please remember that it is the academic departments at Royal Holloway which have the final say over which courses you can take here.

Once you have received confirmation from your home institution and the host department that you can take the requested course(s), the academic department will be able to register you for them. Please ensure that you also ask the relevant department to de-register you from any courses you no longer wish to take.

Please remember that you are an ambassador for your home university and for visiting students in general, therefore ensure that your communication and correspondence with academic departments is clear and polite at all times.

Course registrations for the Autumn Term will take place over the first three weeks of term (Welcome Week and the first two weeks of teaching. Once you have been registered onto courses by the relevant department(s), these will show on the Study tab on the Campus Connect Portal. In other words, you do not need to physically register as this is done by individual departments. However, it is your responsibility to check that these courses are correct on Campus Connect and, if not, contact the relevant department(s) to resolve the issue.

It is vital that the courses listed on Campus Connect are those that you are actually taking. For Term 1, the courses listed on Campus Connect after Friday 16th October 2015 cannot be changed and will appear on your final transcript whether you complete the courses or not. For Term 2, the deadline is Friday 22nd January.

Once any course changes have been confirmed, please inform CeDAS, who will be able to sign any necessary documentation, e.g. an amended Learning Agreement.

Please note that CeDAS can only sign a Learning Agreement with courses which match those on Campus Connect. It is the student’s responsibility to check with their home institution whether the courses they are taking are acceptable and provide the student with sufficient academic credit.

3.3. 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 recognises that emergencies may occur at any
time throughout the year. In light of this, CeDAS has set a minimum attendance level at 80%, but you will need to check with each department what their specific attendance requirements are.

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 3.3.6). 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 your Personal Advisor.

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 your time at Royal Holloway, the Undergraduate Regulations (http://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, or contradict the terms of their visa. It is your responsibility to check the relevant terms of your visa.

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 authorize your absence. If you are experiencing such difficulties on an ongoing basis, please contact your Course Tutor as well as the CeDAS Office. In addition, an extensive range of additional support, guidance and advice is readily available from the College’s Student Advisory Service (https://www.royalholloway.ac.uk/ecampus/welfare/home.aspx). The
Students' Union also operates an Advice and Support Centre, details on which can be found here http://www.su.rhul.ac.uk/advice/.

3.1.1 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, 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;
- 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 will start at five minutes past the hour and finish five minutes before the hour. You will normally be marked absent if you turn up late without good reason.

3.1.2 Departments’ responsibilities for monitoring attendance

Departments will monitor your attendance at specified learning 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 courses. 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:

i. you fail to attend for **two weeks** without providing notification of your absence;
ii. you display a pattern of absence that the academic department and/or CeDAS feel is affecting or is likely to affect your work

iii. you display a pattern of absence that the academic department and/or CeDAS feel is a cause for concern over your wellbeing or may point to a disability which you may not have disclosed.

3.1.3 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 and Policy Office (AQPO).

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

3.1.4 Missing classes

If you are unable to attend College for whatever reason you must advise the department in which you are taking the course(s) in question and complete the relevant Notification of Absence Form, which is available online.

https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx
Figure 1 - Notification of Absence Form – Absence Due to Illness

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 departments(s) by sending an email to your course tutor. This should be done for each course that you have missed.

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. Paperwork should be submitted to each department in which you have missed classes.
For students studying a Contemporary Britain course in CeDAS, the absence form should be completed online and emailed to the departmental office at the following address: CeDAS-Absence@royalholloway.ac.uk.

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. Each department may have different requirements and processes for absence. It is the student’s responsibility to ensure that these requirements are met.

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 (excluding Saturdays and Sundays)</td>
<td>Completed Notification of Absence Form – Self Certification</td>
</tr>
<tr>
<td>Illness for more than 5 consecutive term-time days (excluding Saturdays and Sundays)</td>
<td>Completed Notification of Absence Form - Self Certification plus Formal Medical Certification signed by the Health Centre, your GP or hospital 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 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 academic department(s) and CeDAS (e.g. through regular emails).
- The academic 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 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.

3.1.5 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 https://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/extenuatingcircumstances.aspx.

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.

3.1.6 Consequences of failing to attend

As indicated 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 academic department and/or CeDAS 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 http://www.royalholloway.ac.uk/ecampus/academicsupport/formalwa
In situations where you are experiencing documented severe difficulties the academic department, CeDAS 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.

### 3.1.7 Withdrawal of visa

If you are in receipt of a **Tier-4 (General) Student Visa** sponsored by Royal Holloway, it is a requirement of your Visa that you attend classes and complete assessments. This is also a requirement of the College’s academic regulations.

Alongside departmental attendance requirements, all visiting students in receipt of a Tier-4 Visa are required to come to IN002 and sign an attendance register once per week throughout the Autumn and/or Spring Term in order to confirm their continued participation in their studies.

The College has a legal responsibility to report any student admitted to the College on a student visa who does not appear to be in attendance to UK Visas and Immigration (UKVI). Therefore if you fail to meet UKVI visa requirements and/ or fail to respond to informal and formal warnings from the College in this regard you could have your sponsorship withdrawn, your Visa cancelled and your registration with the College terminated. The termination of registration due to a breach in Visa requirements is conducted independently of the College’s formal warning process and the decision is not open to appeal.

Please see the College **Undergraduate Regulations 2015-16**

http://www.rhul.ac.uk/ecampus/academic-support/regulations/home.aspx

### 4. Assessment Information

#### 4.1 Illness or other extenuating circumstances
If you are taken ill or there are other extenuating circumstances that you believe have adversely affected your performance in relation to any aspect of your course (for example, your attendance, submission of work, or examination performance) at any point during the academic year, you must inform your department(s)/school(s) in writing, and provide the appropriate evidence. Please read the "Instructions to Candidates" issued by Student Administration http://www.royalholloway.ac.uk/ecampus/academic-support/examinations/examinations/home.aspx for full details on how and when to inform your department about such circumstances as well as the deadline for submission of such information.

4.2. Absence from an examination / failure to submit coursework

If you miss an examination or fail to submit a piece of assessed coursework through illness, or other acceptable cause for which adequate documentation is provided in accordance with the section Illness or other extenuating circumstances in the Instructions to Candidates http://www.royalholloway.ac.uk/ecampus/academic-support/examinations/examinations/home.aspx the Sub-board of Examiners may take this into account when considering your results.

4.3. Exam access arrangements for disabled students and those in need of support

For all such students there is a process to apply for special arrangements for your examinations and other forms of assessment. Such requests should be made to Disability and Dyslexia Services, which will carry out an assessment of your needs. Please see the section Students in need of support (including disabled students) for further guidance about registering with the Educational Support Office.

4.4. Submission of written work

See relevant Moodle page or course handbook, or contact the department(s).

4.5. Extensions to deadlines

See relevant Moodle page or course handbook, or contact the department(s).

4.6. 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 Undergraduate 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 submission of written work 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 on applying for an extension to the deadlines set, and the section for details on submitting requests for extenuating circumstances to be considered.

4.7. Anonymous marking and cover sheets

All students taking examinations are issued with a candidate number which is to ensure that exams and, where appropriate, coursework are marked anonymously. All students are allocated a personal candidate number which can be found on the ‘Study’ tab of the Student Portal.

Please note that your candidate number is different from your Student ID number. Candidate numbers are 7 digits long. Your Student ID will begin 100…

Because the purpose of the candidate number is to ensure that your work is marked anonymously, it is essential that you do not use your candidate number in conjunction with anything that identifies you, such as your name or Student ID/Reference Number. All members of staff who are authorised to see your candidate number (and who will not be involved in the marking process) will already be able to look it up so you
should never have to give it to anyone.

4.8. **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 [Undergraduate Regulations 2015-16](https://www.royalholloway.ac.uk/ecampus/academic-support/regulations/home.aspx):

Section 13 (6)
All over-length work submitted on undergraduate and taught postgraduate programmes will be penalised as follows:

- For work which exceeds the upper word limit by at least 10% and by less than 20%, the mark will be reduced by ten percentage marks*, subject to a minimum mark of a minimum pass.

- For work which exceeds the upper word limit by 20% or more, the maximum mark will be zero.

*eg. an awarded mark of 65% would be reduced to 55%

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, bibliography and appendices.

4.9. **Return of written coursework**

The following College policy applies to the return of coursework:

Assessed work (other than formal examinations) should be returned within 4 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.

4.10. **Assessment offences**

The College has regulations governing assessment offences which can be found on the following webpage:

[http://www.royalholloway.ac.uk/ecampus/academic-support/regulations/home.aspx](http://www.royalholloway.ac.uk/ecampus/academic-support/regulations/home.aspx)

Assessment offences include, but are not limited to plagiarism (see
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 Advisors 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. Students with extenuating circumstances which affect their ability to submit work should contact their departments about the possibility of an extension or other support.

4.10.1. Plagiarism

Plagiarism, that is the presentation of another person’s thoughts or words as though they were your own, must be avoided. Different departments may expect you to use different methods of referencing, so make sure you find out what these are for each of your courses. CeDAS offers academic skills support, which includes courses and workshops on referencing skills. Further information can be found here: www.royalholloway.ac.uk/cedas/.

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.

4.11. 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 Disability and Dyslexia Services (previously ESO).
https://www.royalholloway.ac.uk/ecampus/welfare/disabilityanddyslexiaservices/home.aspx

4.12. Undergraduate course results

For full-year and Terms 2&3 only students, the Undergraduate Examination Sub-Boards are expected to meet in June 2016, but the final results have to be confirmed by the College Board.

Once marks have been confirmed and approved by the College, they will be released to all visiting students in the cohort through the Campus Connect Portal. A generic e-mail will be sent by Student Administration to all students (both RHUL and personal e-mail addresses) notifying students that the results are available and highlighting that if a student has failed a course they may be afforded a further opportunity to meet the requirements to pass the course.

For Term 1 only students, undergraduate course results will be approved in late-January 2016.

A copy of your transcript of results will be posted to you at your forwarding address as recorded on the Campus Connect Portal. A copy of your transcript of results will also be sent to your home institution. For undergraduate results, these will normally be posted in late-February for Term 1 only students, and late-July for full-year and Terms 2&3 only students.

Please note that if the address is overseas, the transcripts will be sent by standard Airmail.

4.13. Postgraduate course results

For full-year and Terms 2&3 only students taking postgraduate courses, the Postgraduate Examination Sub-boards are expected to meet in Summer/Autumn 2016. This means that transcripts will not normally be
available until late-November at the earliest. For Term 1 only students, course unit results will be approved in late-January 2016.

4.14. Re-sit regulations

Where a Visiting Student gains an overall outcome of Fail in a course, a further opportunity may be afforded to meet the requirements to pass the course. If you do wish to resit, you will be asked to contact Student Administration at student-administration@rhul.ac.uk to register. Please note that there is a resit fee payable of £85* per half unit and the resit result will be capped at 40% (UG students) or will normally be capped at 50% (PGT students).

*subject to change

If you are an undergraduate student and your performance on a piece of assessment has been severely affected by documented extenuating circumstances deemed acceptable by the Sub-board of examiners you may be afforded the opportunity to retake the affected assessment as a ‘first sit’.

4.15. Examinations

The Examinations & Assessments website is the place where you can access the "Instructions to Candidates" and details of the examinations appeals procedures.

http://www.rhul.ac.uk/ecampus/academicsupport/academicappealsandcollegecomplaints.aspx

5. Facilities

5.1. Libraries

There are 2 libraries on campus:

- **Founder's Library**, located on the South Side of Founder's Building, houses most language, literature, film, music and theatre material;
- **Bedford Library**, located up the hill from the Students' Union next to the History Department, houses science, social science and history material

Details, including further resources available, opening times and regulations, can be found online:

http://www.royalholloway.ac.uk/library/home.aspx

If you cannot find the specific items that you require in the libraries, it is possible to order items from other libraries by inter-library loan or to gain access to the Senate House Library or other university libraries. You can obtain further information on this by asking at the library helpdesks. The Information Consultant for CeDAS is Kim Coles, who can be contacted
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://www.royalholloway.ac.uk/library/helpandsupport/findinginformation.aspx

5.2. Photocopying, printing and computing

5.2.1. Photocopying

The departmental photocopier is in constant use by office staff and lecturers. For this reason, we are unable to allow students to use it. Instead you can use copier-printers (MFDs) located in the libraries, 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:

http://www.royalholloway.ac.uk/library/usingourlibraries/photocopyingandprinting.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 libraries 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, libraries and Computer Centre. Further information on printing is available online:

http://www.rhul.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:
5.2.4. Computer-based language-learning resources

Royal Holloway students have access to a range of language-learning resources, including the following:

- Writing Insight
- Road to IELTS
- Study Skills Success
- Tensebuster

Through LibrarySearch students can access a range of electronic resources, including academic journals, newspapers and dictionaries (both monolingual and bilingual).

Moodle is the College’s Virtual Learning Environment, in which students can access course materials and information about their programmes, engage in discussions in online forums and take advantage of a variety of other resources. All CeDAS programmes have resources on Moodle, which you will be informed about in class.

You may like to access the CeDAS area, which, along with other resources, features the EAP Toolkit suite, which includes:

- Academic Communication Skills
- Academic Listening and Note-taking
- Academic Reading and Critical Thinking
- Academic Writing
- Learning to Study
- Subject-specific Needs
- Grammar for Academic Purposes
- Vocabulary for Academic Purposes

5.3. Language-learning facilities in the International Building

Computer laboratories are situated in IN005 and IN006. Computers are connected to the campus network and equipped with a soundcard. Students will need to supply their own headphones.

Access to the computer labs is subject to timetabling constraints and timetables will be posted outside the labs in question. Outside of normal working hours (approximately 8.00 am to 7.00 p.m.), students will need a swipe card to enter and leave the building. These are the same cards used to enter and exit the Computer Centre and can be obtained from the Computer Centre reception.
For any technical problems (e.g. the printer is out of paper), contact Computer Centre reception.

5.4. **Language-learning facilities in Founder’s Library**

Founder’s Library offers a range of language-learning resources for loan to students. These include books, worksheets, CD-ROMS, CDs, DVDs. Items are subject to the usual lending conditions (see Library and Information Services leaflets on display in the Libraries or via their website). Multi-media items (audio and video tapes, DVDs, CD-ROMS) are normally shelved in the Short Loan sections, with accompanying books where relevant. These can only be borrowed for short periods (up to one week), but some material is restricted to use within the Library. Students may consult the Library catalogue for further information.

Viewing facilities are also available in Founder’s Library:
- A group viewing room, which needs to be booked. The room houses a wide-screen TV, video, PC and DVD player, and can seat 12 people.

There are 9 individual viewing booths comprising monitor, DVD and video player, headphones. This facility does not need to be booked.

6. **Student Support**

6.1. **CeDAS vs Academic Departments**

Although CeDAS is your home department, there may be times where it is more appropriate to seek advice from your academic department(s). For example:

<table>
<thead>
<tr>
<th>Academic Department(s)</th>
<th>CeDAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration onto courses after you have arrived.</td>
<td>Which courses you have been offered prior to arrival.</td>
</tr>
<tr>
<td>Course information, e.g. content, timetables,</td>
<td>Forms or documents to be signed for your home institution.</td>
</tr>
<tr>
<td>reading lists etc.</td>
<td></td>
</tr>
<tr>
<td>Course assessments, e.g. instructions,</td>
<td>Queries about your year abroad as a whole, e.g. dates, fee</td>
</tr>
<tr>
<td>weighting, referencing style, method of</td>
<td>arrangements, academic credit, results and transcripts.</td>
</tr>
<tr>
<td>submission, deadlines, feedback and results.</td>
<td></td>
</tr>
<tr>
<td>Absence from courses or assessments.</td>
<td>Finding out who best to contact about any issue or query.</td>
</tr>
<tr>
<td>Extenuating Circumstances.</td>
<td>Making us aware of absences and/or any difficulties or extenuating circumstances.</td>
</tr>
<tr>
<td>---------------------------</td>
<td>---------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Difficulties with course content or assessments.</td>
<td>Visiting student social events, networking and contacts.</td>
</tr>
<tr>
<td>Any departmental processes, instructions and meetings.</td>
<td>Academic skills support and resources</td>
</tr>
<tr>
<td>Feedback on your courses/academic department.</td>
<td>Overall feedback on your time at Royal Holloway and the study abroad process.</td>
</tr>
</tbody>
</table>

### 6.2. Non-academic related enquiries & support

The Student Services Centre is located in the Windsor 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](http://www.royalholloway.ac.uk/ssc)

### 6.3. International Student Support Office

This office is located in the International Building room 009. They are able to advise on a number of issues including visas and immigration. They also arrange a number of trips around the UK. Make sure you check your College e-mail or pop into their office for more information.

### 6.4. Students in need of support (including disabled students)

Your first point of reference for advice within the CeDAS is Zohreh Moghimi. All academic departments have a member of staff whom you can contact but, inevitably, problems will sometimes arise that they are not qualified to deal with. The College offers a high level of student welfare support which includes a comprehensive Health Centre, a highly regarded Counselling Service, dedicated educational and disability support, as well as a wealth of financial, career and other advice. Further details of each service can be found on the College web on the Student Welfare page: [http://www.royalholloway.ac.uk/ecampus/welfare/home.aspx](http://www.royalholloway.ac.uk/ecampus/welfare/home.aspx)

If you have a disability or specific learning difficulty, it is important that you bring it to our attention as soon as possible. The Disability and Dyslexia Services Office (DDS) representative is Zohreh Moghimi. You
must also contact the DDS (Founders West 151; tel: +44 (0)1784 443966; email: disability-dyslexia@royalholloway.ac.uk) who will arrange for an assessment of needs to be carried out and will advise on appropriate sources of help. Further information is available on the College web on the DDS Support, health and welfare page http://www.royalholloway.ac.uk/ecampus/welfare/disabledstudents/home.aspx

6.5. Student-staff committee

There is a student-staff committee in each department in which you will be studying on which both taught and research students are represented. The Committee meets three times each year and plays an important role in each department as a forum for airing student views. For constitution see committee's handbook under Compliance/Governance http://www.rhul.ac.uk/iquad/collegepolicies/home.aspx

You can use the Committee to raise any issues which concern students. Notices will appear on departmental notice boards giving details of forthcoming elections or the names of current representatives.

6.6. 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 an essential 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.

CeDAS also run a workshop exclusively for visiting students at the beginning of the Autumn and Spring Terms which provides you with skills and strategies for a successful visiting student experience. This workshop considers the challenges of studying within an unfamiliar university setting and will make use of key input from students returning from their own periods of study at universities overseas. You will gain practical insights which will enable you to engage more fully with the host culture and so get maximum social, cultural and academic
benefit from your visit to Royal Holloway. Check the CeDAS website for further information and details on how to book. More information can be found on the CeDAS webpages: www.royalholloway.ac.uk/cedas or by visiting the CeDAS Office (IN002), and you can follow us on Twitter: @cedashul.

6.7. Students’ Union

The Students’ Union offers a wide range of services and support, from entertainment and clubs/societies to advice on welfare 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 www.su.rhul.ac.uk/support

6.8. Health Centre

Visiting students studying at Royal Holloway for the full academic year are covered by the NHS in the UK and are therefore able to register at the College Health Centre, as long as they live on Campus or in the local area. https://www.royalholloway.ac.uk/ecampus/campuslife/healthcentre

Visiting students who are studying at Royal Holloway for less than 6 months (i.e. Term 1 or Terms 2&3) are not covered by the NHS and so will not be able to register at the Health Centre (but will be able to receive emergency care as a Temporary Resident). We advise that these students seek advice from the Health Centre, International Student Support Office (IN009) or their home institution in order to make alternative arrangements.

6.9. Careers information

The College has a careers advisory service, housed in the Horton Building, which is open to any student during normal College hours. http://www.royalholloway.ac.uk/careers/home.aspx. This service may be useful if you have a Tier 4 visa and are interested in part-time work, or if you want to improve you CV or develop your interview skills whilst you are in the UK.

6.10. Non-academic policies

Please see the Codes and Regulations webpage http://www.royalholloway.ac.uk/ecampus/onlinestudenthandbook.aspx which includes information on non-academic policies, regulations,
and codes of practice as well as the Student Charter.  
https://www.royalholloway.ac.uk/aboutus/governancematters/student charter.aspx

6.11. Complaints and academic appeals procedure

If you have a complaint relating to any aspect of a department or its staff or to any academic or College matter, you should first discuss it informally with a 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 
https://www.royalholloway.ac.uk/ecampus/academicsupport/complaints/complaints.aspx. 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 
http://www.rhul.ac.uk/ecampus/academicsupport/academicappealsandcollegecomplaints.aspx

7. Health and Safety Information

7.1. Code of practice on harassment for students  
This can be found on the student home pages under codes and regulations  
http://www.royalholloway.ac.uk/ecampus/onlinestudenthandbook.asp x.

8. Equal Opportunities Statement

8.1. 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.