



DEPARTMENT OF MATHEMATICS

UNDERGRADUATE STUDENT HANDBOOK

2015/2016

Telephone +44 (0)1784 44 3091/3093
Department of Mathematics
School of Mathematics and Information Security
Royal Holloway, University of London
Egham Hill, Egham
Surrey TW20 0EX

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'. 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/mathematics/informationforcurrentstudents/home.aspx> where it will be possible to follow the hyperlinks to relevant webpages.

Contents

INTRODUCTION TO THE DEPARTMENT	5
1.1 WELCOME.....	5
1.2 HOW TO FIND US: THE DEPARTMENT	5
1.3 MAP OF THE EGHAM CAMPUS	5
1.4 HOW TO FIND US: THE STAFF	6
1.5 HOW TO FIND US: THE DEPARTMENTAL OFFICE	6
1.6 THE DEPARTMENT: PRACTICAL INFORMATION	7
1.7 STAFF RESEARCH INTERESTS	7
2 COMMUNICATION	7
2.1 EMAIL.....	7
2.2 POST	8
2.3 TELEPHONE AND POSTAL ADDRESS.....	8
2.4 NOTICE BOARDS	9
2.5 PERSONAL ADVISERS	9
2.6 QUESTIONNAIRES.....	9
2.7 SPACE.....	ERROR! BOOKMARK NOT DEFINED.
3 TEACHING	10
3.1 DATES OF TERMS	10
3.2 READING WEEKS	10
3.3 ATTENDING CLASSES AND ENGAGING WITH YOUR STUDIES.....	10
3.3.1 <i>Your responsibilities in relation to attendance</i>	12
3.3.2 <i>Departments' responsibilities for monitoring attendance</i>	12
3.3.3 <i>College's responsibilities for monitoring attendance</i>	13
3.3.4 <i>Missing classes</i>	13
3.3.5 <i>Missing an examination</i>	16
3.3.6 <i>Consequences of failing to attend</i>	16
3.3.7 <i>Withdrawal of visa</i>	17
4 DEGREE STRUCTURE	17
4.1 DEPT SPECIFIC.....	17
4.2 COURSE REGISTRATIONS	18
4.3 CHANGE OF PROGRAMME.....	20
4.4 EXCHANGE PROGRAMMES	20
5 FACILITIES	21
5.1 LIBRARIES	21
5.2 PHOTOCOPYING, PRINTING AND COMPUTING	21
5.2.1 <i>Photocopying</i>	21
5.2.2 <i>Printing</i>	22
5.2.3 <i>Computing</i>	22
6 COURSEWORK ESSAYS AND DISSERTATION	23
6.1 COURSEWORK ESSAY	ERROR! BOOKMARK NOT DEFINED.
6.2 THE DISSERTATION	ERROR! BOOKMARK NOT DEFINED.
6.3 CHOICE OF DISSERTATION TOPIC.....	ERROR! BOOKMARK NOT DEFINED.
6.4 THE DISSERTATION SUPERVISOR	ERROR! BOOKMARK NOT DEFINED.
6.5 CONTENT OF DISSERTATION	ERROR! BOOKMARK NOT DEFINED.
6.6 PRESENTATION	ERROR! BOOKMARK NOT DEFINED.
6.7 REFERENCING.....	ERROR! BOOKMARK NOT DEFINED.
6.8 FOOTNOTES.....	ERROR! BOOKMARK NOT DEFINED.
6.9 BIBLIOGRAPHY.....	ERROR! BOOKMARK NOT DEFINED.

6.10	REFERENCING STYLE	ERROR! BOOKMARK NOT DEFINED.
6.11	ILLUSTRATIONS	ERROR! BOOKMARK NOT DEFINED.
6.12	APPENDICES.....	ERROR! BOOKMARK NOT DEFINED.
6.13	WORD COUNT.....	ERROR! BOOKMARK NOT DEFINED.
6.14	MARKING CRITERIA	ERROR! BOOKMARK NOT DEFINED.
7	ASSESSMENT INFORMATION	25
7.1	ILLNESS OR OTHER EXTENUATING CIRCUMSTANCES.....	25
7.2	SUBMISSION OF WRITTEN WORK	25
7.3	EXTENSIONS TO DEADLINES	25
7.4	PENALTIES FOR LATE SUBMISSION OF WORK	25
7.5	ANONYMOUS MARKING AND COVER SHEETS	26
7.6	PENALTIES FOR OVER-LENGTH WORK.....	27
7.7	RETURN OF WRITTEN COURSEWORK.....	27
7.8	ASSESSMENT OFFENCES.....	27
7.8.1	<i>Plagiarism</i>	28
7.9	MARKING OF ILLEGIBLE SCRIPTS	29
7.10	PROGRESSION AND AWARD REQUIREMENTS	29
7.11	EXAMINATION RESULTS	29
8	STUDENT SUPPORT.....	29
8.1	NON-ACADEMIC RELATED ENQUIRIES & SUPPORT	30
8.2	STUDENTS IN NEED OF SUPPORT (INCLUDING DISABLED STUDENTS)	30
8.3	ACADEMIC SKILLS SUPPORT	30
	STUDENT-STAFF COMMITTEE.....	31
8.3	STUDENTS' UNION	31
8.4	LEARNING RESOURCES: LIBRARY, IT, PHOTOCOPYING AND PRINTING.....	ERROR! BOOKMARK NOT DEFINED.
8.5	CAREERS INFORMATION	31
8.6	NON-ACADEMIC POLICIES	31
8.7	COMPLAINTS AND ACADEMIC APPEALS PROCEDURE.....	32
9	HEALTH AND SAFETY INFORMATION	32
9.1	CODE OF PRACTICE ON HARASSMENT FOR STUDENTS	32
9.2	LONE WORKING POLICY AND PROCEDURES	32
9.3	FIELD TRIPS.....	ERROR! BOOKMARK NOT DEFINED.
9.4	PLACEMENTS	ERROR! BOOKMARK NOT DEFINED.
9.5	PRACTICALS	ERROR! BOOKMARK NOT DEFINED.
9.6	SPECIALIST EQUIPMENT	ERROR! BOOKMARK NOT DEFINED.
10	EQUAL OPPORTUNITIES STATEMENT AND COLLEGE CODES OF PRACTICE	33
10.1	EQUAL OPPORTUNITIES STATEMENT.....	33
10.2	COLLEGE CODES OF PRACTICE	34

Introduction to the Department

1.1 Welcome

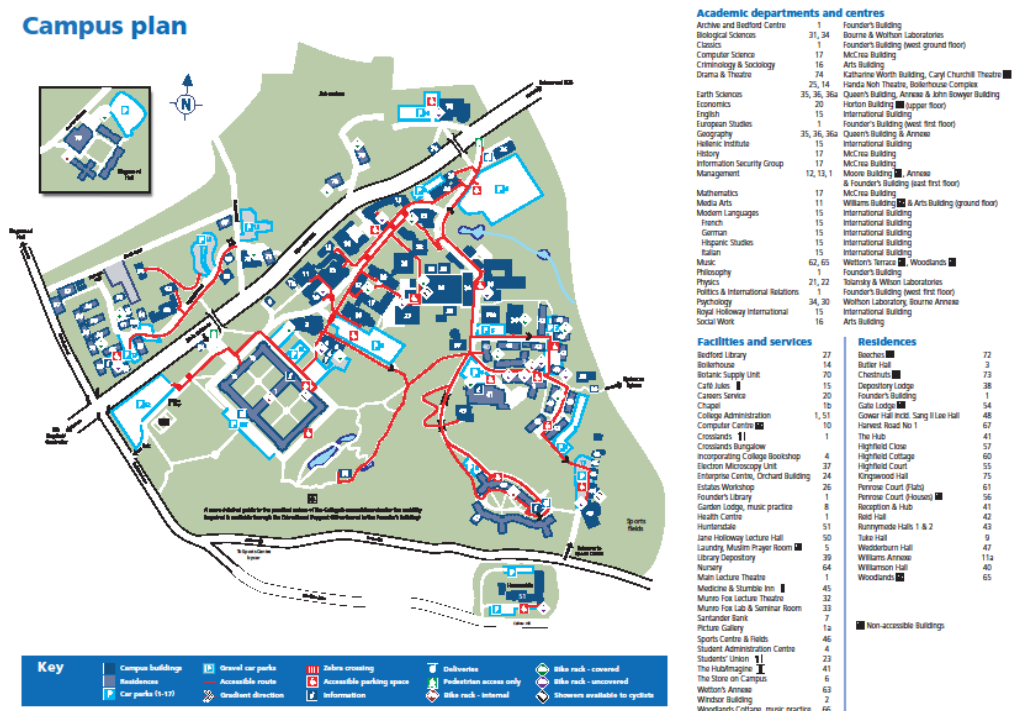
Welcome to the Department of Mathematics. This booklet contains important information for undergraduates registered for degree programmes including Mathematics; please read it carefully. You will find an electronic copy of it on our website: www.ma.rhul.ac.uk/students, where there is also detailed information about the teaching programmes, courses, and people within the Mathematics Department.

The Department complies with the College Regulations, Student Charter and Codes of Practice. The Codes of Practice cover Academic Welfare, Freedom of Speech, Student Union Affairs, Personal Harassment, and Health and Safety. No interpretation of the information presented here should conflict with these regulations or a Code of Practice. In the case of any apparent difference, the College regulations will prevail.

1.2 How to find us: the Department

The Mathematics Department is situated in the McCrea Building. The Department Office, and the offices of members of the teaching staff are all found there. The Department's notice boards and student pigeonholes are also in the McCrea Building. This can be found on the College [campus map](#) as building no. 17.

1.3 Map of the Egham campus



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

1.4 How to find us: the staff

CONTACT DETAILS

Academic staff all have offices in the McCrea Building. Their office hours are posted on the door of their office and on the Department's website. If you cannot visit during office hours, please email the staff member asking for an appointment. There is a staff list with office information on the Department's website, and in the foyer of the McCrea Building.

Head of Department:

Professor James McKee james.mckee@rhul.ac.uk 01784 44 3670

Senior Faculty Administrator:

Mrs Lisa Cavey lisa.cavey@rhul.ac.uk 01784 44 3085

Computer Technical Support:

cimhelpdesk@rhul.ac.uk 01784 44 3106

Academic Coordinator:

Dr Jens Bolte jens.bolte@rhul.ac.uk 01784 27 6269

Director of Teaching:

Dr Alastair Kay alastair.kay@rhul.ac.uk 01784 27 6272

First Year Coordinator:

Dr Francisca Mota-Furtado f.motafurtado@rhul.ac.uk 01784 44 3096

Chair of the Sub-Board of Examiners:

Prof Pat O'Mahony p.omahony@rhul.ac.uk 01784 44 3088

Disability and Dyslexia / Support Services Co-ordinator:

Mrs Lisa Cavey (details above)

1.5 How to find us: the Departmental office

The Departmental Office is in room MC243. The Departmental Office is open during term-time from 8.30am to 4.30pm, Monday to Friday. You can phone the Office on 01784 44 3091/3093, or you can email maths@rhul.ac.uk. For queries after 4.30pm please go to the Senior Faculty Administrator's office.

1.6 The Department: practical information

- 1.7 Please make yourself aware of the procedure for fire evacuation. The Mathematics Assembly Point is between McCrea and Horton, at Fire Assembly Point 11. Smoking. Please note that smoking is not allowed in the McCrea Building, or within 5 meters of any building on campus.

1.8 Staff research interests

Our staff are all active researchers. We have research groups in algebra, combinatorics, cryptography, information security, number theory, quantum dynamics and statistics. For more details, please see the research pages on our web site.

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 Personal Adviser.

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.

You should also make a habit of checking the student pigeonholes in the Department.

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**

<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 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** <http://itservicedesk.rhul.ac.uk/>

The Mathematics Department 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 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

All post addressed to students in Mathematics is delivered to the student pigeonholes (alphabetical by surname) in the McCrea building foyer. At the end of each term student pigeonholes are cleared of accumulated mail which is then destroyed. Important information from Registry is often sent by internal post and tutors sometimes return work to you via the pigeonholes so you are advised to check them regularly.

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 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 are on the walls in the McCrea building foyer (near the pigeonholes).

Every effort is made 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.

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!

2.5 Personal Advisers

You have been assigned a member of teaching staff to act as a personal adviser. The role of the adviser is to guide your academic progress throughout your time here; he/she is responsible for overseeing your academic welfare. Please talk to your adviser as soon as possible if you have any academic, financial, medical or other problems that might affect your studies: they may be able to suggest an appropriate course of action, or point you towards another source of help; they can also act on your behalf in some circumstances. Any personal information will be treated in strict confidence.

Note: You should see your personal adviser at least at the beginning and end of each term (even if everything is going well). Your adviser will review and plan your study with you, as well as complete any routine administration that is needed.

2.6 Questionnaires

We welcome your feedback on any aspect of the department. If you have any urgent issues with a lecture course, the best action is to approach the lecturer directly. You have the opportunity to provide feedback on each lecture course by completing a questionnaire towards the end of term. You can also provide feedback to your personal adviser, or to the student representatives on our Student-Staff Committee.

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>

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 3.3 below). 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.

3.2 Reading weeks

The Mathematics Department does not have reading weeks. You are expected to attend classes and submit work throughout the term (and this applies even if you are taking some courses in departments with reading weeks).

3.3 Attending classes and engaging with your studies

Most Mathematics courses are based on lectures, often 3 one hour lectures per week. Please make sure you attend all lectures: they are central to your understanding of the course material (and we observe a strong correlation between students with a good attendance record and students who do well on the course!).

Please make sure that any mobile phones or similar devices are switched off in lectures, tutorials or other classes.

First year students with Mathematics as a Major or with single honours Mathematics will have weekly tutorials. These consist of a small group of students (typically 4) meeting with a staff member in their office. They are used to complement the lectures in the first term of the first year. The aim of a tutorial is to deepen the understanding of the course material, to develop good study skills and to increase motivation. You will gain more from tutorials if you identify subjects for discussion beforehand, ideally in conjunction with the other students in your group.

Workshop sessions, consisting of a group of about thirty students

meeting with a staff member, are used in some first year courses. These aim to help you develop your understanding and skills by working on specified problems at your own pace, either singly or in a group. The staff member is there to give you instant feedback on your work, to help you if you are stuck, and to suggest ideas to enrich your learning. Workshops are also available for some second year courses; these are run by third year students.

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, the Mathematics Department 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 3.3.6). 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 the course of your programme of study with the College, 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.

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 Personal Adviser or Year Tutor. 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 operate an Advice and Support Centre, details on which can be found here <http://www.su.rhul.ac.uk/advice/>.

3.3.1 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.

3.3.2 Departments' responsibilities for monitoring attendance

The Mathematics Department will monitor your attendance at all lectures, workshops and tutorials. 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:

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

3.3.3 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 places on it by UK Visas and Immigration (UKVI) – see 3.3.7 below.

3.3.4 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.

<https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx>



IN CONFIDENCE

**NOTIFICATION OF ABSENCE FORM - SELF CERTIFICATION
(absence due to illness)**

Student details * Information which you must complete

* Student Number 100 * UG or PG UG PG

* Department 2nd Department (joint programmes)

* First name * Family name

* Degree programme Year of study

Absence details

If you have been ill for more than 5 consecutive term-time days (excluding Saturdays and Sundays) a Formal Medical Certificate signed by the Health Centre or your GP is also required.

Period of absence (both dates inclusive) * From * Until

* I confirm that I have been suffering from (maximum 325 characters)

These circumstances did did not necessitate treatment by a medical practitioner

If you do not wish to disclose the nature of the illness on this form please submit such information in a sealed envelope, attach it to this form and tick this box

I have contacted my course tutor(s)/ leader(s) Yes No

I have contacted my personal adviser Yes No

If yes give name(s)

As a result of my illness I have missed the following class(es)** and/or the following assessment(s) have been affected.

Date	Course code	**Class(es) missed and/or assessment(s) affected	Course title/topic/details	Course Tutor(s)/ leader(s)
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		
		Please select		

**A class is any learning and teaching session such as lectures, seminars, tutorials, workshops, field work, laboratories etc.

I confirm that the information provided on this form is to the best of my knowledge honest and accurate and that I have read and understood my responsibilities relating to this notification of absence.

*Signed *Date

The information will be held by RHUL and processed by staff in the departments/schools in order to keep a record of student absences. The frequency of self-certified absences will be monitored and you may be requested to provide a doctor's medical certificate in multiple and sustained instances of self-certified illness.

For Departmental use only:

I confirm that I have discussed this absence with the student:

Signed Date

Date received

Absence up to and including 5 term-time days Absence more than 5 term-time days

Formal Medical Certificate Required Formal Medical Certificate received

Absence deemed acceptable Absence deemed unacceptable

Email confirmation of receipt of notification sent

Other

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:

- that you advise the departments(s) by sending an email to mathsattendance@rhul.ac.uk.
- that you complete the Notification of Absence Form, copies of which are also available from the Health Centre.
- 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. Please either deliver this to the Departmental office or scan and email it to mathsattendance@rhul.ac.uk
- 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.

You are likely to be invited to meet with a member of academic staff in your department:

- if you fail to attend all learning activities in two consecutive weeks without providing an explanation
- where your pattern of absence is considered to be having an effect
- where your attendance is approaching the minimum attendance level.

You should take any meeting 'invitation' seriously. If you have problems you are being offered an opportunity to seek advice and assistance. At the meeting the Department's expectation of you will be made clear and the formal disciplinary process will be outlined to you.

This table shows the documentation that is required should you be absent for any reason.

Reason for absence	Documentation required
Illness up to and including 5 consecutive term-time days (excluding Saturdays and Sundays)	Completed Notification of Absence Form – Self Certification
Illness for more than 5 consecutive term-time days (excluding Saturdays and Sundays)	Completed Notification of Absence Form - Self Certification plus Formal Medical Certification signed by the Health Centre, your GP or hospital consultant
Unrelated to sickness	Notification of Absence Form plus supporting evidence
Leave of absence request	Notification of Absence Form plus any departmental requirement must be met

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 Personal Advisor).
- 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> 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.

3.3.5 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.

3.3.6 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 <http://www.royalholloway.ac.uk/ecampus/academicsupport/formalw>

[arnings/formalwarnings.aspx](#) and in the relevant **regulations**.
<http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx> .

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.

3.3.7 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. 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** (<http://www.rhul.ac.uk/ecampus/academicsupport/regulations/home.aspx>)

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 <http://www.royalholloway.ac.uk/coursecatalogue/home.aspx> or <http://www.royalholloway.ac.uk/studyhere/progspecs/home.aspx>

4.1 Departmental Specific

First an example, to clarify some terminology. MT1810 Number Systems is a **course** on the Maths and Physics BSc **programme**. Sometimes we talk

about MT1810 being a **half-unit**, since passing MT1810 contributes 0.5 units of credit towards your final degree qualification.

You take 4 units each year (or **stage**) of your programme. If all your courses are half-units, this means 8 courses per year. (All Maths courses except the one-unit 4th year MSci project are half-units, but if your programme is not wholly within Mathematics you could well be taking some one-unit courses in your other department.)

Your degree programme determines which courses you can take at any given stage. Please see the Course Registration 2015-16 FAQ on the Department's website for more details.

The rules for **progression** from each stage of your programme to the next depend on whether you started in 2015-16 or earlier. The full College regulations for students to progress to the next year of their course are given at: www.rhul.ac.uk/Registry/academic_regulations/
If you have any query on these or any other regulations, please ask your personal adviser or the Academic Coordinator.

If you are taking a degree which is not within Mathematics, you should check with your other department for more details on this. If you are an MSci student in your second or third year and your average mark is below a certain threshold, you will be transferred to the corresponding BSc programme.

4.2 Course registrations

You can only register for four course units in each academic year (this excludes courses which are being resat). While you have the option of changing courses 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.

At the beginning of the Academic Year, you should see your personal adviser and complete a course registration form: this form lists the courses you will take during the year. Your programme specifies some courses that you must take; if your programme involves more than one department, your programme also determines how many optional course units you must take in each department. To find this information for Maths courses, look at the Programme of Study information on the

Department's website: it is on the page listing the courses we offer each year.

- In the first two weeks of each term you are welcome to sample all optional courses you are interested in, by attending all the lectures.
- You need to make a firm commitment to your optional courses by the end of these two weeks (welcome week excluded) – no change will be allowed after the first two weeks of each term.
- Please note that we cannot change the timetable if you have lecture clashes due to last minute course changes. To help us reduce the chance of any clashes, you should try to pre-register for the courses you are most likely to take (see below).

You will need to fill in a form for any change (available from the Department Office). This form must be signed by you and by your personal adviser and returned to the Department Office (MC243).

Course Registration – pre-registering for the next year

In the second term each year, you will be asked to pre-register for next year's courses. This pre-registration is not binding, but helps us ensure that your chosen combination of courses will be available without timetable clashes. It also allows us to reserve appropriately sized lecture rooms. To choose your courses:

- Go to the web page listing courses for next year.
- Look at the Course Registration 2015-16 FAQ to find out which courses you must take. If you are taking a degree programme involving more than one department, this information also tells you how many courses from each department you must take.
- Look at the list of optional courses available to you: click on the links to get the full course specification for each course.
- We allow Stage 3 students to take a Stage 2 half-unit. We allow Stage 4 (MSci) students to take up to 1 unit at Stage 3. Stage 2 students will not normally be allowed to take Stage 1 courses (except Maths & Management BSc students, who take MT1300 in their second year).
- Make sure you have the prerequisites for each optional course you plan to take. Make sure you are taking any prerequisites for courses you want to do in future years.

- Make sure you have an even (2:2) split of course units between terms; a 2.5:1.5 split is also sometimes possible, but you should ask your adviser whether this is a good idea for you. Once you've chosen your courses, you fill in a form, discuss it with your adviser (who should sign the form) and hand it in to the Department Office (C243). Available courses, including compulsory and optional choices, are available on <http://www.ma.rhul.ac.uk/akay/teaching>

4.3 Change of programme

You are **only** permitted to change programmes up to a maximum of three weeks after the start of teaching (excluding Welcome Week) with the following exceptions:

- if the change is only in degree pathway title, which does not affect the course units taken and you are still taking the correct course units (worth 120 credits in total) as detailed in the relevant programme specification;
- if the change does affect the course units taken and you have to pick up an extra half unit in the Spring term but you would be taking the correct course units as detailed in the relevant programme specification and would have no less than 120 credits.

There is a formal procedure to go through if you wish to change your degree programme. You must first consult your personal adviser to discuss any change. You must obtain a form from the Senior Faculty Administrator of the department you want to transfer to (or 'towards'). You must take this form to the Academic Coordinators of all the Departments involved for approval. We will only approve a change of degree programme when it makes academic sense to do so.

You cannot switch to the MSci programme after the start of Term 1 of Year 3. If you are an MSci student, we will approve a switch to the corresponding BSc programme at any time before the start of your 4th year exams. If you are in the 4th year, this means you would graduate with a BSc.

4.4 Exchange Programmes

The College offers students the opportunity to study abroad for a year through the International Exchange programme and the Erasmus programme. Students are able to apply to study abroad in Europe or at one of 28 International institutions in the USA, Canada, Australia, New Zealand, Hong Kong, Korea, Japan and Singapore, either as an integral part of their degree programme or as an additional year of study.

Further details on participating in such programmes and restrictions placed on students in different departments are available at <https://www.royalholloway.ac.uk/international/studyabroadandexchanges/outgoing/home.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 Mathematics is Adrian Machiraju who can be contacted at a.machiraju@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://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 undergraduate 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/photocopying>

[ngandprinting.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:

<http://www.royalholloway.ac.uk/it/training/home.aspx>

IT Support Departmental support for any hardware or software issues can be obtained from our IT helpdesk at <https://helpdesk.ma.rhul.ac.uk>

Moodle

Moodle is Royal Holloway's Virtual Learning Environment. Lecturers use Moodle for providing information such as course details, announcements, worksheets, project materials, useful links and so on. See www.moodle.rhul.ac.uk

MINITAB

The statistical package MINITAB is used in all the statistics half-units; it is introduced in MT1300. It is on the PCs in C103, and on most other PCs around the campus (where you usually enter via Programs – Current Applications). A student version of MINITAB is on sale, from www.olc.co.uk.

Mathematica

Mathematica is available on most PCs on campus including those in MC103 and MC356. Information will be posted in the first weeks of term. Maple TA Maple TA is a software system for the electronic marking of coursework. It is used in some courses to mark and provide feedback on weekly worksheets.

Computer use and regulations

Use of the Department's computer facilities is subject to the Computer Centre regulations as listed on the Computer Centre website: <http://www.rhul.ac.uk/Information-Services/Computer-Centre/>. Please do not disclose your password to anyone or permit anyone else to use your account. Always ensure you have logged off whenever you have finished using a computer. Department print credit will not be refunded if you forget to logout and someone else uses your account. Please note the Department operates a no food or drink policy within the computer labs. Breach of these regulations is treated very seriously and may result in withdrawal of access to facilities

6 Coursework Essays and Dissertation

If you choose to do a dissertation, you will be assigned 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 as soon as possible with the Academic Coordinator/ Director of Undergraduate Studies or your Personal Advisor 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.

Coursework

In most courses the lecturer will give out weekly worksheets. You should hand in your answers on time each week. Failure to do this may lead to formal warnings, which can ultimately lead to your registration with the college being terminated. In the first year, this coursework is part of the formal assessment. The College has general policies on late submission of work, on over-length work, and on plagiarism: please see Section 7 of this Handbook.

Calculators in Examinations

At the start of your first year, the Department will give each student an

approved calculator. These are the only calculators permitted in the examination rooms. If you need a replacement, please contact lisa.cavey@rhul.ac.uk

Projects

Several courses in the Department require you to complete assessed project work which will contribute to the final mark for the course. The course lecturer will inform you at the start of term of the procedure for handing in these projects; in particular, please take note of the deadlines for work to be handed in, and the penalties (see Section 7 below) for the late submission of work.

MT2800: group selection and dispute resolution

The second year course MT2800 incorporates a group project and presentation. The groups are arranged by the course lecturer, following academic guidelines and procedures. Should a dispute arise within a group, which the group itself cannot resolve, that group should contact the course lecturer who will facilitate the dispute resolution.

MT3090: Mathematics in the Classroom Students interested in taking this course need to submit an application form by the end of the first teaching week of the first term in the third year; all students who apply are invited to interview, for which a ten-minute presentation on a mathematical topic of their choice is needed. Students selected on to the course will be placed in a local school in the second term; usually the student attends the school for one session a week for at least nine weeks. The students on the course attend a weekly one-hour seminar to discuss current issues in the teaching profession. The course is examined by a project, which has its own marking criteria, and a final presentation. Precise details of the course and its examination structure are covered in the handout that is given to every student interested in being selected for the course.

MT3000, MT4000: Course guidelines and marking criteria

Each of these project courses has a clearly defined timetable, which must be followed, e.g. appointment of supervisor, topic approval, draft submission, etc. There are also clearly defined marking guidelines for both the MT3000 and MT4000 projects. The timetable will be given to students pre-registered for the course in the third term of the second/third year, as appropriate, by the course leader, who will also provide each student with the marking guidelines. If you are interested in taking a project course next year but have not pre-registered then contact the course leader in the third term of this year.

Deadline extensions for projects

Please see Subsection 7.3 below.

7 Assessment Information

7.1 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/programme (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/academicsupport/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**.

Absence from an examination / failure to submit coursework

Please see the section on progression and award requirements below for further details of the impact on course outcomes of failure to attend an examination or to submit required 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/academicsupport/examinations/examinations/home.aspx> the Sub-board of Examiners may take this into account when considering your results.

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.

7.2 Submission of written work

The course lecturer will advise you on the process for handing in any written pieces of work.

7.3 Extensions to deadlines

Extensions to deadlines will only be granted if you have mitigating circumstances which prevent you from submitting a project on time, and you have documentary evidence of these mitigating circumstances. If you need to apply for a deadline extension, you should

contact the lecturer responsible for the course.

If you do not want to discuss the details of your mitigating circumstances with the lecturer, you should inform them that you have mitigating circumstances and submit your evidence to the Chair of the Sub-board of Examiners.

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 2015-16** (<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.

7.4 Anonymous marking and cover sheets

All work that is submitted for assessment is marked anonymously. (The only exceptions to this are the projects submitted for MT3000, MT3090 and MT4000, where the subject will reveal the author's identity.) If such material also forms part of the formative assessment, then a cover sheet

is provided; this allows your identity to be hidden at the time of marking but the work can later be discussed with you.

7.5 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 Undergraduate Regulations 2015-16](https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx) (<https://www.royalholloway.ac.uk/ecampus/academicsupport/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, preliminary pages, bibliography and appendices.

For every project a recommended page range and an upper page limit is specified. The number of pages of your work should normally be within the recommended page range. The page count generally includes all tables, diagrams, references, etc. Pages must have normal margins, you must use normal line spacing and text must not be smaller than 11pt.

7.6 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.

7.7 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 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.

7.7.1 Plagiarism

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.

7.8 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>

7.9 Progression and award requirements

The Regulations governing progression and award requirements are set out in your Programme Specification

(<http://www.royalholloway.ac.uk/coursecatalogue/home.aspx>) and

also more generally in the **Undergraduate Regulations**

<http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx>

For details on the requirements for degree classification please see the section on the **Consideration for the Award** in the Undergraduate Regulations.

<http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx>

7.10 Examination results

Please see the **Examinations & Assessments** website

<http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/home.aspx> for details of how you will be issued with your **results**.

<http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/results.aspx>

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>

8 Student Support

8.1 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>

8.2 Students in need of support (including disabled students)

Your first point of reference for advice within the Department is the Senior Faculty Administrator – Lisa Cavey. Inevitably, problems will sometimes arise that the SFA is 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>

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 Lisa Cavey – Senior Faculty Administrator. 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>

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 Royal Holloway 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](http://www.royalholloway.ac.uk/cedas) webpages: www.royalholloway.ac.uk/cedas.

8.4 Student-staff committee

There is a student-staff committee where students are represented. The Committee meets three times each year and plays an important role in the 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 via email giving details of forthcoming elections or the names of current representatives.

8.5 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

8.6 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>

8.7 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/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 Personal Advisor 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

<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>

9 Health and Safety Information

9.1 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.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.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Co-ordinator Lisa Cavey 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 is committed to upholding the dignity of the individual. Personal harassment can seriously harm working, learning and social conditions at the College. Harassment will be regarded seriously and could be grounds for disciplinary action, which may include termination of registration as a student. Royal Holloway's Code of Practice on Personal Harassment for Students is available at <http://www.rhul.ac.uk/ecampus/documents/pdf/codesandregulations/studentharassment.pdf>