

**Your studies**

**Edge  
Hotel School**

**Postgraduate taught**

**STUDENT HANDBOOK**  
2021-22



University of Essex

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## **Welcome**

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

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

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

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

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

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

Welcome to the Edge Hotel School.

### **Andrew Boer**

#### **Head of Department**



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## Introduction

Your Student Handbook will tell you everything you need to know about your department, the University its academic policies and procedures, and all of the resources that are available to you.

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

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

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

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## Practicalities and Getting Started

You've made it to Essex! We've outlined below the most important things you need to make sure you do as soon as possible to get your time at Essex started.

### Registration

Whether a new or returning student, you will need to [officially register and pay your fees \(if required to do so\)](#) at the start of each academic year and prior to the published latest Registration date.

Registration is not only a formal procedure of enrolling you into the University, but also connects you to a number of vital systems which allow you to access your online Welcome and Induction information and start your studies. As part of this process, you will need to activate your Essex IT account, register online (including payment of fees where required) and, once you arrive on campus, undertake a Right to Study check and collect your student registration card.

### Right to Study

The University must ensure all students have the right to study at the University of Essex for the whole duration of their course. If you aren't a UK or Irish national, your [immigration permission](#) to study in the UK will be checked when you first arrive on campus and as necessary thereafter. Students have a duty to maintain valid UK immigration permission that allows study for the duration of their course, failure to do so may lead to withdrawal from the University under the [University's General Regulations](#).

### Student visas

The University has [many duties](#) as a Student Sponsor and must ensure we remain compliant in order to retain our sponsor status. Students with a student visa have responsibilities to the University and the Home Office. There will be conditions attached to your visa that restrict what you can do in the UK, breaking any of the conditions may mean you can't remain in the UK and complete your course. Please be aware that [changes to your course](#), whether due to academic failure or choice, must be considered against the Immigration Rules and guidance in place at the time, this can mean that some academic options may not be available to you. The Board of Examiners are not aware of a student's UK immigration status, it is each student's responsibility to check what impact any option offered would have on their student immigration status, before making a choice. Continued or future sponsorship is not guaranteed.

### Choosing your modules

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

### Explore your Campus

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

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## Get connected

### Your IT account

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

### Campus Wi-fi

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

### Essex Apps

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

#### MyEssex

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

#### PocketEssex

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

#### Find Your Way

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

## Working while studying

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

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

If you have a student visa, please read our information on [working in the UK for international students](#) before you start looking for a job. The country you're from and your visa type will determine whether or not you can work in the UK. If you can work, the type of work you are allowed to undertake and the number of hours you can work will be restricted.

## Your personal belongings

The University does not cover costs for personal damage or loss of possessions; only in instances where the University has been negligent would a claim be viable for compensation for personal

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belongings. Therefore, you are strongly advised to take out personal insurance cover for your possessions. This is especially important for valuable items, such as laptops, phones and tablets.

## Essex values

The University of Essex is [proud of its values](#) of inclusivity and internationalism. Our campuses are places that are welcoming, where everyone can feel they belong and where you can find the world in one place.

[Our Student Charter](#) is a pledge that every member of our learning community signs up to when they join us, but in exchange you'll receive support and encouragement and a transformational education to achieve great things.

Our [Code of Student Conduct](#) outlines the rules and regulations that help us maintain our high standards of behaviour.

## Equality, Diversity and Inclusion

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

The University is committed to a programme of action to ensure that this [policy](#) is fully effective.

Students with a disability, long term medical condition, specific learning difficulty or mental health difficulty are encouraged to disclose and register with the disability service on campus, with the support of the Edge Hotel School Departmental Disability Liaison Officer. EHS strives to plan how best to support disabled students and non-disabled students, offering learning opportunities that are equally accessible to them, by means of inclusive design wherever possible and by means of reasonable individual adjustments wherever necessary. This includes referral to Occupational Health for work placements in Wivenhoe House hotel where appropriate. The Edge Hotel School team provide academic and pastoral guidance, and sign post students to university services when required.

## Student Communities

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

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

## Essex Sport

Learning doesn't just happen in the classroom. Keeping active during your studies is a great way to meet new people, help relieve stress, maintain good physical and mental wellbeing, increase productivity, and improve your employability.

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Visit the [Essex Sport](#) website or [download the app](#) to discover all the ways you can keep active during your time at Essex. In order to ensure the welfare of our community there may be changes to opening hours or what's available, so do check on the website for the latest information.

## Students' Union

We're famous for our [Students' Union at Essex](#), and for good reason. Here you're not just a member of a normal Students' Union; you're part of a family. We work hard to support our PGT community, and are here from day one to the moment you graduate to support you in any way we can.

The Students' Union is run by students for students, and you have the ability to shape what we do. From deciding who leads the SU by electing our entire Student Leadership team including the PGT officer, to shaping your own experiences at Essex, we are here to represent your views and work with you to make amazing things happen.

### Get involved!

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

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

We also train, recruit and support hundreds of student reps each year. These reps gather feedback to share student viewpoints on academic experiences. You can find out more about student reps including how to sign up and getting trained [here](#).

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

## Essex spirit, social media and what's on?

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

Follow us on social:

 /uniofessex

 /uniessex

 /Uni\_of\_Essex

 /uniofessex

 /uniessex

 uniofessex

Our [Events calendar](#) brings together all the events happening across our three campuses, so you can make the most of your time at Essex.

## About Edge Hotel School

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

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

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

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

We encourage students to make use of the two virtual drop-in sessions held by the administrative staff if they require any assistance. The two sessions outlined below are held via Zoom and are accessible on the Meeting ID - 989 2053 3587.

Tuesday's 3.00pm – 4.00pm GMT  
Thursday's 9.00am – 10.00am GMT

Depending on the stage of protection that the University is operating under the office will either be accessible via booked appointments or by dropping into the John Tabor building.

- During sustained protection and higher - access to the Admin Office is by appointment only, but we are happy to meet you face-to-face, zoom or telephone. Please use [ehs@essex.ac.uk](mailto:ehs@essex.ac.uk) to book an appointment or call +44(0)1206 872 858.
- During targeted protection and steady state – as well as booking an appointment you can drop in to the offices in the John Tabor Building.

Should you wish to book an appointment the team are readily available at short notice during the opening hours listed above. However, please note that the Edge Hotel School offices will not be open at the weekend or on UK published bank holidays.

### Meet the team

A full list of all staff can be found on <https://www.essex.ac.uk/departments/edge-hotel-school/people>  
Below is a summary of the roles of staff that can help you with a variety of areas during your time at Essex.

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

<b>Staff Name</b>	<b>Job Title</b>	<b>Email Addresses</b>	<b>Phone Number</b>
Andrew Boer	Head of Department/Principal	<a href="mailto:aboer@essex.ac.uk">aboer@essex.ac.uk</a>	01206 874311
Adrian Martin	Vice Principal/Director of Education	<a href="mailto:amartil@essex.ac.uk">amartil@essex.ac.uk</a>	01206 872029
Philip Berners	Course Co-ordinator/Lecturer	<a href="mailto:p.berniers@essex.ac.uk">p.berniers@essex.ac.uk</a>	01206 874737

<b>Staff Name</b>	<b>Job Title</b>	<b>Email Addresses</b>	<b>Phone Number</b>
Jennifer Kaye	Lecturer	<a href="mailto:jkayea@essex.ac.uk">jkayea@essex.ac.uk</a>	01206 876554
Dimitri Lera	Lecturer	<a href="mailto:ldimit@essex.ac.uk">ldimit@essex.ac.uk</a>	01206 872920
Quynh Nguyen	Lecturer	<a href="mailto:q.nguyen@essex.ac.uk">q.nguyen@essex.ac.uk</a>	01206 874684
Edge Hotel School General Office		<a href="mailto:ehs@essex.ac.uk">ehs@essex.ac.uk</a>	01206 872858

The Edge Hotel School also has a Departmental Disability Liaison Officer (DDLO) to act as a direct link between the department and Student Services Hub. Further information regarding this role can be found on the following [link](#).

### Teaching staff and support

All teaching staff hold regular weekly academic support hours during term time. This is a time when you can meet with them about anything to do with your modules, from difficulties you might be having with your seminar readings, to discussions about feedback on your coursework. Details of academic support hours are posted on Moodle and if you cannot make the time advertised for any reason, please email the relevant academic with your availability.

The academic offices are found on the top floor of the John Tabor building. Due to Covid-19 restrictions, academic meetings are by appointment only, but we are happy to meet you face-to-face or via zoom or phone depending on the stage of protection the University is operating under.

Please note that academic staff may, on occasions, be away from the University on research trips and visits. Therefore, if you need to get in touch with them, you should e-mail them in the first instance.

### Module Tutors

There are dedicated Module Tutors to support students for each module. The module tutor for each module can be found on Moodle. If you have a specific study question, then you can find the contact details for the module leader on the page of the relevant module by clicking [here](#).

### Your Personal Tutor

All undergraduate and postgraduate taught students have a Personal Tutor who will meet you soon after you arrive, and regularly throughout your course. Your Personal Tutor will be a member of academic staff and is someone you talk to about your course or any difficulties that may encounter. They can recommend and direct you to other support services that might be able to further help and support you. You can find out who your Personal Tutor is through [MyEssex](#).

If you have a disability, long term medical condition and/or Specific Learning Difference and have not registered with Student Wellbeing & Inclusivity Service, to discuss your support needs, please email [include@essex.ac.uk](mailto:include@essex.ac.uk).

### Staff research interests

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

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

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

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

*"The Impact of Zero-Hours Contracts on Staff Motivation"* : An analysis of the motivation of staff employed under zero-hours contracts.

*"Exploring Emotional Intelligence: A study of Vietnamese hotel workers"*: Research investigating how Vietnamese hotel workers managed their emotions, and those of customers and colleagues in the hotel workplace.

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

## **Departmental resources and facilities**

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

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

### **Printing, photocopying and scanning**

All students can [print, copy and scan for free at Essex!](#) You can even [print from your mobile](#) by sending your attachment to [mobileprinting@essex.ac.uk](mailto:mobileprinting@essex.ac.uk).

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

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

### **Premium printing**

Premium services for printing and finishing, including binding your documents for presentational purposes, are available at [The Copy Centre](#) (Square 4, Colchester Campus). These services are chargeable.

### **Noticeboards**

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

## **Communications**

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

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

### **Social Media**

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

### **The use of personal devices**

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

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## Learning and Teaching

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

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

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

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

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

## Student and staff expectations

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

What Students can expect from their Academics:

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

What Academics can expect from their Students:

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

- Students are familiar with the university's late submission of coursework policy;

## The academic year

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

Term	Week numbers
Autumn	2-11
Spring	16-25
Summer	30-39

You can view the University's week numbers with the equivalent dates in the week by week [calendar](#). The University's [key dates](#) include an overview of the start and end of each term and exam periods.

You will find that all campus activities and events make reference to the standard academic year terms and schedule noted above.

You are expected to be available during term time to attend teaching events, unless otherwise advised by your Department.

## My Course

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

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

## Credits

Your course will be made up of a certain [number of credits](#), depending on your level of study and specific postgraduate course. Each year of study will hold a credit value, with credits allocated to each module. You will need to meet the required learning outcomes and assessments to be awarded credits.

## Learning outcomes

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

## Grade boundaries

On most Masters degrees, an overall mark of 50 is a pass. An overall mark of 60 is classed as a pass with merit, and an overall mark of 70 is classed as a pass with distinction. Methods for calculating your final postgraduate award classification vary across awards and may depend on other factors. Full details are set out in the [Rules of Assessment](#).

## Module enrolment

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

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

A full list of modules available can be found on this [webpage](#).

### **Changing Modules**

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

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

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

### **Module Directors**

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

### **Fitness to practise**

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

### **Employability Modules**

Employability skills are embedded within your course rather than in exclusive employability modules. For International Hospitality Management students, work-based learning takes place within EG707 Food, Beverage & Accommodation Management for the International Hospitality Industry. For more information on Employability, see the Learning & Teaching section of this handbook.

### **Study Abroad**

As a postgraduate student there are a variety of opportunities at Essex to have an international experience through one of our Essex Abroad programmes.

[Essex Abroad](#) have a wide range of [summer programmes](#) suitable for postgraduate students including summer schools abroad, volunteering programmes, international internships and research abroad opportunities which are open to all Essex students. These programmes vary in duration, location and cost. [Find out more](#) about Essex Abroad opportunities. Students with disabilities should also liaise with the Student Wellbeing and Inclusivity Service – [include@essex.ac.uk](mailto:include@essex.ac.uk).

### **Work Placements**

There are a variety of opportunities to undertake work-based learning and placements either during or as part of your studies. Our primary concern is for the safety and wellbeing of our students and we want to ensure that students are not put at undue risk. We also want to ensure that students get the best possible placement experience. In many cases placements planned for the Academic year

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2021/22 will go ahead - these are being approved on a case by case basis. For further information or to discuss your own placement circumstances, you should contact the Industry Engagement and Placements team ([placements@essex.ac.uk](mailto:placements@essex.ac.uk)) or the Academic Supervisor in your department. Students expecting to undertake clinical placements should contact their Academic placement/module supervisor or your Personal Tutor if they have any outstanding questions or concerns.

If undertaking a placement, it is your responsibility to find a work placement, however, the Industry Engagement and Placements Team can help prepare and support you and will advertise relevant placements. If you are interested in undertaking a work placement, or other work-based opportunities that may be available to you and your course, contact the [Industry Engagement and Placements team](#). If you have a student visa, please be aware that the immigration rules restrict the length of placements and the type of work you can do.

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

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

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

## DBS Checks for Placements

Some placements may require a DBS check where you are engaging in regulated activity with vulnerable groups. This may include placements that are core, compulsory or optional, depending on the relevant module. Some activities may be carried out on an ad hoc basis for research purposes only, which are not required to meet the learning outcomes of the module or course, but will help inform your learning. More information about the DBS check process can be found on the [University's DBS webpages](#).

## Module Materials

Online reading lists for your modules can be found via the module Moodle page alongside other information and module materials.

## Teaching timetable

Every student has a [personal timetable](#) published at the start of term which shows when and where your teaching is taking place, and zoom links if teaching online. You can access your timetable on most mobile devices, including smart phones and tablets. You will need to have registered and activated your University of Essex log-in and selected all of your modules (if applicable) before you will be able to access your teaching timetable.

If you wish to report a timetable clash or request a class change, you should do so via the [online timetable](#).

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

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Information about teaching timetables, including requesting a class change, reporting a timetable issue and accessing your individual timetable can be found on the [University's website](#).

## Recording your attendance

We [monitor your attendance](#) at teaching sessions on campus using your [student card](#) and an electronic recording system called [Count-Me-In](#). Your attendance at online teaching sessions is monitored by reviewing your logins to sessions on Zoom. You're expected to attend all of your mandatory sessions on [your individual timetable](#) and [report an absence](#) if you are unable to do so. If you have a student visa, please be aware that poor attendance and engagement may mean we have to withdraw our sponsorship and your visa would be cancelled by the Home Office.

It is your responsibility to remember your student registration card. [Lost or faulty cards](#) can be replaced at the [Student Services Hub](#).

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

## Making changes to your study

### Changing your course

If you are thinking about changing course, you will need to do so by a [certain date](#) and should first speak to your department and personal tutor. They will be able to advise of the [things you should be thinking about](#) before changing your course.

### Thinking of leaving or taking a break?

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

## Library Services

The library aims to provide all of the resources you will need to succeed in your course, via online reading lists and access to extensive collections of books and journals both on our shelves and online. The library team can help you learn how to search effectively so you can find appropriate resources for your assignments. They can also provide advice on referencing, academic integrity, using reference management software and evaluating sources. A [range of online support](#) in these areas is also available via the library website, including [subject guides](#) for each department, and support in developing [search skills](#). In addition, the library offers '[On Track for your Masters](#)', an annual programme of workshops delivered in collaboration with other professional services teams to help you with a whole range of research skills.

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

See the [Library website](#) for the latest information on all our libraries and the services available, including opening hours.

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## Academic Skills Support

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

We are committed to ensuring that every student is able to get the most out of their academic study and achieve their potential on their course, which is why the [Skills for Success team](#) is available to help by providing support, resources, workshops and 1:1s on:

- [Academic writing](#)
- [Maths and stats](#)
- [Digital Skills](#)
- [Research](#) and [referencing](#)
- [English language](#)
- [Exam revision](#)

## Departmental Support

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

## Proofreading services

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

All students should ensure that any agreement entered into with a proofreader conforms to the [University's policy and guidance on proofreading](#).

## Language classes

### English classes for dependants

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

### Learning a language

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

## Assessment and Academic Integrity

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

### Rules of Assessment

The [Rules of Assessment](#) are used to calculate your results. There is a main set of rules for [Masters](#) and other [postgraduate award courses](#), but some departments also have [additional variations](#) which can be found alongside the Rules of Assessment for your year of entry.

In the Edge Hotel School we do not have a variation to the Rules of Assessment:

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

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

### Core, compulsory and optional modules

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

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

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

### Academic Integrity and Academic Offences

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

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

### Methods of Assessment in Edge Hotel School

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

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The School employs a variety of assessment methods to reflect both the academic and professional skills required to help you attain your award and to effectively succeed in your chosen career path. The School uses methods such as reports, examination, oral presentations, and topic posters within its programmes.

## Coursework

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

### Preparation of assignments

The word length is 1600- 2400 words, with the dissertation allowing 8000 words. Presentations are 20 minutes in length. The details for each can be found in the module guide for each module and the assignment briefs on Moodle. Assignments that exceed the stated length by more than 10% will only be marked to that point and the excess text ignored when being assessed. You must put the word count at the end of your assignment. Having to observe word limits constitutes a desirable form of intellectual discipline and it secures fairness by ensuring that assignments are of comparable length.

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

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

### Samples of coursework

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

### Referencing in coursework

Respecting authorship through good academic practice is one of the key values of higher education in the UK. Referencing is how you acknowledge all sources used within a piece of work. You must reference all work used whether cited directly (quotes), or indirectly (paraphrasing and summarising).

Referencing allows you to give credit to other's ideas, work, research, theories, concepts, outcomes and results, and demonstrates your breadth of reading and knowledge on a subject. If you do not reference properly, this could amount to [plagiarism](#), which is an [academic offence](#).

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

### Submission of coursework

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

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

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**final submission a 'draft'** otherwise just the most recently uploaded file will be taken as the final version. The maximum file upload size is **50MB**.

Please note that there is a maximum file upload size is **50MB** on FASER. Therefore, if your file will exceed this size please use the University [ZendTo](#) service to share the file with [ehs@essex.ac.uk](mailto:ehs@essex.ac.uk).

### Problems with FASER

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

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

### Late submission of coursework

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

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

### Dissertation Extensions (PGT Only)

Postgraduate taught dissertations (or equivalent) are not counted as coursework and are therefore not covered by the policy on the late submission of coursework. Students can request an extension for their postgraduate dissertation if they find that, due to extenuating circumstances, they will be unable to submit the dissertation by the published deadline. Students can request an informal extension of up to four weeks from the school. Where a longer extension is required, an application for an extension to a postgraduate taught dissertation can be completed via the [online form on the ESF SharePoint website](#), for consideration by the relevant Deputy Dean (Education).

### Return of coursework

Results are made available on FASER within four weeks of the deadline for submission, or within 1 week of the Board of Examiners for end of Stage results. Please note, final submissions near the end of the level will not be released on FASER until after the Board of Examiners have considered the marks. Marks released on FASER are provisional, and will be ratified by the Board of Examiners.

### Ethics in research

All research involving human participants and animal subjects, whether undertaken by the University's staff or students, **must** undergo an ethics review by an appropriate body and ethical approval **must** be obtained before it commences. You should first read the [Guidelines for Ethical Approval of Research Involving Human Participants or Guidelines for Ethical Approval of Research Involving Animal Subjects](#) and then submit an Ethical Approval application form via [ERAMS](#). You should be aware that ethical approval cannot be granted retrospectively so it is very important that you make your application before you start to recruit participants or collect data from them.

Research involving the NHS may require and research involving human tissue or adults lacking capacity to consent will require Health Research Authority and / or NHS Research Ethics Committee approval.

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## Examinations

Attendance at examinations is **compulsory** and if you do not attend them and do not have [extenuating circumstances](#) then you are at risk of being withdrawn.

### Exam timetable

The University [publishes the dates for exam periods](#) at the start of each year. A link to your personalised exam timetable will be sent to your Essex account when it is ready to view.

### Attending an exam

You must bring your registration card to any invigilated exams on campus. You may not be allowed entry without it.

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

### Calculators in Examinations

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

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

### Dictionaries

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

### Sample and past papers

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

### Exam stress

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

### Access to your exam script

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

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

### Moderation and marking

The [University's Marking Policy](#) can be found online and includes our policy and procedure on the moderation of work.

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## Marking

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

## Moderation

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

## External Examiners

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

## Re-marking of coursework

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

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

## Appeals

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

## Feedback

Coursework Feedback

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

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

## The Board of Examiners

The Board of Examiners meet at the end of the Summer Term to consider marks for taught modules and final boards meet in the Autumn, and use the Rules of Assessment to determine whether:

- you have passed the modules you have studied and can be awarded credit
- you have met the requirements to progress to the next year of your course (*if you are on a course which lasts more than one year*)
- you have met the requirements to pass your course and what classification you will receive for each module
- you are eligible to receive a merit or distinction

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

- what reassessment you could be offered and when you can take it<sup>1</sup>

## Publication of results

The publication schedule for results can be [found on the website](#). You will receive an email to your Essex email account as soon as your results are published online.

## Failure to pass

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

If you **fail your course**, you are not able to repeat it. The [Rules of Assessment for Postgraduate Taught Awards](#) only allow reassessment for up to a maximum of 60 credits worth of modules for taught masters degrees. The Board of Examiners will inform you if you are eligible for reassessment once it has considered your marks.

If you **fail your dissertation** you may be permitted by the Board of Examiners to resubmit your work, provided you meet the criteria as set out in the [Rules of Assessment for Postgraduate Taught Awards](#). Alternatively, if you have obtained enough credits in your taught modules, you may be eligible for another award such as a postgraduate diploma or certificate.

## Credit accumulation

You can decide if you want to [accumulate credit](#) by taking individual modules with the aim of achieving a postgraduate award; this is called [Modular study](#). The Rules of Assessment are different when you study individual modules. There are opportunities to achieve postgraduate awards through credit accumulation study in an increasing number of departments, as an alternative to standard full or part-time study.

## Reassessment

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

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<sup>1</sup> The Board of Examiners will not be aware of any student's immigration status. As a result, some reassessment options may be offered that are not compatible with individual student visa rules. All options should be considered in conjunction with applicable visa restrictions.

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

Reassessed modules are normally capped at the pass mark of 50% unless you have extenuating circumstances which are accepted by the Exam Board. Please be aware that reassessment in examinations and coursework carries a fee.

In the Edge Hotel School, all reassessment is conducted in the same method as the original item of assessment. More information can be found in Section 9 of the [Assessment Policies](#) for Taught Postgraduate awards.

### **Resit exams**

[Resit exams](#) are usually scheduled in late August and early September or 'out of residence' in the summer of the following year. A considerable amount of useful revision material for each module is available on Moodle. Students can contact staff, particularly Module Supervisors for the modules they are resitting if they need help with revision or specific queries (do not leave this until the last minute as staff availability will be reduced throughout the summer). Staff can give individual feedback on summer exam performance, if requested.

### **Exit Awards**

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

### **Extenuating Circumstances**

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

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

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

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# Computers, Learning Technologies and your Information

## Computers

### Using a campus computer

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

### IT Help and Guidance

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

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

## Learning Technologies and Systems

### Learner Engagement Activity Portal (LEAP)

[LEAP](#) is our student centred, personalised engagement tool. LEAP displays [your engagement](#) with university resources and an algorithm within LEAP combines your use of these resources and activities to produce an overall engagement indicator.

There are 5 engagement indicators (high, good, partial, low and very low) which will help you map and better understand your engagement pattern over time. Full details on the resources included in LEAP, the engagement ratings and how LEAP uses your data can be found on the [LEAP webpage](#).

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

- Reflect on your academic activities and overall engagement to make informed decisions about your academic studies
- Review the notes created in LEAP from meetings with Tutors or other university staff
- Check your attendance and ensure the information is correct

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

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

The University has a Student Engagement Policy which provides a structured approach based on support and mutual decision-making to maximise the success and achievement of every student.

### Moodle

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

### FASER

[FASER](#) is our **online coursework submission and feedback system**. Use it to check coursework deadlines, upload coursework and receive electronic feedback all in one place.

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## Online reading lists

Reading lists can be accessed [online](#). Use this service to find out the details of each week's reading and to access resources through the library.

## Listen Again

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

## Zoom

You can use Zoom to join online lectures delivered by the University or attend online meetings and tutorials. If your lecture or class is going to be online the link to join will be available in your [individual timetable](#).

This [quick start guide](#) gives you an introduction to the essentials of joining and participating in a Zoom webinar or meeting.

## Your information

### Changes to your information

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

### Your personal information

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

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

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

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## Student Voice

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

## Student Representatives

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

## Student Voice Groups

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

## Student Surveys

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

## Postgraduate Taught Experience Survey (PTES)

The [Postgraduate Taught Experience Survey \(PTES\)](#) is the only UK higher education sector-wide survey to gain insight from postgraduate taught students about their learning and teaching experience.

The PTES gives you the opportunity to provide open and honest feedback on your experience of study at Essex, your course and your department. It considers your motivations for studying your chosen programme and your experience, where relevant, of undertaking a major project/dissertation.

If you're eligible to complete the survey, we will contact you to invite you to take part.

## Student Module Feedback

Every year, we will ask you to complete [Student Module Feedback](#) (previously known as Student Assessment of Module and Teaching, or SAMT). This survey allows you to feedback on each of the modules you have studied. Receiving feedback at this level is critical for the University to understand what works well, and what could be improved, from the perspective of students. All feedback will be summarised and discussed by SVGs and will inform reports written for central University committees as part of our quality assurance processes.

There are also many [other satisfaction surveys](#) taking place, to ensure students are happy with the services the University of Essex provides. From time to time you will be invited to participate via an email.

If you have some feedback but don't know who to tell, email: [studentvoice@essex.ac.uk](mailto:studentvoice@essex.ac.uk)

Your Department will also welcome your feedback. They will have a range of quick feedback mechanism for you to use. Contact your departmental office if you are not sure what these are.

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## You Matter

We know university life can throw up all kinds of concerns and questions. Everyone has [mental health](#) – sometimes your mental health may be good, other times it may be not so good. It could be stress related to deadlines, general worries or concerns about friends and family members. Whatever is worrying you, if you need some information, advice or support, the University offer a wide range of services and support to help you.

## Student Services Hub

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

**To Contact the Student Services Hub please use this link to access our web pages and talk to us on Live Chat: [Ask the Hub](#)**

## Support for students with disabilities or additional needs

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

## Funding opportunities

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

## Personal Emergency Evacuation Plans (PEEP)

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

## Essex Accessibility Forum

The [Essex Access Forum](#) is a university-wide discussion and advocacy forum and consultation body working to support excellence in all aspects of physical and intellectual access at Essex (student education, staff employment and visitor experience). Membership is open to both staff and students, with and without disabilities.

## Seeing a Doctor

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

## Counselling services

Our University offers a wide [range of services and resources](#) to support all of our students. with a variety of counselling opportunities.

If you feel you would benefit from support, including counselling, please [contact your Student Services Hub](#). [You can find more information, including the full range of counselling services available to you.](#)

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## Drop In/Wellbeing Appointments

The Wellbeing Assessors provide support to students with anything affecting their wellbeing, mental health and/or disability through pre-booked appointments (whilst remote working) or face to face appointments within the Silberrad Centre. [To book an appointment please find further information on the website and scroll down to “enquiry form”.](#)

## UK Immigration Advice and Guidance

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

## Money management

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

## Students’ Union Advice

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

**Colchester students** – [suadvice@essex.ac.uk](mailto:suadvice@essex.ac.uk); 01206 874034

**Southend students** – [suacsou@essex.ac.uk](mailto:suacsou@essex.ac.uk); 01702 328235 (term time only)

**Loughton students** – [suaclou@essex.ac.uk](mailto:suaclou@essex.ac.uk); 01206 874034

## Residence Life

Our [Residence Life team](#) is here to help you settle in and support you during your time living on campus. Each residents’ assistant (RA) is assigned an area and will aim to get to know you, provide advice and support with any wellbeing issues and organise a range of social activities to help you connect with others. Find your RAs contact details on your flat kitchen poster if you live on campus. During term-time, our friendly RAs are available for a virtual chat via Zoom every day from 7pm – 8pm use Zoom Meeting ID: 920 1237 9049, all Essex students are welcome to drop in. You can find out about all our exciting events by following us on [Facebook](#) or by checking out the University [Events page](#).

## Religion, faith and beliefs

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

## Harassment support

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

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

## **COVID-19 (Coronavirus)**

The health and wellbeing of our students is our priority. This means we are constantly monitoring advice from the UK Government, Public Health England, the Foreign and Commonwealth Office, and the World Health Organisation, and updating our guidance on students in line with their advice.

Our [guidance to students on protecting yourself and others from COVID-19](#) is updated regularly. It is advisable to check the page frequently to be sure you are up to date with the latest guidance and information from the University.

The University offers lateral flow testing on all its campuses at our [Asymptomatic Testing Clinic](#) and require students to test twice weekly when studying on campus.

## **Health and safety on campus**

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

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

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

All students residing on campus **must** complete the Moodle [Fire Safety Course for Residents training](#).

If you have any health and safety concerns or need to report an incident, please use the [University's reporting service](#) to notify us.

## **Making a Complaint**

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

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

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## Student Development

### Careers Services

The Career Services team offer a programme of information, advice, guidance and support through various events, workshops and one- to- one sessions. We also have teams dedicated to Work Based Learning, Placements and Internships that can provide information and support as needed. [Find out more about the Career Services.](#)

### CareerHub

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

### Your Personal Development at Essex

Activate your **Gradintelligence** account to discover the broad range of extra-curricular and voluntary opportunities available to you at Essex using **Chart My Path**, your personal development navigation tool. Find activities to inspire and develop you in your life, your studies and for your future . You can achieve **Big Essex Awards** through the activities that you complete during your time at Essex and gain University recognition on your [Further Achievement Report (FAR)]. Join the **Career Mentoring Programme** and get matched with a mentor who can share their industry expertise, empower you, listen, talk through your plans, fears, and aspirations, and give you the time and space you need to make decisions that are right for you.

### Volunteering

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

### Get Work Experience

[Fronrunners](#) is the University's award winning on-campus placement programme. The scheme provides opportunities to students with little or no previous work experience to gain valuable skills and experience in Fronrunner level placements, as well as supporting more experienced students to develop new career pathways through Fronrunner Plus roles.

[Essex Interns](#) create paid internships exclusively for you as an Essex student. They're flexible too; part time during term time or full time in vacations. Sign up for Essex Interns to kick-start your career.

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## You Are Essex

### Graduation and Awards

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

You will be able to access your full academic transcript electronically via your [Higher Education Achievement Record \(HEAR\)](#).

Upon conferral of your award, all graduates will receive both an electronic and hard copy parchment award certificate. Your electronic Certificate will be available on your [GradIntelligence account](#) within 5 working days of your conferral and your hard copy parchment will be available to collect at graduation. If you are unable to attend graduation, the Graduation and Awards team will post this to your home address.

### Graduation ceremonies

The culmination of all your hard work! [Graduation](#) ceremonies take place at our Colchester Campus in the Ivor Crewe Lecture Hall with a departmental Reception held afterwards on campus. All eligible students studying at our Colchester, Loughton and Southend Campuses will be invited to attend their course's ceremony at the next available Graduation. Confirmed dates for future graduation ceremonies are [published online](#).

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

### HEAR

When you study at Essex, you graduate with far more than just a degree. Your [Higher Education Achievement Report \(HEAR\)](#) not only showcases a full record of your academic achievements, but also any activities you have undertaken and logged through the Big Essex Award, and any other awards and prizes that you may have received.

Your HEAR will be updated within 5 working days of results being release following ratification at a Board of Examiners.

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

If you completed your undergraduate degree at Essex, you will be able to view both your undergraduate and postgraduate HEAR and award certificates through your [GradIntelligence account](#) as separate documents.

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## References

### Requesting references from members of staff

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

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

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

### Copies of references

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

## Alumni

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

### What comes next?

The world is your oyster! The options and opportunities open to you as a graduate can be overwhelming. You may know the exact path and next steps that you wish to take, or you might not, and this is okay. Our Careers Services can offer information, guidance and advice on your different options after graduation and you can return to Essex for these services at any time.

Spread your wings graduand; but you can always come back! As an alumnus of Essex, you can take advantage of [generous discounts](#) on further [postgraduate study](#) and [postgraduate research degrees](#).

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

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