

Your studies

EAST 15

ACTING SCHOOL

Undergraduate

STUDENT HANDBOOK
2018-19



University of Essex

About your Student Handbook

This handbook gives you essential information about East 15 Acting School and the University of Essex.

Other helpful sources of information are available at www.east15.ac.uk/students, www.essex.ac.uk/myessex and www.essex.ac.uk/students. Our friendly staff are also here to help and you can find their contact details in this handbook or on the East 15 website.

At both Loughton and Southend we celebrate diversity and challenge inequality. Whatever your background, race or sexual orientation, you're part of a vibrant community that lives, learns and plays together.

Learning and Teaching

Moodle and FASER

We use **Moodle** as our online learning environment, to enhance face-to-face teaching. It lets you get to course materials, and has built-in features to enhance learning.

FASER is our **online coursework submission and feedback system**. Use it to check coursework deadlines, upload coursework and receive electronic feedback all in one place. faser.essex.ac.uk
www.essex.ac.uk/it/services/learning-technology/

Changing your degree and maximum period of study

Changing your course

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

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

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

If you want to make a formal request for a course change, you should do so via the online Course Change form available here.

www.essex.ac.uk/esf/

Maximum period of study

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

Listen Again

Did you miss something? Our Listen Again digital recording service lets you listen again to lectures so you grasp every detail. At Southend Campus, Listen Again is available in teaching rooms or studios where you see the sign. We don't currently use this facility at Loughton Campus.

listenagain.essex.ac.uk

Disability and emotional wellbeing

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

You can find out about the support we offer here:

www.essex.ac.uk/students/contact/help.aspx

UK students may be eligible for a Disabled Students' Allowance grant. See our webpages for more information, including application forms and key changes:

www.essex.ac.uk/students/disability/funding.aspx

International students

We are proud to be a global community and we recognise that living and studying in the UK may be very different from your own country.

The School has a wide range of support covering academic and health and wellbeing issues. Our friendly and professional staff will be able to guide, give advice and assist you during your time at East 15.

You can find helpful information here -

www.essex.ac.uk/students/new/international/default.aspx

If you are studying on a **Tier 4 visa**, don't forget to read the **Tier 4 Information** of this handbook which has further information and links.

Student representation/SSLC/SAMT/Student Surveys

Student feedback is a vital part of our approach to quality assurance and enhancement. It is therefore important that you are given the opportunity to feedback and that you take time to feedback to us. You can do this in a number of ways:

You can contact (or volunteer to be) a **student representative** who represent the voice of fellow students in our School's Student Staff Liaison Committees (SSLCs) and other University level committees.

<http://www.essexstudent.com/representation/course reps>

http://www.essex.ac.uk/quality/student_representation/student_rep.asp

http://www.essex.ac.uk/quality/student_representation/sslc.asp

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

Student satisfaction surveys enable the University to gauge overall satisfaction amongst students. When the results have been reviewed and analysed, we can then enhance your experience of learning. The National Student Survey (NSS) for final year students feeds into university league tables. NSS also lets us know how we're doing and where we can make improvements. The survey is run online and you will receive a link to the survey via email. Students not eligible for NSS will be invited to complete the UK Engagement Survey (UKES)

which asks about how you spend your time on your course, what kind of learning you've taken part in and your views on your teaching and learning experience.

Library Services

At Loughton our new **Library and IT Centre** is a modern, stylish, spacious study area accessible over long hours, providing resources tailored to your needs as an acting student. IT facilities are available, and you also have access to a vast array of online resources via the Library website and TALIS catalogue.

For students based at Southend, our Southend Campus Library & Learning Hub is located within **The Forum**, and offers a variety of silent and group study areas as well as access to all the resources you need for your studies, either on the shelves of the Library or online via the Library website and TALIS catalogue. You can access computers in the Learning Hub, which is a pleasant and safe environment that is permanently open, with help available from the InfoPoint. You can also use the Albert Sloman Library at our Colchester Campus - and your library card gives you access to all public libraries in Essex.

The library has a team of Librarians who can help you to find appropriate resources for your assignments and show you how to search effectively. They can also provide advice on referencing and how to avoid plagiarism, using reference management software, and evaluating sources.

Your Librarian in Loughton is Anna Zajda anna.zajda@essex.ac.uk

Your Librarian in Southend is Sian Downes sian.downes@essex.ac.uk

For guidance in relation to third-party proofreading of work visit www.essex.ac.uk/proofreading

Managing absences from class

Your attendance at lectures and classes has a significant impact on how successful you are in your studies.

Please be aware that, in accordance with the [East 15 Professional Code of Conduct \(PCC\)](#) you are required to attend ALL sessions. Failure to attend may result in failure of the Part A of the PCC and therefore failure of a module. In many cases this may result in you needing to resit an entire year of study. Please ensure that you have read and understood the PCC.

Further details of our Absence Procedure, around how we manage attendance monitoring, and the process for notifying us of unavoidable absence, please visit our [Student Information page on Moodle](#).

If you are likely to be unavoidably absent for a period of time, we strongly recommend that you contact your Head of Course, Personal Tutor or the Student Services Hub for advice and support.

The Professional Code of Conduct

Please ensure that you read and understand the PCC which can be accessed [here](#).

The Professional Code of Conduct (PCC) is applied to all modules and all programmes of study at East 15 Acting School and sets out clear expectations in relation to attendance, engagement, professional behaviour, and conduct. The PCC also seeks to ensure that the academic progress and learning experience of the generality of students is not impeded by their peers.

To this end, the PCC provides a framework for supporting progress and positive outcomes through managing the following:

- Punctuality
- Full Attendance (see further guidance below)
- Preparation for classwork and rehearsals including learning of roles
- Co-operation, team-working, professional behaviour as an essential part of the learning and rehearsal process

Failure to adhere to the PCC in a module may result in an overall fail mark being awarded for the module. As a result, this is likely to have implications on a student's ability to progress to the next academic stage or graduate.

Assessment

Rules of Assessment

The [Rules of Assessment](#) are used to calculate your results. There is a main set of rules for 3 year courses, but East 15 also have additional variations which can be found in Appendix A.

Each module you will take will have a credit value which you are awarded if you successfully complete the module. You need to obtain a certain amount of credits to be awarded your degree, and the Rules of Assessment 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, the Academic Administrator or SU Advice.

Decisions about your results are made at the meeting of the Board of Examiners at the end of the Summer Term.

The rules cover:

- whether you have passed the modules you have studied and can be awarded credit
- whether you have met the requirements to move on to the next year of your course
- whether you have met the requirements to pass your course, and what classification you will receive
- if you have not passed, what reassessment you could be offered
- if you have not passed, whether you must withdraw from your course, with or without an exit award

Marks and degree classification

40	Pass/third class (3)
50	Lower second class (2.2)
60	Upper second class (2.1)
70	First class (1)

Your final degree classification is based upon your marks in year 2 and year 3 (for a three year course). You must meet the requirements for the first year to continue on the course.

Core and Core Optional modules

To understand the requirements to pass your course, you need to know the status of the modules that you are taking. All modules offered by East 15 are Core at undergraduate level.

Core	You must take this module	Must pass this module. No failure can be permitted.
Core with options	You can choose what to study from a selection of core modules	You must pass this module. No failure can be permitted.

All modules in each year must be passed, with only a small number of modules allowed to be resat in the same year.

What do I need to do to pass my course?

To understand what you need to do to pass your course you should read the Rules of Assessment webpages and see whether there are any additional course requirements by checking any variations for your department (Appendix A under the rules of assessment). Also, ensure you read your Course Handbook which can be found on [Moodle](#).

Exit Awards

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

Extenuating Circumstances, withdrawing and intermitting

Extenuating circumstances are circumstances beyond your control which cause you to perform less well in your coursework or examinations than you might have expected. In general, extenuating circumstances will be of a medical or personal nature and affect you for any significant period of time, and/or during assessment.

You will **not** get extra marks if you submit an extenuating circumstances form. Boards of Examiners use other methods to take into account extenuating circumstances, such as permitting further reassessment opportunities for uncapped marks.

You should read the guidance on extenuating circumstances very carefully before submitting your form and evidence.

Information about Extenuating Circumstances is available on [Moodle](#) or from the University of Essex Website.

www.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx

You can also seek advice from SU Advice (www.essex.su/advice) or the Student Services Hub (www.essex.ac.uk/students/contact/default.aspx).

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

You should also read our guidance on intermitting very carefully on [Moodle](#) or at www.essex.ac.uk/see/intermit.

If your intermission is agreed, we will also give you the advice and support you need to help you carry on with your studies.

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

Re-marking of coursework

You have the right to request a re-mark of your coursework under certain circumstances which the School will advise you on. The University Marking Policy can be found here: www.essex.ac.uk/quality/university_policies/examination_and_assessment/marking_policy

You will need to complete a form and be aware that marks can go down as well as up.

Moderation, second marking policies and External Examiners

The University policy on **moderation** is part of the Marking Policy. 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. A moderator would not change individual marks for the work, but would liaise with the first marker to agree whether marks should be reviewed across the particular piece of assessment or module, which may lead to marks being adjusted.

Second marking is where a second marker marks the work but has access to the first marker's marks and/or comments.

External Examiners are usually academics from other universities but may be from industry, business or the profession depending on the requirements of the course. They give an impartial view of the course and independent advice to ensure that courses at the University meet the academic standards expected across UK higher education. External Examiners write reports on the courses and modules they are responsible for which are made available to you via your department. You can find the name and institution of the External Examiner for your course and modules by looking on the Programme Specifications Catalogue and the Module Directory.

You can find out more about how the University uses External Examiners here: www.essex.ac.uk/quality/external_examiners/default.asp

Please note: you may not contact External Examiners directly under any circumstances. If you have any concerns about the quality and standards of your course, please contact your student rep, your Head of Course, the Director of East 15 or the Students' Union.

Appeals and complaints

Appeals on academic grounds can be made following the meeting of the Board of Examiners and the publication of your results. Be aware that there are strict deadlines for the submission of the appeal form and your evidence.

We strongly advise all students thinking about making an appeal to contact the Students' Union Advice Centre.

You may not appeal against academic judgement. This means that you can't appeal against the marks you have been given by a Board of Examiners without evidence of extenuating circumstances or procedural irregularity.

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

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.

A complaint is defined as *the expression of a specific concern about matters that affect the quality of a student's learning opportunities* (this is in line with the QAA Quality Code for Higher Education, Chapter B9: Academic Appeals and Student Complaints). The University aims to resolve complaints quickly and informally.

You can find the complaints procedure and the forms here www.essex.ac.uk/see/complaints

Academic Offences policy

The University expects students to act with honesty and integrity in relation to coursework and other assessed work, 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 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.

If you aren't sure what the conventions are, particularly in relation to referencing, you should ask your Head of Course, contact the Talent Development Centre, and also refer to **Referencing and good academic practice** in this handbook.

More information about academic offences and getting support can be found on [Moodle](#) and at www.essex.ac.uk/see/academic-offence

Ethics

We encourage you to be bold, push boundaries and innovate, but we also require that you think about how your work may impact upon you and other people you are working with, our staff and/or your audience.

Be aware of how others may interpret your actions and your work – sometimes it is appropriate to challenge audiences, perceptions and values through art, but sometimes it is also possible to cause unreasonable offense to others by doing so. Please think about how your work may affect people and consider your conduct and work with reference to the [University's Policy on Academic Freedom and Freedom of Speech](#), the [East 15 Professional Code of Conduct](#) and the [Student Code of Conduct](#).

In the wake of recent revelations in the theatre world concerning sexual harassment, the member schools of the Federation of Drama Schools have looked carefully at existing rehearsal and training processes to see how improvements can be rapidly made. For details please see [FDS Ethical Code March 2018](#).

With the above in mind, if you have concerns that someone is behaving inappropriately towards you or someone else, it is important that you share your concerns. If you feel comfortable doing so, you can discuss matters with your Head of Course or Personal Tutor. Furthermore, you can also seek advice, guidance and support from the Student Services Hub and/or use the University's online reporting service, [Report and Support](#). This website also offers information about a range of issues including harassment, sexual violence, relationship abuse and hate crime.

We have a zero tolerance policy in relation to harassment and bullying. To access detailed information around our policy and procedure please visit www.essex.ac.uk/information/emergencies-security-and-safety/zero-tolerance-of-harassment-and-bullying

Nudity and simulated sexual activity within performance work and rehearsal is sometimes appropriate and may form part of the work you are studying. If this is the case, please bear in mind that identifying boundaries for behaviour and seeking consent from those you work with is imperative. You should refer to the school's Policy and Guidance for Nudity and Simulated Sex Acts, information about which can be found on the [Student Information page on Moodle](#).

It is clearly very important that, through undertaking your work, you do not put yourself or others at risk of harm. This statement may seem to be more relevant to some courses or modules than others, but please be mindful of it nevertheless. Take advice from teaching staff, stage managers and technicians, and if you think something may pose a risk to you or others, think before acting.

Be mindful that you **MUST NOT** use potentially hazardous materials within your work without first seeking professional advice and authorisation.

All research involving human participants, whether undertaken by the staff or students, **must** undergo an ethics review by an appropriate body and ethical approval **must** be obtained before it commences. You can find our Guidelines for Ethical Approval of Research Involving Human Participants here - www.essex.ac.uk/reo/governance/human.aspx - along with the Ethical Approval application form.

'Human participants' are defined as including living human beings, human beings who have recently died (cadavers, human remains and body parts), embryos and fetuses, human tissue and bodily fluids, and personal data and records (such as, but not restricted to medical, genetic, financial, personnel, criminal or administrative records and test results including scholastic achievements).

Coursework

Anonymous marking in coursework policy

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

www.essex.ac.uk/quality/university_policies/default.asp

Referencing and good academic practice

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

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

Referencing is a key academic skill. It is how you will acknowledge all sources used within a piece of work. You must reference all works used directly (quotes) and indirectly (paraphrasing and summarising).

Referencing allows you to give credit to authors'/researchers' concepts and ideas/ideas and results, demonstrate your breadth of reading and knowledge on a subject, direct readers to your sources, and avoid plagiarism.

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

To find out about your departmental referencing style, Harvard "Cite Them Right", and for help with referencing, visit the library website.

<http://libwww.essex.ac.uk/referencing.htm>

The University Academic Offences Policy

Please remember that the Academic Offences Policy applies to all students.

www.essex.ac.uk/about/governance/policies/academic-offences.aspx.

Practicalities: Getting started and IT matters

Registration

All new and returning students are required to register at the start of each academic year.

The process for new students includes activating an IT account, completing Pre-Arrival Online, and attending the main registration event.

New students can find further information about registration here.

www.essex.ac.uk/students/new/registration.aspx

Returning students are required to complete Online Registration for each year of study. In addition to this, returning students who hold Tier 4 visas are required to complete a document check in person. Information for returning students can be found here.

www.essex.ac.uk/students/course-admin/registration.aspx

Module enrolment

Students registered on programmes of study leading to a degree may have options to select as part of their course structure. The eNROL system is an online tool to review and select available modules specific to a particular course and year of study. All new and returning students should use the online system prior to the start of each academic year. Returning students will access the system from the April preceding the next academic year. New

students will access the system from the end of August. Departments will approve student selections within a few weeks of eNROL use and timetables will take module enrolment into account when planning for the next academic year. Early module enrolment will ensure students know which modules to attend and where the lectures and classes are held.

Award documents

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

Further information can be found here.

www.essex.ac.uk/students/graduation/award-documents/default.aspx

IT support

Visit our website to set up your IT account and password, register an external email address and passphrase and request a reminder for a forgotten passphrase

www.essex.ac.uk/it/getaccount

You must change your password within four weeks of your account being created, and then once every four months after that. The easiest way to **change your password** is online here.

www.essex.ac.uk/password

Once you're set up, you can access email, log on to computers, connect to eduroam wi-fi and much more.

As part of your Office 365 email account you get 1TB cloud storage space for all your documents with OneDrive. OneDrive lets you create, edit, and share documents online. You also get at least 300 MB of local storage, known as your M: drive. You can access this by going to 'My Documents' on any campus computer.

Visit the IT Services website for helpful information, including how-to guides, answers to frequently asked questions, and links to video screencasts.

www.essex.ac.uk/it

If you can't find what you're looking for, or if you need to talk to someone, then you can get help from the IT Helpdesk.

In Southend, the Helpdesk is located in The Forum, TF.2.03 and open Monday to Friday 8.30am – 6.00pm

In Loughton, you can get advice from the Library and IT Suite, Hatfields which is open Monday to Friday 10.30am – 5.30pm

Information on computers and software is available here.

www.essex.ac.uk/it/services/computers-and-software/default.aspx?tab=3

Immigration information

If you are a citizen of a country that is not part of the European Economic Area or Switzerland it is likely that you will require a visa to enter or remain in the UK to study. The University must ensure all students hold the right to study in the UK throughout their studies and there are regulations regarding your Immigration status. For Tier 4 students, the Home Office attach conditions to your Tier 4 leave that restrict study, work and access to state benefits, some nationals have to register with the Police. The University has many duties as a Tier 4 sponsor and must ensure we remain compliant in order to retain our Tier 4 licence. Find out more on the University's website here.

www.essex.ac.uk/immigration

www.essex.ac.uk/about/governance/regulations

Graduation

The culmination of all your hard work, your Graduation ceremony, takes place at our Colchester Campus each July in the Ivor Crewe Lecture Hall. All eligible students studying at our Colchester, Loughton and Southend Campuses will be invited to attend. For more information visit our graduation pages

www.essex.ac.uk/students/graduation/default.aspx

In addition, East 15 run their own annual Farewell events for students and their families at both our Loughton and Southend Campuses.

Skills, Employability and Experience

Talent Development Centre

Operating on Southend Campus, and with regular visits to Loughton, the TDC offers a range of ways to help you realise your potential and improve your academic performance. Our tutors provide expert guidance on study skills; assignment writing and English for academic purposes. Look online to find out more about our classes, workshops, drop-in clinics and on-line resources.

www.essex.ac.uk/students/study-resources/tdc/

Learning a Language

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

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

Employability, Careers and Industry Liaison

Get valuable, one-to-one advice from industry liaison specialists throughout your time at East 15. Our Industry Liaison Officer aims to act as a point of contact for agents and casting directors and will have input into undergraduate courses offering workshops around auditions skills and searching for jobs. We also offer one-to-one advice and guidance and online services for creating CVs, interview preparation and job vacancies.

www.essex.ac.uk/careers

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 IT ID and password.

careerhub.essex.ac.uk/students/login

Big Essex Award

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

www.essex.ac.uk/careers/bige

Frontrunners

Challenge yourself! Frontrunners is our unique on-campus work placement scheme for students. You'll get the chance to work on real projects in real workplaces and develop real skills for you to brag about on your CV. You'll get fully trained in your role and you'll get paid for it.

www.essex.ac.uk/frontrunners

Volunteering

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

www.essex.su/vteam

Student Ambassadors

Opportunities to be a Student Ambassador are sometimes available at Southend Campus. Student Ambassadors help to promote the University and higher education. You'll be a valued part of the Student Recruitment and Outreach teams. Keep an eye out for Student Ambassador vacancies on CareerHub+ in January.

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

Essex Interns

Essex interns create paid internships exclusively for you as an Essex student. They're flexible too; part time during term time or full time in vacations. You can even take part up to three years after you graduate, as part of our Essex graduates support package. Sign up for Essex Interns to kick-start your career.

www.essex.ac.uk/careers/internships

You Matter: Health, Welfare, Support and Safety

We know university life can throw up all kinds of concerns and questions - if you need some information, advice or support to succeed, stay healthy and happy, we've got it covered.

Student Services Hub

If you need practical advice, a confidential conversation, or general information and guidance on life at East 15, no matter what the issue is, the Student Services Hub is the place to go. Ask us about health and well-being, accommodation, money matters and much more. Your questions matter and you'll get answers from our team of experts.

Southend: askthehub-sc@essex.ac.uk / 01702 328444

Loughton: askthehub-lc@essex.ac.uk / 020 8508 5983

www.essex.ac.uk/students/contact/

Wellbeing, counselling and confidential issues

Your Student Services Hub provides advice, information and support on a range of health and wellbeing issues.

www.essex.ac.uk/students/health

Money management

If you get into financial difficulty get help and talk to someone as soon as possible. The sooner your problem is identified, the sooner it can be solved. Advisers in our Student Services Hub and our independent SU Advice can listen and talk you through the issues.

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

Students' Union Advice

Our SU Advice service offers free, confidential, independent and impartial advice on many issues that might be affecting you. Our friendly, trained staff are on hand to support you throughout your time at Essex. You can speak to us about Academic processes and procedures, representation at University meetings, Tier 4 UK visa extensions, housing, complaints, welfare and consumer issues.

www.essex.su/advice

Southend students – suacsou@essex.ac.uk / 01702 328235 (term time only)

Loughton students – suaclo@essex.ac.uk / 01206 874034

Healthcare

If you're studying on a course for more than six months, you're required to register with a local doctor. You can use the NHS Choices postcode finder to find your nearest doctor.

www.nhs.uk

Residence Life

If you're living on campus in Southend, our Residence Life team is here to help you settle in and support you. Each Resident's Assistant (RA) is assigned an area and will aim to get to know you and organise a range of social activities. Plus they can help if you've got any concerns or complaints. Residence Life operates outside of office hours when other support services are closed.

www.essex.ac.uk/accomodation/support/reslife

Religion, faith and beliefs

We're proud of our vibrant and diverse multicultural community and we recognise and support the many different religions and beliefs on campus. The calm, friendly and supportive atmosphere in our Multi-Faith Chaplaincy is a welcoming place for staff, students and the wider community to meet, interact and engage with each other.

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

Harassment report and support service, dignity and respect

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 network of trained harassment advisors are on hand to help.

www.essex.ac.uk/equality

www.essex.ac.uk/equality/harassment

www.essex.ac.uk/students/new

Nightline

Established in 1970, Nightline is a friendly help and support service run by students, for students. We work under strict confidentiality ensuring complete anonymity, and we're always willing to listen.

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

Health and safety on campus

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

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

Please read the emergency evacuation notice in your accommodation, work or study location for fire safety procedures. 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).

www.essexstudent.com/safetybus

www.essex.ac.uk/students/campus/emergency

www.essex.ac.uk/health-safety/fire/peep

University Privacy Statement

Under the Data Protection Act 1998, any individuals about whom the University may be holding personal data have the right to access the data that is being held about them. Full details about how this works, and how to request such information are available on the Records Management web pages, see: 'How to access your personal data'.

www.essex.ac.uk/website-privacy

www.essex.ac.uk/records_management/request

The Essex Experience

The Student Charter

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

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

Freedom of speech policy and Code of Conduct

For regulations relating to Student Conduct, see the University's website:

www.essex.ac.uk/students/study-resources/handbooks

www.essex.ac.uk/governance/regulations

Also, please ensure you are familiar with the [Professional Code of Conduct \(PCC\)](#) for East 15.

Essex Spirit, social media and finding out what's on?

Keep up-to-date with important news, events and offers from across the University with our Essex Spirit blog. Go to our email lists to subscribe to the fortnightly e-bulletin.

<http://blogs.essex.ac.uk/essexspirit/>

www.essex.ac.uk/news

You can also follow us on social media channels for regular updates and news.

www.facebook.com/east15actingschool

twitter.com/E15actingschool

Students' Union

We're famous for our Students' Union at Essex, and for good reason. Here you're not just a member of a normal Students' Union, you're part of a family. We're here to cheer you on and land your dream job. The Students' Union is run by students for students, and you have the ability to shape what we do. From suggesting what we serve in our venues, to changing aspects of your course, we are here to represent you and work with you to make amazing things happen. There are opportunities to join Sports Clubs, or if you don't want to commit to a regular team check out our Just Play programme of activities.

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

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

Say hello and find out more at essex.su

Alumni

Essex is forever and although your time here will fly by, you'll be part of this place for life. When you graduate, you'll get an alumni card and join a community of 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.

alumni.essex.ac.uk/home

www.east15.ac.uk/alumni

What comes next?

Choosing to be a **postgraduate student** at Essex is one of the few decisions in life that's black and white. Our postgraduate degrees include MA and MFA, and our culture of world-class research provides an outstanding and supportive environment in which to undertake your research study. If you decide to stay on for further study with us, you'll have a great opportunity to study a challenging course within a research-intensive and supportive environment. You'll develop knowledge in your chosen area and learn from some of the top academics in the field, while becoming a valued member of our postgraduate community. Explore our courses online.

www.east15.ac.uk/masters