

**Your studies**

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# EDGE HOTEL SCHOOL

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**STUDENT HANDBOOK**  
2018-19



University of Essex

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## 1. Introduction and 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, using your talent to its full potential. Make the most of learning from the Lecturers in your academic sessions, Professionals in the hotel and seek every opportunity to engage with industry. We encourage you to express your opinions, believe that innovation and change are good and seek the support of staff and fellow Students when you are finding it tough either academically or personally.

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 leave proud to be an Edge Hotel School Student and to be celebrating 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 make many friends and memories to look back on in later life.

### About your Student Handbook

This handbook gives you essential information about your School and the University.

Other helpful sources of information are available at [www.essex.ac.uk/myessex](http://www.essex.ac.uk/myessex) and [www.essex.ac.uk/students](http://www.essex.ac.uk/students). Our friendly departmental staff are also here to help and you can find their contact details in this handbook.

At our three uniquely intimate campuses 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.

### 1.1 Cohort timelines

The accelerated degree has different timelines to the term times published on the University of Essex website and the table below provides indicative dates for your studies. It is important that you understand your timetable and commitment to studying intensively. If you need a further breakdown of your teaching, hotel or holiday weeks then the general office will be able to assist.

Cohort	Start Date – Level 4	End of Level 4	Start Date – Level 5	End of Level 5	Start Date – Level 6	End of Level 6
February 2017	20 Feb 2017	06 Oct 2017	30 Oct 2017	08 June 2018	02 July 2018	03 Feb 2019
September 2017	25 Sept 2017	18 May 2018	04 June 2018	06 Jan 2019	28 Jan 2019	26 Aug 2019
February 2018	26 Feb 2018	12 Oct 2018	05 Nov 2018	14 June 2019	08 July 2019	09 Feb 2020

September 2018	24 Sept 2018	10 May 2019	03 June 2019	05 Jan 2020	27 Jan 2020	30 Aug 2020
February 2019	25 Feb 2019	13 Oct 2019	04 Nov 2019	14 June 2020	06 July 2020	07 Feb 2021

The University uses a week numbering system that covers the 52 weeks of a calendar year, and starts on 4 October 2018. A table setting out dates and corresponding week numbers is available at: <http://www.essex.ac.uk/students/course-admin/timetables.aspx>.

## 1.2 Timetables the pattern of the academic year

You can view your timetable at: [www.essex.ac.uk/dsh/timetables](http://www.essex.ac.uk/dsh/timetables) (you will be prompted to login using your Essex username and password).

You can also access your timetable on most mobile devices including smart phones and tablets.

Your hotel rotas will normally be published two weeks in advance on the student area of Moodle. For any hotel rota queries please contact the School general office.

## 1.3 Link to *myEssex*

myEssex is the University's student portal that you used during your application process. Once you're a registered student, you can also use myEssex to update your personal details, record any absences, monitor your attendance and check who your personal tutor is.

## 2. About the 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.

### 2.1 Details of academic staff including contact details and office hours

There is a list of the academic staff based in the School on our webpages.

[www.essex.ac.uk/departments/edge-hotel-school/people/academic](http://www.essex.ac.uk/departments/edge-hotel-school/people/academic)

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.

Staff Name	Job title	Email addresses	Phone number
Philip Berners	Course Coordinator / Lecturer	<a href="mailto:p.berners@essex.ac.uk">p.berners@essex.ac.uk</a>	01206 874 737
Andrew Boer	Head of Department / Principal	<a href="mailto:aboer@essex.ac.uk">aboer@essex.ac.uk</a>	01206 874 311
Jennifer Kaye	Lecturer	<a href="mailto:jkayea@essex.ac.uk">jkayea@essex.ac.uk</a>	01206 876 554
Dimitri Lera	Academic Learning and Development Tutor / Lecturer	<a href="mailto:ldimit@essex.ac.uk">ldimit@essex.ac.uk</a>	01206 872 920
Adrian Martin	Vice Principal (Academic)	<a href="mailto:amartil@essex.ac.uk">amartil@essex.ac.uk</a>	01206 872 029

### 2.2 Details of administrative staff

All staff are here to help and you can talk to whoever you feel most comfortable with about any academic or personal problems.

[www.essex.ac.uk/departments/edge-hotel-school/people/professional-services](http://www.essex.ac.uk/departments/edge-hotel-school/people/professional-services)

If you are ever in doubt of who to call, please contact the General Office on +44(0)1206 872 858 or [ehs@essex.ac.uk](mailto:ehs@essex.ac.uk) and the administrative staff will direct you to the right place.

### 2.3 Research Area

The School has developed a bespoke research hub with 13 individual research workstations on the first floor of the John Tabor Building. These are currently primarily for the use of Level 6 students.

The workstations adjoin the academics offices which are segregated by glass screening, thus providing an open and well-lit academic workspace.

### 2.4 Location of departmental office, opening hours and common room



### *Departmental Office*

The Edge Hotel School offices are located in the John Tabor Building accessed via 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 +44(0)1206 872 858 during the opening hours of Monday – Friday, 09.00 to 16.00. The office will also be closed from 13.00 – 14.00 every day. The Edge Hotel School offices will not be open at the weekend or on UK published bank holidays.

Alternatively, you can email [ehs@essex.ac.uk](mailto:ehs@essex.ac.uk).

### *Common Room and Kitchen*

The Edge Hotel School has a Student common room and kitchen which are located in the Constable Building. This space is for Students to relax and meet informally with fellow Students and staff. This space is shared with the University of Essex International College.

## **2.5 Personal tutor information**

All Edge Hotel School students have a Personal Tutor. You will meet your Personal Tutor soon after you've arrived and throughout your course. Your Personal Tutor is someone you can talk to if you have questions about your degree course or if you encounter any difficulties that affect your studies. Your Personal Tutor may also recommend other services on campus which may be able to help advice or support you further. If you're unsure who your personal tutor is ask a member of the administrative team.

## **2.6 Details of additional 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 has a dedicated Student Services Officer to support you. 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. Information on the wide range of University of Essex Student support provision is available on their [website](#).

## **2.7 Departmental policy on the use of smart phones, laptops and tablets**

### **2.7.1 Email**

Every undergraduate student is allocated a University e-mail account and this account will be used by undergraduate administrators in order to contact you regarding important and urgent matters. It is therefore imperative that you check your University e-mail account regularly, preferably every day. Further details regarding your University of Essex email account can be in the section IT support, WiFi, email account, free MS office, computer labs, and m: drive.

### **2.7.2 Notice Boards**

The School uses Edge Hotel School Student Area on Moodle to post module information, essay deadline dates, examination rubrics, information about guest speakers and social events. There are also notice boards for careers information and job opportunities.

### **2.7.3 Photocopying**

The University has a Copy Centre on Square 4 where students may request photocopying. Copying facilities are also available in the Albert Sloman Library and the Students' Union.

### **2.7.4 Mobile Phones, Smartphones, Laptops and Tablet PCs**

It is generally fine to use your mobile phone or other technology for teaching-related purposes in lectures and classes, however we respectfully ask you not to use them for personal calls, social networking and texting. Your lecturer may occasionally ask you not to use such devices.

### **2.7.5 Facebook, Twitter and Instagram**

Our social media channels 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.

## **2.8 Details of how the department will communicate with students**

We contact Students by emailing your University account, on Moodle, by phone and by post. It is an Edge Hotel School requirement that you check your University email at least once a day during your studies. Please note that you can access your University email address from outside the University via webmail.

## **2.9 Departmental prizes**

The Department awards prizes annually in the form of book tokens or money. The prizes for final-year students are presented at the reception for graduands and their guests, given by the Department on Degree Day.

- Edge Hotel School Student of the Year in memory of Alan Jenkins
- Wivenhoe House Student of the Year
- Highest mark of the year
- Industry Project of the Year (highest mark)

### **3. Learning and Teaching**

#### **3.1 Learning, teaching and independent study**

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

The University is committed to providing equal opportunities for all our students regardless of where or how you study. Our diverse student population is taken into account 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. Where appropriate, reasonable adjustments will be made for individual Students to support you through your studies.

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.

#### **3.2 What the department expects from its students and what students can expect from the department**

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;
- Full attendance and professional engagement in the work based learning in Wivenhoe House hotel.

### 3.3 Moodle 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 such as discussion forums, chat facilities, quizzes, surveys, glossaries and wikis.

**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](http://faser.essex.ac.uk)

[www.essex.ac.uk/it/services/learning-technology/](http://www.essex.ac.uk/it/services/learning-technology/)

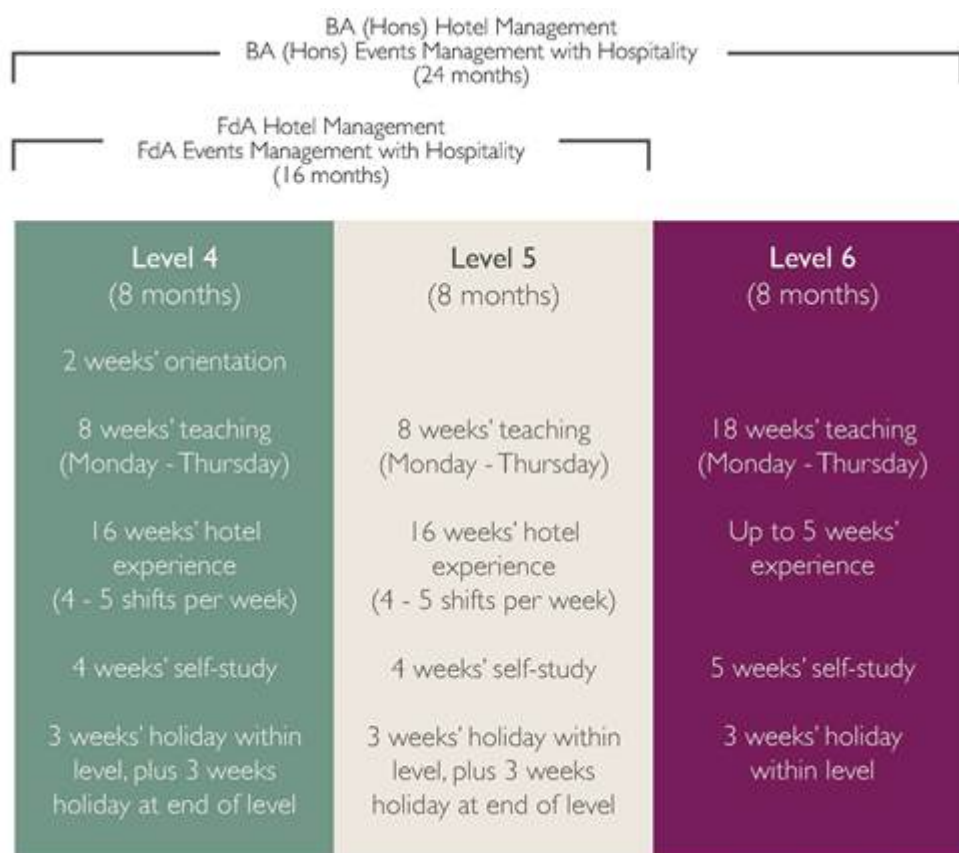
### 3.4 Course structures and learning outcomes

#### *Programme Specifications*

The relevant Programme Specification for your course and stage of study will be available to you when you log onto either myEssex or eNROL. University of Essex awards are subject to a maximum period of study, within which an award must be achieved. The maximum period of study is set from the date when a student is first admitted to an undergraduate course and changes of modules, repeat years and periods of intermission are normally included within the maximum period. Transfers of course are still included in the original maximum period unless they involve moving to or from courses of different lengths. Full details of the maximum period of study permitted for University awards can be found in the section of the Rules of Assessment entitled, 'Framework for University of Essex courses'. View Programme Specifications online at: [www.essex.ac.uk/programmespecs](http://www.essex.ac.uk/programmespecs).

## Understanding the Structure of your Course

All courses at the Edge Hotel School have compulsory and core modules; there are not optional modules available to students. The diagram below provides an outline of the course structure.



### 3.5 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](http://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/](http://www.essex.ac.uk/esf/) your Department.

### 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. For the Edge Hotel School accelerated courses the maximum periods of study can be found within the Rules of Assessment.

### 3.6 Information about modules including: core, optional and reading lists.

All courses at the Edge Hotel School have compulsory and core modules; there are not optional modules available to students. The table below provides the module titles, number of credits and details on compulsory or core.

Hotel Management Module Title	Events Management with Hospitality Module Title	Level	Credit	Status
Industry Context 1	Event Operations 1	4	15	Compulsory
Hotel Operations 1	Industry Context 1	4	15	Compulsory
Delivering Hotel Operations 1	The Customer Experience 1	4	30	Compulsory
The Customer Experience 1	Food & Beverage Management	4	15	Compulsory
Delivering the Customer Experience 1	Delivering Event Operations 1	4	30	Compulsory
Food & Beverage Management	Delivering the Customer Experience 1	4	15	Compulsory
Industry Context 2	Event Operations 2	5	15	Compulsory
Hotel Operations 2	Industry Context 2	5	15	Compulsory
Delivering Hotel Operations 2	The Customer Experience 2	5	30	Compulsory
The Customer Experience 2	Continual Professional Development	5	15	Compulsory
Delivering the Customer Experience 2	Delivering Event Operations 2	5	30	Compulsory
Continual Professional Development	Delivering the Customer Experience 2	5	15	Compulsory
Industry Context 3	Event Operations 3	6	15	Compulsory
Hotel Operations 3	Industry Context 3	6	15	Core
The Customer Experience 3	The Customer Experience 3	6	15	Core
Human Resource Management	Human Resource Management	6	15	Compulsory
Dissertation	Dissertation	6	30	Core
Consultancy Project	Events Project	6	30	Core
			<b>360</b>	

Students can access their reading list on Talis.

### 3.7 Listen Again

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 sign.

[listenagain.essex.ac.uk](http://listenagain.essex.ac.uk)

### 3.8 Supervision of UG student research and final year capstone projects

All final year students will be allocated individual dissertation supervisors who will work with them on a regular basis to research and deliver the level 6 dissertation.

Level 6 also contains a group project which will be supported by an Academic in the role of Consultant Supervisor.

Your supervisor will be allocated at the beginning of the level and Students should ensure that you have regular contact to benefit from the support of this individual.

### 3.9 How the department offers an inclusive learning experience

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 Student Services 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.

#### 3.9.1 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](http://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](http://www.essex.ac.uk/students/disability/funding.aspx)

#### 3.9.2 Mature students

We appreciate that studying as a mature student can present challenges. This is particularly true if this is your first experience of higher education and you have other commitments and responsibilities to meet such as work and family. We want you to be aware of the support available so that you can make the most of your time at Essex. You can find more information here: [www.essex.ac.uk/students/groups/mature-students.aspx](http://www.essex.ac.uk/students/groups/mature-students.aspx)

### 3.10 Student representation, SSLC, SAMT, student surveys

Student feedback is a vital part of the University's 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 the University. 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 departmental Student Staff Liaison Committees (SSLCs) and other University level committees.

<http://www.essexstudent.com/representation/coursereprs/>

[http://www.essex.ac.uk/quality/student\\_representation/student\\_rep.asp](http://www.essex.ac.uk/quality/student_representation/student_rep.asp)

[http://www.essex.ac.uk/quality/student\\_representation/sslc.asp](http://www.essex.ac.uk/quality/student_representation/sslc.asp).

Every 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, the University can then enhance your experience of learning at Essex. 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.

### 3.11 Library services

At our Colchester Campus, the **Albert Sloman Library** on Square 5 has a variety of study spaces over six floors, including 24/7 facilities and group work areas. The Library offers a wide range of learning resources, online and in print, with a dedicated Helpdesk, overnight chat service and the opportunity to book appointments with your Subject Librarian to help you through your studies and beyond.

[libwww.essex.ac.uk](http://libwww.essex.ac.uk)

The library has a team of Subject 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 Subject Librarian is Sandy Macmillen – contact them at [amacmi@essex.ac.uk](mailto:amacmi@essex.ac.uk) or use the Book a librarian form on the Library website to get in touch. More information can be found at <http://libwww.essex.ac.uk/subject.htm>

For guidance in relation to third-party proofreading of student work:

[www.essex.ac.uk/proofreading](http://www.essex.ac.uk/proofreading)

### 3.12 Attendance monitoring (Count-me-in), absence from sessions.

Your attendance at lectures and classes as well as in Wivenhoe House Hotel has a significant impact on how successful you are in your studies. At Essex, we monitor attendance so we can identify students who may need guidance and support.

You'll need to **record your attendance** at teaching events using the electronic reader in the teaching room. Just 'tap in' for every timetabled teaching event you attend.

**You should not tap in for someone who is not attending the class; and also you should not tap in if you then immediately leave the teaching event.** This may result in disciplinary action being taken against you.



If you are absent from a shift in Wivenhoe House Hotel it will be reported by the Hotel directly to the School. You do not need to 'tap in' your attendance in the hotel.

If you **lose your card** or it is **faulty**, go to the Student Services Hub to get a new card (a fee may be applicable). If you attend a teaching event but are unable to record your attendance as you don't have your registration card, you should speak to a member of administrative staff in your department. In the case of a lost card, your department will normally record you as present for up to seven days.

For more information on attendance, and for links to forms and guidelines visit: [www.essex.ac.uk/students/course-admin/attendance.aspx](http://www.essex.ac.uk/students/course-admin/attendance.aspx)

If you need to **report an absence** from a teaching event, test or exam due to medical reasons, representing the University in British Universities and Colleges Sport (BUCS) competitions, or in regional, national or international competitions; being selected or training for a national sports team e.g. Home Nationals or Great Britain, on a University organised placement, or other circumstances you should do so by completing the relevant form in myEssex for a **notified absence**. Your department consider the reasons and may record it as an **authorised absence**. Be aware that you may need to **provide evidence**, including medical evidence if relevant.

If you need to report that you are going to be absent from a shift in the hotel **you must** call the hotel and report to the relevant Department Manager or Duty Manager at your earliest opportunity +44(0) 1206 863 666.

Please contact your Personal Tutor, the departments Student Services officer or the Student Services Hub for advice and support, particularly if you are going to be absent for several weeks.

### **3.13 LEAP (Learner Engagement Activity Portal)**

Learner Engagement Activity Portal is our student centered, personalised engagement tool. LEAP focuses on **what you do** rather than **who you are**. It's expected that the more engaged you are with your studies the more likely you are to achieve your academic goals.

LEAP calculates and shows you your average engagement for the last seven days based on your usage of each university resource (FASER, Moodle and Listen Again as well as attendance and University computer logins). By providing you with this information, we hope to empower you to become more effective, independent learners and achieve your study goals.

Log into LEAP via Pocket Essex or My Essex.

## 4. Assessment

### 4.1 Rules of assessment, including exit awards and requirements for Year Abroad and Placement Years

The Rules of Assessment are used to calculate your results. Some departments also have additional variations which can be found in Appendix A.

<https://www1.essex.ac.uk/students/exams-and-coursework/ppg/ug/default.aspx>

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, departmental administrator, or SU Advice.

Decisions about your results are made at the meeting of the Board of Examiners at the end of each level.

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 level 5 and level 6. You must meet the requirements for the first year to continue on the course.

*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](#).

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

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; look up the status of the modules you are taking; and see whether there are any additional course requirements by checking any variations for your department (Appendix A under the rules of assessment).

If you are thinking of undertaking a work placement or year abroad, you should check the requirements for these programmes.

## **4.2 Edge Hotel School Professional Code of Conduct**

A common assessment thread throughout the course is the Professional Code of Conduct, which is based on the employability skills required of managers within the hospitality industry and includes such things as professional appearance and behaviour, attendance, punctuality and preparation for work, plus team working.

Students are required to conform to a Professional Code of Conduct (PCC) based on the approach adopted in professional employment. The requirements of the code are related to the expectations of professional industry culture. It ensures that students' personal and professional development includes the attitude and behaviour that is expected at the highest levels of the industry.

The PCC consists of the following elements:

- Punctuality
- Attendance
- Preparation for work and practical sessions
- Cooperation and team working as an essential part of learning and professional development process
- Professional dress and behaviour
- Adherence to certain Wivenhoe House staff policies

### **Breaches of the Professional Code of Conduct**

Any breach of the Professional Code of Conduct will be dealt with under the relevant policy as appropriate, including, but not limited to, those relating to the Student Code of Conduct policy, or Progress Procedures.

### **Relevance to Assessment**

The PCC is applied to all areas of the programme and will be deemed as a formative assessment tool for the first five weeks of their programme and then as a summative assessment tool thereafter. This is to allow students to begin to learn the appropriate professional standards and to operate within the PCC guidelines.

The assessment of the students' adherence to the PCC will be on a pass/fail basis, assessed by the Academic Practitioner on the basis of the professional performance reports including the attendance requirement. Under the Rules of Assessment, students need to

pass the PCC in order to pass the course, therefore unsatisfactory performance under the Professional Code of Conduct will be presented to the appropriate Board of Examiners for consideration, or may be referred to a Progress Committee.

Extenuating circumstances, those beyond the student's control, which may have prevented the students from fulfilling the requirements of the Professional Code of Conduct will be required to be submitted through the appropriate channels as described in the Extenuating Circumstances and Late Submission Policy.

### **Punctuality and Schedules**

Please refer to the Practical Study Policy for details of hours required in practical study per week.

Punctuality is essential, due to the collaborative nature of the professional practice within strict time deadlines. All members of the teams are disadvantaged by loss of time and repetition of material necessitated by others' poor punctuality. More than 10 minutes late is considered an absence.

Students should plan to arrive 10 minutes before a shift starts so that they are ready to begin on time. In addition, once a shift has finished students should leave Wivenhoe House within 15 minutes, unless they are using the Common Room for study purposes or have permission from the Duty Manager to remain on the premises.

### **Attendance**

Full attendance is the expectation of both the industry and the school. Students therefore must attend all scheduled timetabled and rostered academic activities and study day classes.

Where absence is unavoidable, for example a doctor's appointment, students should notify the Vice Principal (Quality & Systems) or appointed representative as early as possible to make alternative arrangements for the shift rosters.

- Attendance is recorded and kept on permanent record by the Edge Hotel School Operations Team.
- The Academics and Professional Practitioners are responsible for monitoring attendance and reporting absenteeism.
- Students may appeal to the Vice Principal (Quality & Systems) if they feel an error has been made in their attendance calculation. If there have been extenuating circumstances, please refer to the Extenuating Circumstances and Late Submission Policy.
- Students are required to see members of academic staff to discuss their attendance, conduct and progress when requested to do so.
- Students receive reminders/warnings by telephone and email prior to any action being taken to change their enrolment status.
- Students that report absence to the Vice Principal (Quality & Systems) should obtain any consent to absence in writing.
- Poor attendance which has affected a student's ability to meet the learning outcomes of a module or course may result in arrangements being made to catch up on the hours that need to be spent in the practical area(s), and to cover Study Day material.

- Where poor attendance makes it impossible to meet the learning outcomes of a module a failed grade will be applied.
- Three occasions of late, partial or non-attendance without acceptable corroborating or explanatory evidence will normally be deemed unacceptable and will be dealt with under the Progress Procedures.

## **Sickness**

In the case of sickness, in accordance with Wivenhoe House staff policies a student must notify the Professional Practitioner acting as his/her manager, or the duty manager, of being unable to attend a minimum of one hour in advance of the shift start time by calling 01206 863666. In addition the following procedure should be followed:

- If absent from the programme for up to 7 calendar days, including weekends and/or study days:
  - Either call the House each day to inform the Professional Practitioner (acting as manager) of the continued absence, or call to give the expected date of return.
  - Upon the first day of returning to studies, the student must complete the Wivenhoe House Self Certification of Absence Form which is available from the Professional Practitioner acting as manager.
- If absent from the programme for more than 7 calendar days including weekends and/or study days:
  - Either call the House each day to inform the Professional Practitioner (acting as manager) of the continued absence, or call to give the expected date of return.
  - Upon the first day of returning to studies, the student must complete the Wivenhoe House Self Certification of Absence Form which is available from the Professional Practitioner acting as manager.
  - Upon return to studies, the student must also obtain a Fit-Note form from their doctor for submission to the Professional Practitioner acting as manager.

This information will be held by Wivenhoe House and shared with the Edge Hotel School in order to keep a record of student absences and to ensure sufficient attendance in the practical areas of the hotel. Arrangements may be made to catch up on the hours that need to be spent in the practical area(s), and to cover Study Day material.

In instances where an absence affects submission of assessments, please refer to the Extenuating Circumstances and Late Submission Policy.

In instances where prolonged absence affects the student's ability to participate satisfactorily in the course of study, Intermission should be considered as outlined in the Registration and Payment of Fees Policy.

## **Clarification of Absence Reporting Principles**

Only absences agreed by Edge Hotel School in advance will be discounted for the purposes of the Professional Code of Conduct.

Students may submit an Extenuating Circumstances Form with regard to absences that are not agreed in advance but the absences will not be discounted for the purposes of the Professional Code of Conduct. For claims of extenuating circumstances in relation to the Professional Code of Conduct, the School holds an Extenuating Circumstances Committee at the end of the level of study, which makes recommendations to the Board of Examiners

about whether or not a student should be permitted to pass the PCC if they have failed as a result of extenuating circumstances.

### **Edge Hotel School Uniform Policy**

This policy sets out the expectations of students in relation to their personal appearance and the wearing of Edge Hotel School uniforms. All students must appear professional at all times when in Wivenhoe House or representing the Edge Hotel School.

The aim of this Uniform Policy is to:

- Guide all students on the appropriate standards of appearance.
- Convey a professional image of the Edge Hotel School and Wivenhoe House.
- Give guests and industry contacts confidence.
- Have regard to health and safety considerations.

Edge Hotel School and Wivenhoe House believe that the way students present themselves is important to portray a professional image to all users of its services, whether learners, prospective learners, employers, contractors, guests or colleagues.

The Policy does not define all acceptable and unacceptable standards of dress and appearance and we hope that students will use common sense in adhering to the basic principles of this policy. Edge Hotel School recognises and values the diversity of cultures, religions and disabilities of its students and will take a sensitive approach when this affects personal appearance and uniform requirements.

### **Edge Hotel School and Wivenhoe House name badge policy**

The purpose of the name badge policy is to promote security, safety and guest confidence by ensuring all employees/students are identified.

The name badge should be on display at all times when in Wivenhoe House or at an external event representing Wivenhoe House or the Edge Hotel School.

### **Responsibility of the line manager/head of department/Edge Hotel School team**

It is the responsibility of the line manager/head of department/operations team to ensure that:

- Each employee/student is in possession of a name badge;
- All employees/students wear their name badge whilst on duty;
- To collect the name badge from the employee/student upon termination of employment or completed study.

### **Responsibility of the employee/student**

- Ensure that their name badge is worn and visible at all times unless this is not possible for safety reasons.
- Report loss or damage of the badge.
- Not lend their name badge to another party.
- To hand in the name badge upon leaving the organisation/course.

## **Loss of the badge**

If a name badge is lost then it is the personal responsibility of the student/employee to report the loss to either [info@wivenhoehouse.co.uk](mailto:info@wivenhoehouse.co.uk) or [ehs@essex.ac.uk](mailto:ehs@essex.ac.uk) within 48 hours of losing the badge.

## **Issue and replacement badges**

If a badge is lost it will be the responsibility of the student/employee to pay for a replacement. If an employee's name changes, the organisation will arrange for a replacement. A replacement badge will cost approximately £6.00.

## **Failure to wear name badge**

Employees/students who persistently or deliberately fail to wear their name badge will be subject to disciplinary action or failure of the professional code of conduct. Also, this would apply to employees/students who give their name badge to a person who is not authorised to have it.

## **Personal Appearance**

To meet the industry expectations, students should maintain the highest standard of personal appearance and personal hygiene and will be required to adhere to the uniform policy. Professional Practitioners and the Hotel General Manager have the right to ask the students to leave the hotel if an inappropriate or incomplete uniform is worn, which would count as an absence for attendance monitoring purposes. In addition to wearing the Edge Hotel School uniforms, students should observe the following personal presentation standards:

### **Hair**

- Hair must be clean and neatly combed. It must allow for eye contact at all times.
- Coloured or tinted hair must appear natural and be well maintained.
- Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one's head should not exceed two inches.
- Heads partially shaven and/or fashioned in logos, geometric patterns or designs are not permitted.
- Gels, sprays and hair mousse may be used conservatively.
- Students in food service areas must comply with health department regulations.
- Short hair must not extend over the collar and must be neatly trimmed around the collar and ears. Shaved heads are permitted and should be maintained daily, with no stubble. Brush cuts may be no shorter than a #2 clipper.
- Long hair must be restrained. Neatly groomed braids are acceptable.
- Wigs may be worn if the above conditions are met.

## **Facial Hair**

- No facial hair is permitted in Front of House and customer facing roles.
- For non Front of House or customer facing staff, neatly trimmed beards are permitted if fully grown; no new beards are to be grown on the job. Beards must be no longer than a #2 clipper. Moustaches are permitted but must not extend beyond the corner of the mouth or top of the lip.
- Sideburns must be neatly trimmed and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.

## **Jewellery**

Only the following items are permitted:

- Wedding rings or smooth signet rings.
- Engagement rings.
- Wristwatches.
- Small studs worn close to the ear may be worn. One pair is permitted – with one earring in each ear in the lower lobe.

## **Accessories**

- Only accessories issued as part of the uniform may be worn. Items such as belts with designs, hats, headbands and bandannas are not permitted.
- Tattoos must not be visible.
- Combs, wallets and other large objects should not be visible or carried in pockets.
- Tights must be worn with skirts and be in good repair, of a neutral colour (sheer or opaque) and coordinated with the uniform or business attire. Extreme colours, patterned or textured hose, or tights trimmed with decorations are unacceptable.
- Socks must be black.

## **Cosmetics**

- Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger. Nail varnish is not permitted.
- Perfumes and eau de cologne must be discreet and worn with moderation.

## **Uniforms**

- Uniforms should be clean, neatly pressed and in good repair.
- Uniforms should be kept in the condition as issued.
- Uniforms are not to be worn when not on duty and are not to be worn off Wivenhoe House property unless on Wivenhoe House or Edge Hotel School business.

## **Shoes**

- Shoes should be closed-in at both the toe and the heel and must be clean, well polished, in good condition and appropriate for business attire.
- Colleagues who work in Front of House or customer facing roles are required to wear black shoes.



- Colleagues who work in the Housekeeping, Stewarding, Banquets and Food & Beverage departments must wear rubber-soled shoes.
- Footwear standards may vary based on specific departmental needs and your manager will notify you of these.

### **Shirts**

- Shirts should be clean and ironed white polyester/cotton, plain
- No rolled up sleeves should be worn in Front of House or customer facing roles.

### **Jackets**

- Jackets should be worn unless otherwise advised.

Students are not allowed to make alterations to their uniforms. If a change of daily dress is requested this should be treated sympathetically. Where requests are difficult to meet, the Vice Principal (Operations) will seek to find a satisfactory compromise.

Students are responsible for the day-to-day care of uniforms. Any damage or general wear and tear of the uniform must be reported to Vice Principal (Operations). The uniforms are not to be worn for personal or recreational use.

If a student is unsure what uniform should be worn they should seek the advice of Edge Hotel School or Wivenhoe House management.

Each student will be provided with the uniform items shown on the uniform order form.

### **Wivenhoe House Policies**

Students are expected to adhere to all applicable Wivenhoe House staff policies, procedures and guidelines, including:

- Absence policy
- Alcohol and Drugs policy
- Health & Safety policy
- Food Hygiene standards
- Accident Reporting procedure
- First Aid procedure
- Fire Safety procedures
- Security procedures
- Time Records
- Overtime policy
- Secondary Employment
- Meal allowances & staff facilities
- Policy on personal relationships at work
- No-Smoking policy
- Cash Handling procedures

- Confidentiality
- Telephone Calls
- Respect of Hotel Property
- Edge Hotel School and Wivenhoe House name badge policy
- Wivenhoe House TRONC

If students are in violation of a Wivenhoe House policy, then in addition to impacting on the summative assessment of the PCC, the relevant policy, such as those relating to Academic Offences or the Student Code of Conduct policy will be followed as appropriate.

Please note that where there is reference to the Principal or a Vice-Principal a nominee may be appointed if required.

### 4.3 Extenuating Circumstances, withdrawing and intermitting

[www.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx](http://www.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx)

**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 that affect you for any significant period of time and/or during assessment.

You need to submit your form by the deadline given here –

<https://www1.essex.ac.uk/students/exams-and-coursework/ext-circ.aspx>

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. Seek advice from SU Advice ([www.essex.ac.uk/su/advice](http://www.essex.ac.uk/su/advice)) or the Student Services Hub ([www.essex.ac.uk/students/contact/default.aspx](http://www.essex.ac.uk/students/contact/default.aspx)).

### Thinking of leaving or taking a break from your studies?

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.

**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 permitted. Intermission must be approved by the University first, 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 at

[www.essex.ac.uk/see/intermit](http://www.essex.ac.uk/see/intermit). If your intermission is agreed to, 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](http://www.essex.ac.uk/see/withdraw).

#### 4.4 Re-marking of coursework

You have the right to request a re-mark of your coursework under certain circumstances which your department will advise you on. The University Marking Policy can be found here: [www.essex.ac.uk/quality/university\\_policies/examination\\_and\\_assessment/marking\\_policy](http://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.

#### 4.5 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](http://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 Department or the Students' Union.

#### 4.6 Appeals, complaints, and fitness to practise

**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](http://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](http://www.essex.ac.uk/see/complaints)

#### 4.7 Academic Offences policy

The University expects students to act with honesty and integrity in relation to coursework, examinations 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 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.

If you aren't sure what the conventions are, particularly in relation to referencing, you should ask your department, contact the Talent Development Centre, and also refer to **7: Referencing and good academic practice** in this handbook.

More information about academic offences and getting support can be found at:

[www.essex.ac.uk/see/academic-offence](http://www.essex.ac.uk/see/academic-offence)

#### 4.8 Ethics

All research involving human participants, 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 can find our Guidelines for Ethical Approval of Research Involving Human Participants here - [www.essex.ac.uk/reo/governance/human.aspx](http://www.essex.ac.uk/reo/governance/human.aspx) - along with the Ethical Approval application form.

## **5. Coursework**

### **5.1 Assignment and essay length and department word count policy**

For level 4 modules the word length is 1000- 2000 words whilst for level 5 and 6 assignments the word length is 1200 - 2500 words with the dissertation allowing 8000 words. 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 name 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.

### **5.2 Coursework submission details (including FASER) and deadlines**

The primary method of submission of coursework is the through FASER unless you are specifically told otherwise. Your tutor will advise you if the assessment is not suitable for online submission. In this instance assignments should be handed in to the Administrative staff, on or before the deadline. You must ensure you adhere to the University of Essex rules for submitting coursework. You must upload to the FASER system by no later than 12.00 noon on the published deadline.

You must make sure that you are familiar with the process of submission via FASER well in advance of the deadline. Guidance on how to upload your work is available on Moodle within the Student area.

An assignment front cover sheet must be included at the beginning of your assignment and all work related to any one assignment must be submitted in one file. An example cover sheet can be downloaded from Moodle from the Student area. Results of marked work will be made available on FASER.

Under no circumstances must essays or assignments be handed directly to the Academic team.

All coursework must be submitted by the deadline, any coursework submitted after the deadline will receive a mark of zero. No extensions will be granted. Deadlines indicate that the work must be submitted by the time specified, not that it must be submitted at the deadline.

### **5.3 Details of samples of coursework**

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

#### **5.4 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.

#### **5.5 Late coursework policy**

There is a single policy across the University for the Late Submission of coursework. All coursework submitted after the deadline will receive a mark of zero unless satisfactory evidence is provided of extenuating circumstances that indicate that you were unable to submit the work by the deadline. No extensions will be granted in advance. Please see the website for more information on the policy and process for submitting extenuating circumstances to support a late submission claim.

<https://www1.essex.ac.uk/students/exams-and-coursework/late-submission.aspx>

Dissertations or equivalent are not counted as coursework and are therefore not covered by the policy on late submission of coursework. Students can request an extension to submit their dissertation if they find that, due to extenuating circumstances, they will be unable to submit the dissertation by the published deadline.

Writing assignments at measured intervals across the year, and receiving feedback on them, is an important ingredient in the educational experience of doing a module. Lessons learned in writing earlier assignments will help to enhance the quality of later ones. The purpose of the system of deadlines is to ensure that all Students have the opportunity to benefit from these lessons, and that some do not, unfairly, take significantly longer to do their coursework than others.

#### **5.6 Essay writing support (if relevant)**

In line with the [HEA \(2004\) guidance](#) on formative feedback Students may submit a formative assessment to a named Academic for comment prior to formal submission and are encouraged to do so. The Academic will provide general formative feedback to assist Students' academic development but they will not comment in detail upon the draft. The outcome of this feedback is not a summative assessment of the Students' work.

If an Academic feels that a Student requires assistance with the presentation of work he/she may refer the Student for academic skills support.

Students seeking formative assessment should:

- Submit work at least 4 weeks before the assignment submission deadline
- Attach/email an electronic version of the Formative Feedback Request Form found on Moodle with the Student area. Not seek more than one written formative assessment for each assignment. Opportunities for formative feedback will vary between modules reflecting the different assessment requirements. Guidance will be provided for each module and will be clearly outlined in the information provided for each module on Moodle
- Seek formative feedback from one Academic only
- Note that formative assessment does not incorporate or imply a final mark

From time-to-time minor variation to this procedure may occur. In such circumstances this will be communicated directly to Students by the Academic. However, any such variation will be in accord with the policy outlined above.

If Students submit drafts within these parameters staff will undertake to provide timely feedback to them.

Focused discussion on assignments between Students and Academics is encouraged. In such instances Students may seek guidance on specific problems arising through assignments.

### **5.7 Anonymous marking 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](http://www.essex.ac.uk/quality/university_policies/default.asp)

### **5.8 Reassessment in coursework**

Information regarding any necessary reassessment will be provided to you after the Board of Examiners have met and your results have been released.

## 6. Exams

### 6.1 Examination regulations

The General Regulations which govern examinations can be found via the website here, namely under Regulations relating to Academic Affairs:

[www.essex.ac.uk/governance/regulations](http://www.essex.ac.uk/governance/regulations)

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. See 'Attendance Monitoring' above for more information about absence. For exams that are more than an 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 an hour long, you will only be admitted up to ten minutes after the start of the exam.

### 6.2 Access to exam scripts

If you want to see your exam script, you should normally make the request within four weeks after the exam to the department which is responsible for that module. 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.

### 6.3 Calculators

Calculators will be provided to you by the Department for the examination.

### 6.4 General information about exams and examination results

You can find your personalised exam timetable online at: [www.essex.ac.uk/examtimes/](http://www.essex.ac.uk/examtimes/) The exam timetable will be published on the date shown at <https://www1.essex.ac.uk/students/exams-and-coursework/dates-and-timetables.aspx>

Your department will provide you with details of your examinations, alongside other assessment information on Moodle. This will be available from the start of your level of study.

**You must bring your registration card and exam entry form with you to the exam.** You will not be allowed entry without them. Remember to check your exam entry form carefully and contact the Examinations Office if there are any errors.

You can download a guide to examinations and watch a short video at: [www.essex.ac.uk/students/exams-and-coursework/default.aspx](http://www.essex.ac.uk/students/exams-and-coursework/default.aspx)

You will receive an email to your Essex email account as soon as your results are published. You can find the publication schedule at: [www.essex.ac.uk/students/exams-and-coursework/schedule.aspx](http://www.essex.ac.uk/students/exams-and-coursework/schedule.aspx)

### 6.5 Anonymous marking policy in examinations

All formal examinations at the University of Essex are marked anonymously.



Your Exam Entry form also has your candidate number in large print in the centre of the page. This is the number you should write on your examination scripts.

### **6.6 Reassessment in examinations**

You can find information relating to resitting exams at [www.essex.ac.uk/students/exams-and-coursework/resits.aspx](http://www.essex.ac.uk/students/exams-and-coursework/resits.aspx).

Remember that reassessment in examinations (and coursework) carries a fee.

### **6.7 Referencing in examinations**

Students will be given information on exams that require referencing as part of the pre-exam information provided during teaching sessions

### **6.8 Departmental policy on the use of dictionaries/calculators in exams**

Edge Hotel School does not permit the use of dictionaries in examinations.

## **7. Referencing and good academic practice**

### **7.1 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/scientific 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 and for help with referencing, visit the library website: <http://libwww.essex.ac.uk/referencing.htm>

### **7.2 Information about where to seek guidance on referencing**

In the Student area of Moodle Students can find a Department referencing guide.

### **7.3 The University's policy on plagiarism and academic offenses**

Please see section 4.7 and remember that the Academic Offences Policy applies to all students [www.essex.ac.uk/about/governance/policies/academic-offences.aspx](http://www.essex.ac.uk/about/governance/policies/academic-offences.aspx).

## **8. Practicalities: Getting Started and IT Matters**

### **8.1 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 University's main registration event.

New students: [www.essex.ac.uk/students/new/registration.aspx](http://www.essex.ac.uk/students/new/registration.aspx)

Returning students are required to complete Online Registration. In addition to this, returning students who hold Tier 4 visas are required to complete a document check in person at the University's main registration event..

Returning students: [www.essex.ac.uk/students/course-admin/registration.aspx](http://www.essex.ac.uk/students/course-admin/registration.aspx)

#### **8.1.2 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.

#### **8.1.3 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 available. Graduating students will receive a degree certificate at Graduation and graduating undergraduate students also be able to access their electronic HEAR which gives details of all marks obtained during their studies. Any graduating students unable to access HEAR will be provided with a transcript of results.

Further information can be found at:

[www.essex.ac.uk/students/graduation/award-documents/default.aspx](http://www.essex.ac.uk/students/graduation/award-documents/default.aspx)

## 8.2 Find Your Way and room numbering system

Find Your Way is our interactive campus map app. Download it to help you find any location on campus and get directions quickly and easily. There's also a handy web version - <http://findyourway.essex.ac.uk/>

If you're looking for a specific room, follow these rules.

**If the room number has three parts and the first is alphabetical** eg TC.1.20 then the room is in one of the outer buildings. The format is building.floor.room. The first part indicates the building - "TC" is the Teaching Centre and "LH" is the Ivor Crewe Lecture Hall. The second part tells you the floor and the third the room number. For example, LH.1.12 is Ivor Crewe Lecture Hall, floor 1, room 12.

**If the number has three parts and the first contains numbers and letters** eg 5N.7.16, then the room is in square 4 or 5. The format is entrance.floor.room. The first part tells you the square and corner (eg 4S is the south corner of square 4), which matches the labels on the entrances (eg door 4NW is next to The Store). The second part is the floor and the third part the room. For example, 5NW.6.12 is in the north-west (NW) corner of Square 5 (entrance "5NW"), floor 6, room 12.

**If the number has two elements and the second element has three digits** eg 4.722, the room is in the Maths/Social Studies/Rab Butler/Square 1 building area. The first number shows the floor and the last three digits show the room number.

**Also...** if the last three digits are 700-799 the room is off Square 1, and if the last three digits are 500-599 the room is in the Square 2 area (Computer Science). For example, 5.512 is room 512, floor 5.

## 8.3 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](http://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 at: [www.essex.ac.uk/password](http://www.essex.ac.uk/password).

Once you're set up, you can access email, log on to lab 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 lab 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](http://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 the Silberrad Student Centre. Open Monday to Thursday 8.30am to 6.00pm, and Friday 8.30am to 5.45pm.

Information on computers and software is available here:

[www.essex.ac.uk/it/services/computers-and-software/default.aspx?tab=3](http://www.essex.ac.uk/it/services/computers-and-software/default.aspx?tab=3)

**If you need** to use a **computer on campus** our computer labs are the perfect place to study or work. Many labs stay open until late and some are open 24/7. For computer lab locations, opening hours and real-time availability visit:

[www.essex.ac.uk/it/services/computers-and-software/default.aspx](http://www.essex.ac.uk/it/services/computers-and-software/default.aspx)

#### 8.4 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: [www.essex.ac.uk/immigration/](http://www.essex.ac.uk/immigration/) and [www.essex.ac.uk/about/governance/regulations](http://www.essex.ac.uk/about/governance/regulations).

#### 8.5 On-campus facilities

There is a broad range of **facilities** to support your living and learning experience at our Colchester Campus – including study-based services like the IT helpdesk and group study pods, but also various food and drink venues, two banks, a general store run by the Students' Union, a printing and copy centre, market stalls each Thursday, a Post Office, launderettes, and much, much more.

Full details on all on-campus facilities feature on our student webpages and in the campus guide you received with your welcome information when you joined us as a student member.

[www.essex.ac.uk/students](http://www.essex.ac.uk/students)

[www.essex.ac.uk/welcome](http://www.essex.ac.uk/welcome)

#### 8.6 Graduation

The culmination of all your hard work, **Graduation** ceremonies take 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](http://www.essex.ac.uk/students/graduation/default.aspx)

## 9. Skills, Employability and Experience

### 9.1 Talent Development Centre

Operating on Colchester and Southend campus, 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; mathematics and statistics; 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/](http://www.essex.ac.uk/students/study-resources/tdc/)

### 9.2 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.

[www.essex.ac.uk/study/why/languages](http://www.essex.ac.uk/study/why/languages)

### English classes for the dependants of international students and staff (ECDIS)

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

<https://www.essex.ac.uk/departments/language-and-linguistics>

[ecdis@essex.ac.uk](mailto:ecdis@essex.ac.uk)

### 9.3 Employability and Careers Centre

Get valuable, one-to-one advice from careers specialists throughout your time at Essex and beyond. Come and see us or log in to CareerHub+ whether you have one hundred questions or just don't know where to start! We offer one-to-one advice and guidance, job-hunting workshops, CV and job application reviews, and online services for creating CVs, interview preparation and job vacancies.

[www.essex.ac.uk/careers](http://www.essex.ac.uk/careers)

### 9.4 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](http://careerhub.essex.ac.uk/students/login)

## 9.5 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](http://www.essex.ac.uk/careers/bige)

## 9.6 Frontrunners

Challenge yourself. **Frontrunners** is Essex's 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](http://www.essex.ac.uk/frontrunners)

## 9.7 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](http://www.essex.su/vteam)

## 9.8 Student Ambassadors

Be a Student Ambassador and make a difference to others and make a difference on your CV! 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](http://www.essex.ac.uk/careers/job_hunting/on_campus)

## 9.9 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](http://www.essex.ac.uk/careers/internships)

## **10. 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.

### **10.1 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 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.

Colchester: [askthehub@essex.ac.uk](mailto:askthehub@essex.ac.uk) / 01206 874000

Southend: [askthehub-sc@essex.ac.uk](mailto:askthehub-sc@essex.ac.uk) / [01702 328444](tel:01702328444)

Loughton: [askthehub-lc@essex.ac.uk](mailto:askthehub-lc@essex.ac.uk) / 020 8508 5983

[www.essex.ac.uk/students/contact/](http://www.essex.ac.uk/students/contact/)

### **10.2 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](http://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/](http://www.essex.ac.uk/fees-and-funding/money/)

### **10.3 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](http://www.essex.su/advice)

Colchester students - [suadvice@essex.ac.uk](mailto:suadvice@essex.ac.uk), 01206 874034

### **10.4 Health Centre**

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.

[www.rowhedgesurgery.co.uk](http://www.rowhedgesurgery.co.uk)

[www.nhs.uk](http://www.nhs.uk)



## **10.5 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 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 University support services are closed.

[www.essex.ac.uk/accomodation/support/reslife](http://www.essex.ac.uk/accomodation/support/reslife)

## **10.6 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](http://www.essex.ac.uk/students/experience/mfc/default.aspx)

## **10.7 Harassment Report and Support Network, dignity and respect**

We are Essex. 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](http://www.essex.ac.uk/equality)

[www.essex.ac.uk/equality/harassment](http://www.essex.ac.uk/equality/harassment)

[www.essex.ac.uk/students/new](http://www.essex.ac.uk/students/new)

## **10.8 Nightline**

Established at Essex 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. From tea and toast to campbeds, whether you're waiting for a taxi, need a revision break, or just want to chat, pop in or call us.

[www.essex.ac.uk/students/health-and-wellbeing/nightline.aspx](http://www.essex.ac.uk/students/health-and-wellbeing/nightline.aspx)

## **10.9 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](http://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](http://www.essexstudent.com/safetybus)

[www.essex.ac.uk/students/campus/emergency.aspx](http://www.essex.ac.uk/students/campus/emergency.aspx)  
<http://www.essex.ac.uk/health-safety/fire/peep.aspx>

### **10.10 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](http://www.essex.ac.uk/website-privacy)

[www.essex.ac.uk/records\\_management/request](http://www.essex.ac.uk/records_management/request)

## 11. The Essex Experience

### 11.1 The Essex 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](http://www.essex.ac.uk/students/experience/charter)

### 11.2 Freedom of speech policy and Code of Conduct

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

[www.essex.ac.uk/students/study-resources/handbooks/default.aspx](http://www.essex.ac.uk/students/study-resources/handbooks/default.aspx)  
[www.essex.ac.uk/governance/regulations](http://www.essex.ac.uk/governance/regulations)

### 11.3 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 blog. Go to our email lists to subscribe to the fortnightly e-bulletin.

<http://blogs.essex.ac.uk/essexspirit/>  
[www.essex.ac.uk/news](http://www.essex.ac.uk/news)

We have more than 60 Facebook pages, including one for each department. We're also on Twitter.

[www.facebook.com/uniofessex/](http://www.facebook.com/uniofessex/)  
[https://twitter.com/Uni\\_of\\_Essex](https://twitter.com/Uni_of_Essex)

Our 'What's on?' calendar brings together all the events happening across our three campuses, so you can make the most of your time at Essex.

[www.essex.ac.uk/events](http://www.essex.ac.uk/events)

### 11.4 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 as you walk into exams and to help you absolutely destroy the competition in interviews 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 45 different Sports Clubs, to get involved with our BUCS teams which offer a wide individual championships programme of activities taking place across the year and lots of competitions take place on Wednesdays and weekends, 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](https://essex.su)

### 11.5 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](https://alumni.essex.ac.uk/home)

### 11.6 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 research degrees include PhD, MPhil, MSc, MA and MD, 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 on our coursefinder, and find out more about the value of being a postgrad.

[www.essex.ac.uk/masters](https://www.essex.ac.uk/masters)

[www.essex.ac.uk/coursefinder](https://www.essex.ac.uk/coursefinder)