INFORMATION SECURITY GROUP

POSTGRADUATE TAUGHT STUDENT HANDBOOK

MSc Information Security

2017/2018
Disclaimer

This document was published in September 2017 and was correct at that time. The Department* reserves the right to modify any statement if necessary, make variations to the content or methods of delivery of programmes of study, to discontinue programmes, or merge or combine programmes if such actions are reasonably considered to be necessary by the College. Every effort will be made to keep disruption to a minimum, and to give as much notice as possible.

* Please note, the term ‘Department’ is used to refer to both ‘Departments’, ‘Centres’ and ‘Schools’. Students on joint or combined degree programmes will need to use two departmental handbooks.

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

1.1 Welcome

Welcome to the Information Security Group. This booklet is prepared for students that registered for the Information Security Group’s MSc degree programme in Information Security. The aim of the booklet is to provide students with essential information on:

1. College policies and facilities
2. The Information Security Group (ISG)
3. Academic and pastoral support arrangements
4. Departmental quality assurance procedures
5. Procedures for complaints and academic appeals
6. Coursework, study and revision advice.

1.2 How to find us: the Department

The Information Security Group is located in the McCrea Building. This can be found on the College campus map as building 17.
Student parking is limited and a parking permit is required. This can be obtained online via [http://royalholloway.firstparking.co.uk](http://royalholloway.firstparking.co.uk).
## How to find us: the staff

### CONTACT DETAILS

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1.5 How to find us: the Departmental office

The ISG – that is, the staff and administrative offices is located on the second and third floors of the McCrea Building. The McCrea Building is open from 9.00am to 5.30pm each working day; it is closed at weekends and on Public or College holidays. The Administrators for the ISG are Jenny Lee and Emma Mosley. Their office is McCrea 247. The School Office (McCrea 247) is open to student enquiries from 9.00am to 4.30pm. Past examination papers from previous academic years are available from the Library Website (www.royalholloway.ac.uk/library/home.aspx).

1.6 Staff research interests

The research interests of individual ISG staff can be found in the Staff Directory section of the ISG website – https://www.royalholloway.ac.uk/isg/home.aspx.

2 Communication

It is vitally important that you keep in touch with us and we keep in touch with you. Members of staff will often need to be able to contact you to inform you about changes to teaching arrangements, special preparations you may have to do for a class or meetings you might be required to attend. You will need to be able to contact members of the Department for example, if you are unable to attend a class, or wish to arrange a meeting with a tutor or your Personal Tutor.

Email to your College email address is routinely used and you should check regularly (at least daily) if any official communication has been sent to your email address. Do not ignore the email as it will be assumed that it will have been received by you within 48 hours, excluding Saturdays and Sundays.

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

The College provides an email address for all students free of charge and stores the address in a College email directory (the Global Address List). Your account is easily accessed, both on and off campus, via the student portal https://campus-connect.rhul.ac.uk/cp/home/displaylogin (Campus Connect) or direct via Outlook.com http://outlook.com/ Email to this address will be used routinely for all communication with students. Email may be used for urgent communication and by course tutors to give or confirm instructions or information related to teaching so it is important that you build into your routine that you check your emails once a day. Email communications from staff and all the Faculty Administrators should be treated as important and read carefully.

The College provides a number of PC Labs around Campus for student use, and you can also use your own laptop/smart phone etc., so the Department expects you to check your email regularly. It is also important that you regularly clear your College account of unwanted messages or your in-box may become full and unable to accept messages. Just deleting messages is not sufficient; you must clear the ‘Sent Items’ and ‘Deleted Items’ folders regularly. It is your responsibility to make sure your College email account is kept in working order. If you have any problems contact the IT Service Desk.

The ISG Department will only use the address in the College Global Address List and does not use private or commercial email addresses, such as Hotmail or Gmail. Students who prefer to use commercial email services are responsible for making sure that their College email is diverted/forwarded to the appropriate commercial address. Detailed instructions on how to forward mail can be accessed by visiting http://help.outlook.com/ and searching for forwarding (you may need to use IE browser to access this as the link does not work on some browsers). This process is very easy, but you do have to maintain your College account. When you delete a forwarded message from, say, Hotmail, it will not be deleted from the Royal Holloway account. Please ensure you log on to your College account regularly and conduct some account maintenance or your account may become full and therefore will not forward messages.

If you send an email to a member of staff in the Department during term time you should normally receive a reply within 3-4 working days of its receipt. Please remember that there are times when members of staff are away from College at conferences or undertaking research.

2.2 Post

All post addressed to students in Information Security is delivered to the student pigeonholes (alphabetical by surname) in the McCrea level 2 Foyer. At the end of each term student pigeonholes are cleared of accumulated mail which is then destroyed. Important information from Academic Services is often sent by internal post and tutors sometimes return work to you via the pigeonholes so you are advised to check them regularly.
2.3 Telephone and postal address

Please ensure that your telephone number (mobile and landline) and postal address (term-time and forwarding) are kept up to date on the Student Portal (Campus Connect). There are occasions when the Department needs to contact you urgently by telephone or send you a letter by post.

The Department does not disclose students’ addresses and telephone numbers to anybody else (including relatives and fellow students) without the student’s specific permission to do so.

2.4 Notice boards

The official student notice boards are on the walls in the corridor on the 3rd floor of the McCrea Building. Every effort is made to post notices relating to class times well in advance, but occasionally changes have to be made at short notice and in that case email will be used.

It is your responsibility to check the times and venues of all class meetings and of any requirements (eg. essay deadlines) relating to your courses, so, if in doubt, please ask!

2.5 Personal Tutors

The academic and pastoral welfare of MSc students is conducted through the (personal) adviser. Lists allocating students to advisers will be circulated through the normal channels (i.e. email) at the beginning of the Academic Year.

Each student is assigned a member of staff to act as personal adviser. The role of the adviser is to guide the academic progress (particularly during the initial phase of the MSc Project in the Autumn term) and provide pastoral care for the advisee throughout the duration of the programme of study. Students can discuss any academic, financial, medical or other problems with their adviser as soon as they arise. The adviser may then be able to recommend an appropriate source of help, and be able to act on the student’s behalf. Any personal information you impart will be treated in strict confidence and disclosed to other staff only with your consent.

Students should establish initial contact with their adviser at the beginning of the Autumn term

2.6 Questionnaires

Course questionnaires, issued at the end of each course are used as a means of assessing student views. These are augmented by a final end of year questionnaire in which students are asked to comment in general about the whole Msc (with the benefit of having completed all elements of the programme). These form an essential part of our procedures to monitor the quality of our provision and they are invaluable in course planning and improvement. For the system to work it is imperative that we have a high percentage of
returns and that the questionnaires have been filled in thoughtfully. For each taught course the completed anonymous questionnaires are scanned by an outside contractor, and the summaries are presented to the Student-Staff Committee and to all staff. The comments on the back of the questionnaires are passed to the appropriate lecturers, to the Head of Department and to the MSc Programme Director.

2.7 Space

The Information Security Group has social media groups aimed at anyone who wants to keep up to date with their activities. We use them to communicate news from the department and we hope that they will allow students and faculty members to keep in contact with each other after graduation. We currently have social media pages on LinkedIn, Facebook, Twitter, YouTube and Google+. You can reach these sites by clicking on the Social Media links on the ISG webpage (https://www.royalholloway.ac.uk/isg).

3 Teaching

3.1 Dates of terms

Term dates can be found on the College website here.

You are expected to be in the UK and engaging with your studies during term time. In the case of an emergency which requires you to leave the country and/or miss lectures/seminars/practical’s etc., you are expected to keep your department informed and fill in a Notification of Absence Form (see 3.4 below). During the summer term, after the summer examination period, you are expected to attend all required academic activities organized by your department(s) and to be available should you be required to meet with College staff for any reason. Furthermore, as Master’s programmes run for one calendar year from September to September you are required to engage with your studies and be available to meet with staff after the end of the Summer Term until your programme end date in September. For Master’s programmes there is no summer vacation period.

3.2 Academic Timetable

Your individual timetable is available to see online via Campus Connect. You can download this to a personal calendar if you wish. You should check your timetable regularly as it links to the live Timetabling system, so will update automatically to reflect any changes. Timetable changes within two working days will be notified by email to your RHUL account. You will receive separate communications by email and on Campus Connect about exactly how to access and download your timetable.

3.3 Lectures

Students in the Information Security Group are expected to attend all lectures. For all of the taught causes the main method of instruction is through one three-hour lecture per week delivered throughout a term. This means that each course consists of 11 three-hour
lectures. Some lectures may take place in the Bourne Annex laboratory and will typically include some practical work. Students are also expected to read additional material in order to complement the material delivered during formal lectures. As a general rule, lecture notes are handed out at the start of each lecture. The lecture timetable is available on the ISG Website.

In addition to the above, a subset of the MSc courses is also delivered through “block mode”. Part-time students that make use of this delivery mode are able to study a specific course during an intensive 5 day period. At the moment it is only possible to study Core A (plus some options) via this mode.

Students are very much encouraged to ask questions during lectures. A considerable proportion of lectures are delivered by industry experts and their opinions are very much valued within the context of the MSc.

3.3.1 Tutorials, Workgroups and Office Hours

Weekly tutorials, consisting of a group of students meeting with a staff member or postgraduate student, are used to complement the lectures. The bulk of these tutorials take place in the first term. The aim of a tutorial is to deepen the understanding of the course material, to develop good study skills and to increase motivation. You will gain more from tutorials if you identify subjects for discussion beforehand, possibly in conjunction with the other students in your group.

Students are strongly encouraged to form informal workgroups which serve to promote cross-fertilisation between the very diverse range of students, some of whom already have a wealth of industrial/business/information security experience. There is no doubt that such workgroups have a very positive effect on students’ understanding of information security (and also a positive effect on exam results!).

We do expect you to attend tutorials regularly; if you are prevented from attending you should if possible tell your tutor in advance.

All lecturers have office hours for dealing with students’ questions about the syllabus or the worksheets relating to given courses. These hours are posted outside individual lecturers’ offices.

Additional tutorials are also available during the first term for any students needing to consolidate their background knowledge in particular areas such as basic maths for cryptography.

For some (but not all) courses, additional student support is provided through the College’s virtual learning environment Moodle. Individual course leaders will give direction on how to use this resource for their courses.

3.3.2 Worksheets

In most courses the lecturer will give out worksheets. All students are expected to attempt
these worksheets. Depending on the lecturers’ preferences, some work may be marked and may be accompanied by model solutions. Students may also discuss their solutions with lecturers.

### 3.3.3 Textbooks and the Web

Although your lecture notes and worksheets form the key part of a course, you will need to consult other sources. At the start of each course the lecturer will tell you which books are most useful, and possibly suggest other less important texts. Throughout each course, lecturers will also point students in the direction of relevant web pages. Please be cautious when using web resources since they may contain incorrect or misleading information.

We welcome comments about books in the library. If you think that more copies of an important textbook are needed in the library, or you find a book that you think should be there, tell the lecturer concerned. Remember, though, that it may take a little while for a book to be bought and appear on the shelves. Leanne Workman, the Information Consultant for Sciences, is happy to help you with your queries about the Library.

### 3.4 Attending classes and engaging with your studies

The College has a responsibility to ensure that all students are attending regularly and progressing with their studies. While it is essential that you attend all the compulsory learning activities related to your programme of study, the College understands that emergencies may occur at any time throughout the year. In light of this, the Information Security Department has set a minimum attendance level at the Department has set a minimum attendance level at 80%. You should be aware that you may also study courses that have different and specific course attendance requirements, particularly if you are taking courses in another department, so it is essential that you check all programme and course handbooks to ensure you are fully aware of the requirements.

Your regular attendance in class and consistent engagement with your studies are fundamental requirements of your learning experience with the College. As such, failure to attend and/or absence without permission can result in serious consequences and may lead to disciplinary action, including the termination of your registration (see 3.4.6 below). Your ‘classes’ are any learning or teaching activity deemed essential to your programme of study. The term is used to encompass a variety of different activities, including lectures, seminars, tutorials, workshops, field work, laboratory work, and meetings your Personal Tutor.

It is vital that you manage your time effectively, so that any paid employment, voluntary work, extracurricular activities or social commitments do not interfere with periods where you are required to attend classes. With regard to paid employment during the course of your programme of study with the College, the Postgraduate Taught Regulations stipulate that the amount of paid work undertaken by a student enrolled with the College on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake
paid work which may conflict with his/her responsibilities as a student of the College.

If you face difficulty in attending any classes or undertaking an assessment it is very important that you inform the department(s) in which you are studying as early as possible, citing the reasons for your non-attendance. The department will make a decision on whether or not to authorize your absence. If you are experiencing such difficulties on an ongoing basis, please contact your Personal Tutor or Year Tutor. In addition, an extensive range of additional support, guidance and advice is readily available from the College’s Welfare & Wellbeing services (Academic Services Directorate) (https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx). The Students’ Union also operate an Advice and Support Centre, details on which can be found here http://www.su.rhul.ac.uk/advice/.

3.4.1 Your responsibilities in relation to attendance

Your responsibilities around attendance and engagement include:

- attending all classes necessary for the pursuit of your studies (including lectures, seminars, practicals and personal tutorials);
- undertaking all summative and formative assessment requirements for your courses;
- attending all meetings and other activities as required by the department(s) in which you are studying;
- where you experience any form of difficulty in attending classes, for whatever reason, contacting the department(s) in which you are studying to notify them of your circumstances at the earliest possibility.

You are expected to fully engage in your classes, undertaking any reading, research or further preparation identified between these sessions alongside punctual attendance. It is essential that you make suitable arrangements for travel to your classes and plan to arrive in good time, as teaching starts on the hour and finishes at ten minutes before the hour. You will be marked absent if you turn up late without good reason.

3.4.2 Departments’ responsibilities for monitoring attendance

The Information Security Department will monitor your attendance at course lectures. It is your responsibility to complete any attendance register that is circulated and to make sure that your attendance has been noted. The activities at which your attendance is monitored may vary depending upon the discipline in which you are studying or the department in which you are taking courses in the case of electives, for example.

It is important that you attend all the learning activities related to your programme of study. Whilst attendance is compulsory at all learning activities, it is recognised that emergencies may occur at any time throughout the year and therefore as indicated above a minimum attendance requirement has been set.

You will be contacted in the event that:
i. you fail to attend for **two weeks** without providing notification of your absence;

ii. you display a **pattern of absence** that the department feel is affecting or is likely to affect your work

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

**3.4.3 College's responsibilities for monitoring attendance**

The College has a number of important obligations in relation to monitoring your attendance and engagement, including legal responsibilities under the Equality Act (2010). As a result, the College may adjust the attendance requirement for your programme but will only do this when such adjustment does not compromise competence standards or your ability to reach the learning outcomes of your programme. Any need to adjust attendance requirements will be treated case by case and discussed by the department with the Disability and Dyslexia Services (DDS) and Academic Quality & Policy Office (AQPO).

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

**3.4.4 Missing classes**

If you are unable to attend College for whatever reason you must advise the department in which you taking the course(s) in question and complete the relevant **Notification of Absence Form**, which is available online.  
[https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.asp](https://www.royalholloway.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.asp)
This must be submitted to the relevant department(s) together with the relevant supporting documentation either before your absence or within five working days of the end of the period of absence.

You should ensure:

a. that you advise the departments(s) by emailing the ISG Administrator (isg@rhul.ac.uk)
b. that you complete the Notification of Absence Form, copies of which are also available from the Health Centre.
c. that you submit the paperwork to your department(s) either before your absence or within FIVE working days of the end of the period of absence. Failure to do so may result in the absence being counted as unacceptable and counting against the minimum attendance level. This should be emailed to the ISG Administrator (isg@rhul.ac.uk)
d. that you meet any departmental requirements concerning notification of absence or request for leave of absence as you may be required to meet formally with an academic tutor.

This table shows the documentation that is required should you be absent for any reason.
### Reason for absence and Documentation Required

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

### Note:

- If you are absent for a prolonged period it is essential that you keep in touch with the Department (e.g. through regular emails with your Personal Tutor).
- The Department will monitor the frequency of self-certified absences and the Head of Department may request a doctor’s medical certificate from you in the event of multiple and/or sustained instances of self-certified illness.
- The departments in which you are studying are responsible for monitoring your attendance and engagement, and deciding whether a period of absence is deemed acceptable or unacceptable (for further information please refer to the online guidance [http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx](http://www.rhul.ac.uk/ecampus/academicsupport/attendance/notificationofabsence.aspx) for details of what constitutes ‘acceptable’ and ‘unacceptable’ circumstances relating to absence). If deemed unacceptable the absence will be recorded as such and will count against your minimum attendance level.

#### 3.4.5 Missing an examination

In the event that you are unable to attend an exam (e.g. through reasons of sudden illness), it is essential that you notify Student Administration at the very earliest possibility. Wherever possible, please try to ensure you contact them via e-mail at student-administration@rhul.ac.uk before the scheduled start of the exam with your name, student ID and confirmation of the exam that you are unable to attend. Please include a brief explanation within the email outlining the reasons for the non-attendance.

This notification will then be forwarded by Student Administration to your department so that they are aware of your non-attendance.

**Please note, this notification is not a substitute for formally notifying your department of Extenuating Circumstances.** It is essential that you inform your department and Chair of the Sub-board of Examiners by completing the Extenuating Circumstances form. For further information, please refer to the website [https://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/extenuatingcirc](https://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/extenuatingcirc).
In the event that you do not complete the Extenuating Circumstances form, your department will be unable to consider the reasons for your non-attendance at your departmental Sub-Board of Examiners.

### 3.4.6 Consequences of failing to attend

As indicated above, the Department may contact you if there are concerns about your attendance.

Should it become apparent that there are no acceptable reasons for your non-attendance and/or general lack of engagement with your studies, the Department may issue you with a formal warning which can escalate to the termination of your registration at the College. You are strongly advised to read the guidance on the formal warning process and the consequences of receiving such a warning on and in the relevant regulations.

In situations where you are experiencing documented severe difficulties, the Department and College will make every effort to support you and counsel you as to the best course of action. However, there may be cases where, although non-attendance is explained by an acceptable reason, your level of attendance falls to a level which compromises educational standards and/or your ability to reach the learning outcomes of the course. In such cases it will be necessary to implement disciplinary procedures as detailed above.

### 3.4.7 Withdrawal of visa

If you are sponsored by Royal Holloway on a Tier-4 (General) Visa, should your registration at the College be terminated for non-attendance or a general lack of engagement with your studies, you will be reported to the UKVI and your Tier 4 visa will be withdrawn. Alternatively, in line with the College’s legal obligations to UKVI, if you fail to meet the requirement of your Tier 4 visa to attend classes and complete assessments, the College may terminate your student registration without following the disciplinary procedures outlined in the Academic Regulations and the decision is not open to appeal.

Please see the College Postgraduate Taught Regulations.

### 4 Degree Structure

Full details about your programme of study, including, amongst others, the aims, learning outcomes to be achieved on completion, courses which make up the programme and any programme-specific regulations are set out in the programme specification available through Course Finder or the Programme Specification Repository.

#### 4.1 MSc Information Security

This MSc programme is offered by the Royal Holloway Information Security Group (ISG),
which is an interdisciplinary research group including computer scientists, social scientists and mathematicians. It is one of the largest groups of academic security researchers in the world and all members of the group have strong links with external organisations involved with information security and secure digital business, including many of the largest such organisations in the country.

The programme provides students with a systematic understanding and critical awareness of current threats to the security of electronic information and the measures available to counteract these. To ensure that this Masters’ programme is at the forefront of developments in information security, several of the courses involve significant input from recognised security experts in industry and commerce. The programme will include study of a range of technologies such as cryptography, network security and computer security as well as considering the management of security, the commercial and regulatory issues and the many trade-offs and subjective issues that need to be addressed when implementing information security within an organisation. It will also develop the discipline-specific and transferable skills required for a professional career and for postgraduate research in information security.

The programme is normally studied full-time over one year (50 weeks), or normal part-time over two years (100 weeks). However it is possible to study the MSc over a period up to five years through CPD part-time (Continuing Professional Development Mode).

The aims of this Masters programme are to:

- provide advanced study of the technical, legal and commercial aspects of information security supported by research staff and recognised security experts from industry;
- examine critically current strategies, methodologies and techniques in information security;
- examine the main security issues in the development of digital business activities;
- develop a critical awareness of current problems in information security together with strategies and countermeasures for addressing these;
- relate the academic study of security to matters of public concern;
- develop the subject-specific and generic skills and techniques that will facilitate progression to MPhil/PhD studies in information security or a related field;
- develop the written presentation skills needed for the effective communication of security-related findings at advanced level;
- Foster the ability to learn independently, whether for career enhancement, progression to research, or personal intellectual development; provide a strong foundation for a professional career as a security expert in business or commerce.

4.1.1 The Three Elements

The MSc in Information Security has three main elements:

1. A core element made up of four core courses (four ninths of the total assessment)
2. An options element made up of two optional courses (two ninths of the total assessment)
3. A project element (three ninths of the total assessment)

The core element has two different forms, the selection of which depends on the interests and background of the student and their likely future career. Both forms of the core involve four taught courses.

Students may opt to also register for a Pathway (sometimes referred to as a track) which will limit their choices with respect to all three elements of the degree programme, i.e. the core, the options, and the project. Successful completion of an MSc pathway will indicate that the student has achieved a degree in a specialist sub-area within Information Security, and this will be acknowledged on the degree transcript.

### 4.1.2 Core Element

For the core element students must either follow Core A or Core B (but not both):  

**Core A**

Students on Core A **must** take the following four courses (and are not allowed to take IY5522 or IY5523):

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY5501</td>
<td>Security Management</td>
</tr>
<tr>
<td>IY5502</td>
<td>Introduction to Cryptography and Security Mechanisms</td>
</tr>
<tr>
<td>IY5511</td>
<td>Network Security</td>
</tr>
<tr>
<td>IY5512</td>
<td>Computer Security</td>
</tr>
</tbody>
</table>

**Core B**

Students on Core B **must** take the following four courses (and are not allowed to take IY5511 or IY5512):

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY5501</td>
<td>Security Management</td>
</tr>
<tr>
<td>IY5502</td>
<td>Introduction to Cryptography and Security Mechanisms</td>
</tr>
<tr>
<td>IY5522</td>
<td>Security Technologies</td>
</tr>
<tr>
<td>IY5523</td>
<td>Secure Business Architectures</td>
</tr>
</tbody>
</table>

### 4.1.3 Options Element

Students must select two of the following courses:

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY5521</td>
<td>Legal and Regulatory Aspects of Electronic Commerce</td>
</tr>
</tbody>
</table>
4.1.4  Pathways

A student may optionally register for one of the following six pathways. These constrain the choices of the student in the following ways:

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Core</th>
<th>Mandatory Options</th>
<th>Project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cybercrime</td>
<td>Core A</td>
<td>IY5605 and IY5609</td>
<td>Related to Cybercrime</td>
</tr>
<tr>
<td>Smart Cards, RFIDs and Embedded Systems</td>
<td>Core A</td>
<td>IY5606</td>
<td>Related to Smartcards, RFIDs or Embedded Systems</td>
</tr>
<tr>
<td>Security</td>
<td>Core A or Core B</td>
<td>IY5612</td>
<td>Related to Cyber Security</td>
</tr>
<tr>
<td>Security Testing</td>
<td>Core A</td>
<td>IY5610</td>
<td>Related to Security Testing</td>
</tr>
<tr>
<td>Digital Forensics</td>
<td>Core A</td>
<td>IY5609</td>
<td>Related to Digital Forensics</td>
</tr>
<tr>
<td>Secure Digital Business</td>
<td>Core B</td>
<td>IY5521</td>
<td>Related to Secure Digital Business</td>
</tr>
</tbody>
</table>

4.1.5  Project Element

All students take the following compulsory element:

<table>
<thead>
<tr>
<th>Code</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>IY5500</td>
<td>Project</td>
</tr>
</tbody>
</table>

The Project is a significant piece of individual work of between 10,000 and 20,000 words. As a very rough guide the project report should be around 50 pages long. This measure assumes fairly dense text, reasonable line spacing, font size (typically between 10 and 12) and the use of reasonable margins.

**Project Submission Date:** TWO COPIES of the dissertation should be submitted by the deadline, which is **15:00, Thursday 23 August 2018**. These should be handed to the Departmental Office (Room 247 McCrea Building) and a receipt obtained. An electronic version must also be submitted.
4.1.6 Programme Schedule

**Full-time students** take the four core courses in the Autumn term and two option courses in the Spring term followed by the independent project.

**Normal Part-time students** normally attend one day per week during term time. In the first year they take two of the four core courses in the Autumn term. The remaining core courses are taken in the Autumn term of the second year. Although not mandatory, we do recommend that all first year part-time students attend the Wednesday lectures during the Autumn term (Security Management, together with Introduction to Cryptography and Security Mechanisms). Students can take the options courses either in their first year or their second year or in both years. Students will normally do the independent project during their second year.

**CPD Part-time students** will spread their studies over a period of between three and five years.

**Exams** are always held during the third term (typically during the latter half of May). **We recommend that you immediately blank out this entire period in your diaries.** This is particularly important for part-time students who may have very significant work pressures.

4.2 Course Registrations

Full-time students are automatically registered for Security Management, Introduction to Cryptography, and the Project. The examinations office will, in due course provide students with information regarding exam registration. This will be augmented with extra information (from the ISG) that will be circulated via email.

We allow students to attend as many of the optional courses as they wish. However there will be a cut-off date by which time all students must have registered for their preferred options.

Note that new normal part-time students can register for a certain number of options exams in their first year (up to a maximum of two). In their second year, part-time students can register for further options exams. However, the total number of options exams that can be sat (over two years) is restricted to two. A similar situation is true for CPD part-time students (the only difference is that the two year period is replaced with a period of up to five years).

While you have the option of changing course unit registrations within the first two/three weeks after the start of teaching (excluding Welcome Week) subject to agreement from the department, once you have submitted assessment for the course, you may not replace it with another either in that term or in a subsequent term (e.g. Spring term). Any courses that you wish to take on an extracurricular basis (that is, as extra and not counting towards your degree) must be identified at the start of the academic year or before any assessment has been made.
5 Facilities

5.1 ISG Computing Facilities

5.1.1 Computing Labs

Two computing labs that will be used for teaching purposes are located in the International Building (room IN005) and in the Bourne Annex. Wireless laptop access is available throughout the campus using the Computer Centre's CampusNet service. Students are charged for all printing and photocopying.

Food or drink is not permitted to be consumed in any of the computer labs. Smoking is not allowed in any campus building.

5.1.2 Helpdesk and Support

ISG computer support may be obtained by logging a support ticket on the department helpdesk or by phone on (01784) 443 443.

5.1.3 Acceptable Usage Policy

Use of ISG computer facilities and network infrastructure are covered by the ISG Acceptable Use Policy (AUP) in the final section of this document. You are required to accept the conditions of this policy before you are granted access to the ISG network and systems. These conditions apply regardless of whether you are using your own laptop or an ISG system.

5.2 The Library

The Library is housed in the Emily Wilding Davison Building.

Details, including Library Search, dedicated subject guides and opening times can be found online from the library home page: http://www.royalholloway.ac.uk/library/home.aspx

The Ground Floor of the Library contains a High Use Collection bringing together much of the course reading into one area. The rest of the library collections are on the upper floors. There are plenty of study areas and bookable rooms to carry out group work as well as many areas to work on your own. The Library contains a large number of PCs and has laptops to borrow to use in other study areas.

If you cannot find the specific items that you require in the library, it is possible order an Inter-Library Loan or to gain access to the online resources of Senate House Library as well as access to use the library’s physical collections or other university libraries. You can obtain further information on this here: https://www.royalholloway.ac.uk/library/usingourlibraries/otherlibraries/using-other-libraries.aspx. The Information Consultant for Information Security is Leanne Workman, who can be contacted at Leanne.Workman@rhul.ac.uk
The Library provides a range of training sessions designed to enhance your existing library and research skills. These are available in both class-based and self-study formats. For information on available sessions and to book a place, go to:

http://www.royalholloway.ac.uk/library/helpandsupport/findinginformation.aspx

5.3 Photocopying, printing and computing

5.3.1 Photocopying

The departmental photocopier is in constant use by office staff and lecturers. For this reason, we are unable to allow postgraduate students to use it. You can use copier-printers (MFDs) located in the Library, the Computer Centre and many PC labs, which will allow you to make copies in either black and white or colour. Further information is available online:
https://www.royalholloway.ac.uk/it/printing/home.aspx

If you require copying to be done for a seminar presentation, you need to give these materials to your tutor to copy on your behalf. Please make sure that you plan ahead and give the materials to your tutor in plenty of time.

5.3.2 Printing

Many of the PC labs are open 24 hours a day, 7 days a week. Alternatively, there are computers available for your use in the Library and Computer Centre.

Departmental staff are unable, in any circumstances, to print anything out on your behalf. Copier-printers (MFDs) are located across the campus in the PC labs, the Library, and Computer Centre. Further information on printing is available online:
http://www.royalholloway.ac.uk/it/printing/home.aspx

5.3.3 Computing

The Computer Centre provides a range of IT training sessions designed to enhance your current IT skills. These are available in both class-based and self-study formats, and successful completion of the course is rewarded by a College IT Skills certificate. To participate in these sessions, go to: http://www.royalholloway.ac.uk/it/training/home.aspx

6 Coursework Essays and Dissertation

6.1 Project

This is a compulsory element that contributes three ninths to the total marks for the determination of the degree classification. A project is a major individual piece of work. It can be of academic nature and aim at acquiring and demonstrating understanding and the ability to reason about some specific area of information security. Alternatively, the project work may document the ability to deal with a practical aspect of information security.
The student will write a comprehensive dissertation on the topic of the project. On completion of the project, students should have demonstrated their ability to: work independently on a security-related project, for which they have defined the objectives and rationale, apply knowledge about aspects of information security to a particular problem, which may be of an engineering, analytical or academic nature, and produce a well-structured report, including introduction, motivation, analysis, and appropriate references to existing work.

A detailed description of the project process and further information is available through the ISG web site https://www.royalholloway.ac.uk/isg/informationfornewreturningstudents/mscproject/home.aspx

You should pay particular attention to the College policy on Penalties for late submission and also for over-length work (see the next section).

6.2 The dissertation Supervisor

Your department will assign you a dissertation supervisor who will oversee your work. In most cases students are happy with the supervisory relationship. However, there are occasions where for some reason the supervisory relationship does not work and breaks down. If this happens, you should speak as soon as possible with the Programme Director or your Personal Advisor to see whether the problem can be resolved informally, e.g. through mediation, changing supervisor. You should not wait until after you have received your final degree results to raise the matter as it is very difficult for the College to resolve such matters or take remedial action at that point.
7 Assessment Information

7.1 Illness or other extenuating circumstances

Students are advised to carefully read the Instructions to candidates as well as the Extenuating circumstances – Guidance for students.

Extenuating circumstances are defined as unforeseen circumstances which are outside a student’s control and which may temporarily prevent a student from undertaking an assessment or have a marked/ significant detrimental/adverse impact on their ability to undertake assessment by coursework or examination to the standard normally expected. This means that such circumstances rarely occur. They are outside your control as they are:

- Unforeseeable - you would not have prior knowledge of the event (e.g. you cannot foresee that you will be involved in a car accident);
- Unpreventable – you could not reasonably do anything in your power to prevent such an event (e.g. you cannot reasonably prevent a burst appendix.)

It is these short-term (temporary) circumstances that the College normally regards as extenuating circumstances.

Inability to submit coursework

If you are unable to submit coursework through unexpected illness or other acceptable cause (i.e. events which are unpreventable and unforeseeable) it is assumed that you will request an extension to the submission deadline from your department. In order for an extension to be granted you will need to provide the department with adequate documentation in accordance with the guidance in the Extenuating Circumstances – Guidance for students. The decision on whether to grant an extension rests with your department.

Absence from an examination

The Sub-Board of Examiners may take the following into account when considering your results: if you miss an examination through unexpected illness, or other acceptable cause (events which are unpreventable and unforeseeable), if you commence an examination and have to leave due to acute illness or if you believe your performance on the day was seriously compromised by an unexpected and acute illness that you could not reasonably have been expected to have managed otherwise. You will, however, need to submit an Extenuating Circumstances form and have adequate supporting documentation in accordance with Extenuating Circumstances – Guidance for students. You should also read the section Illness & absences from an examination and departmental assessments and extenuating circumstances in the Instructions to Candidates issued by Student Administration http://www.royalholloway.ac.uk/ecampus/academicsupport/examinations/examinations/home.aspx for full details on how to inform your department about extenuating circumstances relating to missed examinations as well as the deadline for submission of
such information.

**Ongoing circumstances**

If you have ongoing circumstances that you believe are adversely affecting your performance during the year, these should be raised with your department and with the College’s [Welfare & Wellbeing services (Academic Services Directorate)](#) as soon as possible so that strategies to help you manage the situation can be considered e.g. you have an illness that does not constitute a disability, a family member is ill and needs your support or you have suffered an adverse life event.

It may that the circumstances are severely impacting on your ability to study by causing you to repeatedly miss scheduled teaching and/ or impacting on your ability to complete assessments at the designated time. If this is the case and there is not a reasonable method available to enable you to manage the situation, you may need to consider, in consultation with your department and [Welfare & Wellbeing services (Academic Services Directorate)](#), whether it would not be in your best interests to interrupt until the issues have been resolved and you are able to fully commit to and benefit from your academic studies.

Ongoing adverse circumstances do not normally constitute extenuating circumstances as they are not unforeseen and in some cases may be preventable. As such, it is unlikely that the Sub-board will be able to take action to mitigate such circumstances. For further information, please read the [Extenuating circumstances – Guidance for students](#).

**Support and exam access arrangements for disabled students and those in need of support**

Some students at the College may have a physical or mental impairment, chronic medical condition or a Specific Learning Difficulty (SpLD) which would count as a disability as defined by the Equality Act (2010) that is, “a physical or mental impairment which has a long-term and substantial effect on your ability to carry out normal day-to-day activities”. It is for such conditions and SpLDs that [Disability and Dyslexia Services](#) can put in place support and exam access arrangements. Please note that a “long-term” impairment is one that has lasted or is likely to last for 12 months or more.

If you have a disability or SpLD you must register with the [Disability and Dyslexia Services Office](#) before support and exam access arrangements (‘reasonable adjustments’) can be put in place. There is a process to apply for special arrangements for your examinations. Disability and Dyslexia Services can discuss this process with you when you register with them. Please see the section [Students in need of support](#) (including disabled students) for further guidance about registering with the Disability and Dyslexia Services Office.

Please note that if reasonable adjustments, including exam access arrangements, have been put in place for you during the academic year, the Sub-board will not normally make further allowance in relation to your disability or SpLD.
7.2 Penalties for late submission of work

Work submitted after the published deadline will be penalised in line with Section 13 (5) of the College’s Postgraduate Taught Regulations.

Please ensure that you are aware of the deadlines set by your department(s) and also the requirements to meet this deadline, e.g. whether you need to submit electronic and/or paper copies for your submission to be deemed complete.

Section 13 (5)

‘In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:

- for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;*
- for work submitted more than 24 hours late, the mark will be zero.’

*eg. an awarded mark of 65% would be reduced to 55% and a mark of 42% would be reduced to 32%.

If you have had extenuating circumstances which have affected your ability to submit work by the deadline these should be submitted in writing, accompanied by any relevant documentary evidence, to your department(s). As with all extenuating circumstances it is the discretion of the examiners whether to accept these as a reason for having not submitted work on time. Please see the section for details on submitting requests for extenuating circumstances to be considered.

7.3 Penalties for over-length work

Work which is longer than the stipulated length in the assessment brief will be penalised in line with Section 13 (6) of the College’s Postgraduate Taught Regulations 2016-17 (https://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx)

Section 13 (6)

Work which exceeds the upper word limit will be penalised as follows:

(a) for work which exceeds the upper word limit by up to 10%, the mark will be reduced by ten percent of the mark initially awarded;

(b) for work which exceeds the upper word limit by more than 10% but less than 20%, the mark will be reduced by twenty percent of the mark initially awarded;

(c) for work which exceeds the upper word limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.
*eg. an awarded mark of 65% would be reduced to 55%.

In addition to the text, the word count should include quotations and footnotes. Please note that the following are excluded from the word count: candidate number, title, course title, preliminary pages, bibliography and appendices

7.4 Return of written course work

The following College policy applies to the return of coursework:

Assessed work (other than formal examinations) should be returned within 4 weeks of the submission deadline, except in cases where it is not appropriate to do so for academic reasons. The deadline for the return of marked work should be made clear to students when they receive their assignments. In the event that the intended deadline cannot be met, the revised deadline must be communicated to students as soon as possible.

7.5 Assessment offences

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

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

Assessment offences include, but are not limited to plagiarism (see 7.6 below), duplication of work, that is, submitting work for assessment which has already been submitted for assessment in the same or another course, falsification, collusion, for example, group working would constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work, failure to comply with the rules governing assessment (including those set out in the ‘Instructions to candidates’. The Regulations set out some of the types of assessment offences in more detail, the procedures for investigation into allegations of such offences and the penalties. Students are strongly encouraged to read these Regulations and to speak with their Personal Tutors or other members of staff in their department should they have any queries about what constitutes an assessment offence. The College treats assessment offences very seriously and misunderstanding about what constitutes an assessment offence will not be accepted as an excuse. Similarly extenuating circumstances cannot excuse an assessment offence.

7.6 Plagiarism

Definition of plagiarism

‘Plagiarism’ means the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The source which is plagiarised may take any form (including
words, graphs and images, musical texts, data, source code, ideas or judgements) and may exist in any published or unpublished medium, including the internet.

Plagiarism may occur in any piece of work presented by a student, including examination scripts, although standards for citation of sources may vary dependent on the method of assessment. Identifying plagiarism is a matter of expert academic judgement, based on a comparison across the student’s work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore it is possible to determine that an offence has occurred from an assessment of the student’s work alone, without reference to further evidence.

7.7 Marking of illegible scripts

It is College policy not to mark scripts which are illegible. If you anticipate that you may have difficulty in handwriting scripts which would lead to your scripts being illegible you should contact the Disability and Dyslexia Services. Please note the deadline for making an application for Examination Access Arrangements is in January each year. Therefore it is in your interest to contact DDS as soon as you are able in the Autumn Term in order that you have time to get any necessary evidence required for the application.

7.8 Progression and award requirements

The Regulations governing progression and award requirements are set out in your Programme Specification (http://www.rhul.ac.uk/coursecatalogue/home.aspx) and also more generally in the Postgraduate Taught Regulations. http://www.royalholloway.ac.uk/ecampus/academicsupport/regulations/home.aspx

If you do not pass a course at a first attempt you may be given an opportunity to ‘re-sit’ or ‘repeat’ the course.

**Re-sit of a failed course** – normally gives students an opportunity during the summer of the following academic year to re-sit any failed parts of a course not passed. Students do not have to attend any classes. Marks for work which has been passed will be carried forward. Students are required to register to resit courses. Unless students have been informed otherwise, the mark for such courses will be capped at 50%.

**Repeat of a failed course** – if you are given the opportunity to repeat a course in attendance you will need to register for the course for the following academic year and satisfy afresh all the assessment and attendance requirements, that is, you are expected to attend all classes and redo all required coursework and examinations for the course. No marks from the previous attempt at the course are carried forward and no work from completed as part of the first attempt at the course may be resubmitted for assessment. The mark for a course repeated in attendance is not capped.

Please note that it is not possible to re-sit or repeat a course which you have passed.

**NB:** Students entered to resit an examination will normally not receive an overall
percentage mark greater than 50% for that course.

Outcomes of course assessment

The Postgraduate Taught Regulations require that for a student to qualify for final consideration in a course by the Sub-board of Examiners, a candidate must first:

(a) have satisfied the attendance requirements specified for the course;

(b) have completed and presented for assessment all work specified for the course within specified deadlines.

The Sub-board of Examiners will determine an outcome and a percentage mark recorded as an integer between 0% and 100% inclusive for each candidate who qualifies for final consideration, as follows:

(a) an outcome of Pass (P) with a percentage mark will be returned where the candidate has achieved a mark of 50% or above overall and in all elements of the assessment which carry an individual pass requirement;

(b) an outcome of Fail (F) with a percentage mark will be returned where the candidate has achieved a mark of 49% or below overall, or in any element of the assessment which carries an individual pass requirement.

For details on the requirements governing the level of award please see the section on the Consideration and Classification of Candidates for the Award in the Postgraduate Taught Regulations.

7.9 Examination/assessment results

Please see the Examinations & Assessments website for details of how you will be issued with your results.

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

7.10 Progression to the Placement

For students on the year-in-industry programme, the decision on progression to the placement is taken by the examination sub-board. Please note that satisfying the progression requirements is not a guarantee that you will go on a placement; finding a placement remains the ultimate responsibility of the student. The main requirements for progression are as follows:

- Engage with the activities run by the Careers service throughout the year
- Achieve a good result in the January placement test
- Complete, submit and show good performance in all of the coursework assignments
• Exhibit exemplary attendance at all the lectures
• Engage with the project process during the Autumn and Spring term, and also submit a satisfactory Preliminary Literature Review by the required deadline (within the Spring Term)
• Pass each of the six taught courses
• Show competence in the use of English language within written assignments

A student on the year-in-industry programme who fails to satisfy the progression requirements or secure a placement is normally transferred to the corresponding programme not involving a placement. A student on a non-year-in-industry programme who wishes to transfer to the corresponding year-in-industry programme can qualify by fulfilling the progression requirements and finding a suitable placement. All degree transfers are effected after the progression decision is made by the sub-board in June/July.

7.10.1 Preparation for placement
The Information Security Group and the College Careers Service run a number of activities throughout the year aimed at preparing students for a placement and helping them to secure a placement. In particular, during the Autumn term there are weekly Careers/Industry seminars and attendance at these is compulsory for all year-in-industry students. These seminars include sessions covering CVs and application forms.

All students on year-in-industry programmes should have their CV checked by the Careers Service. A first draft of the CV must be submitted to Mr Simon Mantell of the Careers Service by the end of the Autumn Term. Failure to satisfy this requirement will lead to the student being asked to meet with the Course Director and a representative from the Careers Service. The Department may then remove the student from the year-in-industry programme.

7.10.2 Placement Test
One of the requirements for progressing to the placement is to pass the Placement Test. This test will be in the form of a written test that will examine in general terms what students have learned from studying the four core courses. Use of the English language and the ability to write in a clear structured manner will also contribute towards the assessment. The test will take place during the second week of the Spring term. Sample test questions will be provided beforehand.

7.10.3 Passing the examinations
Students who have passed the previous stages and have secured a placement with an employer are still required to pass the taught part of the programme in the Summer term exams (May) to actually go on the placement.

The final decision on a student’s progression to a placement is taken by the sub-board at the end of June/beginning of July. Students who have narrowly missed the required grades will be considered on an individual basis and may be allowed to progress at the discretion of the sub-board subject to good performance in the areas listed in the “Progression to the
placement” subsection above. The placement therefore may not start before the sub-board meeting

8  Student Support

8.1  Non-academic related enquiries & support

The Student Services Centre is located in the Emily Wilding Davison Building and provides a single point of contact for all non-academic related queries including accommodation, fees and funding, enrolment and graduation. For further details please visit http://www.royalholloway.ac.uk/ssc.

8.2  Students in need of support (including disabled students)

Your first point of reference for advice within the Department is the Personal Advisor. Inevitably, problems will sometimes arise that the Advisor is not qualified to deal with. The College offers a high level of student welfare support which, includes a highly regarded Counselling Service, dedicated educational and disability support, as well as a wealth of student wellbeing, financial, career and other advice. There is also an NHS GP practice (the Health Centre) on campus located in Founder’s East. Further details of each service can be found on the College web on the Student Welfare page: https://www.royalholloway.ac.uk/students/help-support/help-and-support.aspx

If you have a disability or specific learning difficulty, it is important that you bring it to our attention as soon as possible. The Departmental Disability and Dyslexia Service (DDS) representative is Lisa Cavey, School Manager Maths and ISG – lisa.cavey@rhul.ac.uk You must also contact the DDS (Founders West 143; tel: +44 (0)1784 276473; email: disability-dyslexia@royalholloway.ac.uk) who advise on appropriate sources of help. Further information is available on the College web on the Support, health and welfare page https://www.royalholloway.ac.uk/students/help-support/disabilities-and-dyslexia/home.aspx

8.3  Academic Skills Support

The Centre for the Development of Academic Skills (CeDAS) offers a variety of courses, workshops, 1:1 tutorials, online resources that aim to ensure all students at Royal Holloway reach their full academic potential in a range of areas, including academic writing, oral communication skills and maths and statistics.

Whatever your needs, CeDAS is there to ensure that you can perform to the best of your ability, whether it be through a workshop that introduces you to a crucial academic skill, a session within your department that focuses on writing in the discipline, a course that develops your confidence and competence in academic English language, or a 1:1 tutorial with a specialist to help you master a maths technique or sharpen your essay skills.

The Centre also oversees the Royal Holloway Proofreading Scheme, which enables students to pay for an approved third-party proofreader to identify surface error in final
drafts. Please note that Royal Holloway does not permit the use of paid third-party proofreaders who are not part of this scheme.

The CeDAS Office can be found on the ground floor of the International Building, room IN002, and you can follow them on Twitter: @cedasrhul. Further details can be found on the CeDAS webpages: www.royalholloway.ac.uk/cedas.

8.4 Student-Staff Committee

There is a student-staff committee on which post graduate taught students are represented. For constitution see committee’s handbook under Compliance/Governance http://www.royalholloway.ac.uk/iquad/collegepolicies/home.aspx

The Committee plays an important role in the Department as a forum for airing student views. The Committee consists of three student representatives elected at the beginning of the academic year (and will consist of a full-time student from each of the pathways together with one part-time student). The Committee will also include staff representatives. The committee has the wide-ranging brief to discuss any and all matters of interest or concern to students. It normally meets during each of the teaching terms.

The minutes of meetings are circulated via email to all students. Items for the agenda should be raised with an appropriate student representative, the ISG Administrator or with the MSc Programme Director.

Note: Problems requiring urgent attention should be directed to your adviser or to the Programme Director immediately as they arise – a large problem is often a small problem which has been allowed to grow.

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

8.5 Students’ Union

The Students’ Union offers a wide range of services and support, from entertainment and clubs/societies to advice on housing and academic issues. The Advice and Support Centre, situated on the first floor of the Students’ Union, runs a confidential service that is independent from the College. Open 9.30am - 5pm, Monday – Friday, it operates an open door policy exclusively for students during term time. However, during vacation periods students should call to book an appointment. Full details can be found at www.su.rhul.ac.uk/support.

8.6 Careers Information

The College has a Careers & Employability Service, housed in the Emily Wilding Davison Building, which is open to any student during normal College hours. http://www.royalholloway.ac.uk/careers/home.aspx
8.7 Non-academic policies

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

8.8 Complaints and academic appeals procedure

If you have a complaint relating to any aspect of the Department or its staff or to any academic or College matter, you should first discuss it informally with your Personal Tutor or with another member of staff in the Department. We would hope that the majority of issues of this kind can be resolved by informal discussion. There are, however, procedures that can be invoked in serious cases. These are set out in the College Complaints Procedures for students. You should raise your complaint as soon as possible.

If the complaint concerns an academic decision, there is an academic appeals process. Please note that an academic appeal can only be submitted once you have received your results via the College portal. Details of the appeals procedures and permitted grounds for appeal can be found on the following webpage.

9 Health and Safety Information

9.1 Code of practice on harassment for students

This can be found on the student home pages under the Your Responsibilities as a Student section of the webpage.

9.2 Lone working policy and procedures

The College has a ‘Lone Working Policy and Procedure’ that can be found at http://www.royalholloway.ac.uk/iquad/services/healthandsafety/policiesandprocedures/loneworking.aspx

Lone working is defined as working during either normal working hours at an isolated location within the normal workplace or when working outside of normal hours.

Any health and safety concerns should be brought to the attention of the Departmental Health and Safety Coordinator or the College Health and Safety Office.

It is likely that most activities will take place on College premises. However, the principles contained in the above section will apply to students undertaking duties off campus.

10 Equal Opportunities Statement and College Codes of Practice
10.1 Equal opportunities statement

The University of London was established to provide education on the basis of merit above and without regard to race, creed or political belief and was the first university in the United Kingdom to admit women to its degrees.

Royal Holloway, University of London (hereafter ‘the College’) is proud to continue this tradition, and to commit itself to equality of opportunity in employment, admissions and in its teaching, learning and research activities.

The College is committed to ensure that:

- all staff, students, applicants for employment or study, visitors and other persons in contact with the College are treated fairly, have equality of opportunity and do not suffer disadvantage on the basis of race, nationality, ethnic origin, gender, age, marital or parental status, dependants, disability, sexual orientation, religion, political belief or social origins

- both existing staff and students, as well as, applicants for employment or admission are treated fairly and individuals are judged solely on merit and by reference to their skills, abilities qualifications, aptitude and potential

- it puts in place appropriate measures to eliminate discrimination and to promote equality of opportunity

- teaching, learning and research are free from all forms of discrimination and continually provide equality of opportunity

- all staff, students and visitors are aware of the Equal Opportunities Statement through College publicity material

- it creates a positive, inclusive atmosphere, based on respect for diversity within the College

- it conforms to all provisions as laid out in legislation promoting equality of opportunity.

11 ISG MSc Student Acceptable Use Policy (AUP)

You have been granted conditional access to the Information Security Group (ISG) and Royal Holloway University of London (RHUL) computer system(s) (henceforth known as “the computer”) for the purposes of “academic use” as defined in the “Computer Centre Regulations”.
11.1 Acceptance and Enforcement

By signing the acceptance of use statement on the department registration form you accept the conditions of use of “the computer” as set out in the RHUL ‘Computer Centre Regulations’ (attached) and abide by the additional conditions set out in this document. If the conditions of use are broken, access to “the computer” may be withdrawn and further action taken by the Director of the ISG.

11.2 Access to a Computer and Password Conventions

You have been provided with an individual user account with a unique username and initial password. When you first logon to “the computer” you will be required to change the initial password to a password of your choice. You must keep your password secure, not reveal it to others and not share or permit sharing of user accounts. You are responsible for the security of your password and associated account(s). You will be prompted to change your password every 90 days. You may not leave an interactive user session unattended and must logout to prevent unauthorised use of your user account. It is permissible to “lock” the workstation for short time periods (less than 90 minutes) if this facility is available.

User passwords must have the following characteristics:

- Contain a mixture of upper and lower case letters (e.g. A-Z, a-z)
- Contain at least one (1) digit and one (1) punctuation characters/symbols (e.g. 0-9, !’@#$%^&*()_+~{}[]:;'<>?,./)
- Contain at least eight (8) characters
- Not contain any word in any language, slang, dialect, jargon etc.
- Are not based on personal information, username, names of family etc.
- Passwords must never be written down or stored in unencrypted electronic form

Guidance on choosing a good password that is memorable:

Think of a phrase, for example “the quick brown fox jumps over the lazy dog”.

- Take the first letter of each word in the phrase (“tqbfljotlz”) OR
- Take the last letter of each word (“eknxsreyg”) OR
- Take the first letter of some words and the lengths of other words (“t5b3j4t4d”)

Substitute digits and punctuation character/symbols to produce a password that conforms to the password policy, e.g. (“t5bblj4t4d“)

11.3 Prohibited Use and Access to Content

You may not use “the computer” to:

- send to another any message or other electronic article which is intended to cause harassment to another, or is racist, or is indecent or grossly offensive, or contains a threat, or is information which is false or believed to be false
• commit any offence of forgery, theft, fraud, blackmail, or any other criminal offence prohibited by an Act of Statute in the United Kingdom
• send out mass mailings to promote any material other than that which directly relates to your academic studies
• infringe the copyright held on any material (including but not limited to; software, books, journals, music, films, images etc.)
• download and install executable code (excluding mobile code; e.g. Java/.NET) without prior consent from the ISG Network Manager or ISG Systems Administrator
• carry out port scanning or security testing, except where prior consent has been given in writing by the ISG Network Manager for specific network(s) and host(s)
• circumvent or otherwise disable security or audit controls, including but not limited to; antivirus, firewalls and audit software.

You may not use ‘the computer’ to access, or enable the access, to any material (whether in a removable storage medium or not) containing the following:

- Any computer material of a sexual or indecent nature
- Any images or text that denotes violence to humans or animals
- Any material that is racist, or promotes racial hatred
- Any material that promotes or contains a threat to the damage of property
- Any material concerning the possession, sale, supply or distribution of lethal weapons or explosives
- Any material concerning the possession, the making or the supply or distribution of prohibited drugs as defined under the Misuse of Drugs Act


You may not cause the computer to perform any function whereby access is secured to any program or data to which you are not authorised whether the program or data relates to this computer or any other computer.

You may not commit, or enable the commission of, any unauthorised act to impair the operation of this computer, or prevent or hinder access to any program or data held in this computer, or impair the operation of any such program or the reliability of any such data.

11.5 Using the Computer to Make Purchases

The RHUL e-mail account may not be used to make any purchases over the Internet with the sole exception of products/services listed at http://www.isg.rhul.ac.uk/aup. Where it is necessary to make purchases on-line over the Internet access is authorised to other email accounts where purchase transactions may take place. It is understood that the ISG / Royal Holloway take no responsibility for the security of on-line transactions or the purchase of any material or goods.

11.6 Prevention, Detection and Investigation of Misuse

The Regulation of Investigatory Powers (RIP) Act 2000, the Lawful Business Practice
Regulations (2000), and the Information Commissioner Code on Monitoring at Work (2003) provide the ISG / Royal Holloway the right to access all material, including email, held on the ISG / Royal Holloway computing facilities ("the computer") where abuse is suspected or where there is a pressing academic or business need. Communications on or through the ISG / Royal Holloway computer systems ("the computer") may be monitored or recorded to secure effective system operations and for other lawful purposes.

Please note that the content of individual communications and files is not routinely monitored. However the ISG / Royal Holloway does reserve the right, within the law, to monitor in detail if there is some evidence of illegal or serious misuse of facilities, or if provision of the service may be compromised.

The person having the right to control the operation and the use of this private telecommunication system is the Director of Information Services, the Director of the ISG (or deputy), the ISG Network Manager and the ISG Systems Administrator.

The latest revision of this document is maintained at http://www.isg.rhul.ac.uk/aup with a link to the current RHUL Computer Centre Regulations.

Revision 1.0 – 22/09/08 - Initial Issue - Jon Hart, ISG Network Manager

Policy approved by Prof. Peter Wild, (Former) Director of the ISG, on the 23rd September 2008