Disclaimer

This document was published in September 2019 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 ‘departments’, ‘Centres and ‘Schools’. Students on joint or combined degree programmes will receive two departmental handbooks.
Contents

1 INTRODUCTION TO YOUR DEPARTMENT ........................................................................5
  1.1 WELCOME .............................................................................................................5
  1.2 HOW TO FIND US: THE DEPARTMENT .............................................................5
  1.3 MAP OF THE EGHAM CAMPUS .........................................................................6
  1.4 HOW TO FIND US: THE STAFF ...........................................................................7
  1.5 HOW TO FIND US: THE SCHOOL OFFICE .........................................................7
  1.6 THE DEPARTMENT: PRACTICAL INFORMATION ...............................................7
  1.7 STAFF RESEARCH INTERESTS ............................................................................7

2 SUPPORT AND ADVICE ...........................................................................................8
  2.1 STUDENT CHARTER ............................................................................................8
  2.2 UG DEGREE REGULATIONS ..............................................................................8
  2.3 SUPPORT WITHIN YOUR DEPARTMENT .........................................................8
  2.4 STUDENTS’ UNION ROYAL HOLLOWAY UNIVERSITY OF LONDON (SURHUL) .........................................................................................................................8
  2.5 STAFF-STUDENT COMMITTEE ...........................................................................9
  2.6 STUDENT SERVICES CENTRE ...........................................................................9
  2.7 STUDENT ADVISORY & WELLBEING ................................................................9
  2.8 STUDENT WELLBEING ..................................................................................10
  2.9 DISABILITY & DYSLEXIA SERVICES (DDS) ....................................................10
  2.10 INTERNATIONAL STUDENT SUPPORT OFFICE (ISSO) ................................10
  2.11 ACADEMIC SKILLS SUPPORT .......................................................................10
  2.12 IT SERVICES DESK .........................................................................................11

3 COMMUNICATION ....................................................................................................11
  3.1 EMAIL ................................................................................................................11
  3.2 POST ................................................................................................................11
  3.3 YOUR CONTACT INFORMATION .......................................................................12
  3.4 PERSONAL TUTORS .........................................................................................12
  3.5 QUESTIONNAIRES ...........................................................................................12

4 TEACHING ...............................................................................................................12
  4.1 DATES OF TERMS .............................................................................................12
  4.2 ACADEMIC TIMETABLE ..................................................................................13
  4.3 STUDY WEEKS ................................................................................................13

5 ATTENDING CLASSES AND ENGAGING WITH YOUR STUDIES .........................13
  5.1 ATTENDANCE REQUIREMENTS ........................................................................13
  5.2 MONITORING ATTENDANCE ..........................................................................14
  5.3 FORMAL WARNINGS ........................................................................................14
  5.4 WITHDRAWAL OF VISA ..................................................................................14
  5.5 MISSING CLASSES ...........................................................................................14
  5.6 MISSING AN EXAMINATION ............................................................................15

6 DEGREE STRUCTURE .............................................................................................15
  6.1 DEPARTMENT SPECIFIC INFORMATION ABOUT DEGREE STRUCTURE ..........16
  6.2 COURSE REGISTRATIONS ................................................................................16
  6.3 CHANGE OF PROGRAMME ..............................................................................16

7 FACILITIES .............................................................................................................17
  7.1 THE LIBRARY ....................................................................................................17
  7.2 PHOTOCOPYING AND PRINTING ....................................................................17
  7.3 COMPUTING .....................................................................................................17

8 ASSESSMENT INFORMATION .................................................................................18
  8.1 COURSEWORK ESSAYS AND DISSERTATION .................................................18
  8.2 ANONYMOUS MARKING AND COVER SHEETS .............................................20
  8.3 SUBMISSION OF WRITTEN WORK ...................................................................20
  8.4 STEPPED MARKING ..........................................................................................20
  8.5 POLICY ON THE RETURN OF MARKED STUDENT WORK AND FEEDBACK ......20
8.6 PROGRESSION AND AWARD REQUIREMENTS ............................................................ 20
8.7 EXAMINATION RESULTS ...................................................................................... 21
8.8 PENALTIES FOR LATE SUBMISSION OF WORK ..................................................... 21
8.9 PENALTIES FOR OVER-LENGTH WORK ............................................................... 21
8.10 WHAT TO DO IF THINGS GO WRONG – EXTENSIONS TO DEADLINES ............ 22
8.11 WHAT TO DO IF THINGS GO WRONG – THE "EXTENUATING CIRCUMSTANCES" PROCESS .......................................................... 22
8.12 SUPPORT AND EXAM ACCESS ARRANGEMENTS FOR STUDENTS REQUIRING SUPPORT .................................................. 23
8.13 WHAT TO DO IF YOU HAVE DIFFICULTY WRITING LEGIBLY ............................ 24
8.14 ACADEMIC MISCONDUCT ................................................................................. 24

9 CAREERS INFORMATION ......................................................................................... 25

10 COMPLAINTS AND ACADEMIC APPEALS PROCEDURE ........................................ 25

11 HEALTH AND SAFETY INFORMATION .................................................................. 25

11.1 CODE OF PRACTICE ON HARASSMENT FOR STUDENTS .................................... 25
11.2 LONE WORKING POLICY AND PROCEDURES ...................................................... 26

12 EQUAL OPPORTUNITIES STATEMENT AND COLLEGE CODES OF PRACTICE .......................................................... 26

12.1 EQUAL OPPORTUNITIES STATEMENT .................................................................. 26
1 Introduction to your department

1.1 Welcome

Welcome to Royal Holloway. Royal Holloway, University of London (hereafter ‘the College’) is one of the UK’s leading research-intensive universities, with six academic schools spanning the arts and humanities, social sciences and sciences.

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

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

1.2 How to find us: the Department

The Department of Mathematics is situated in the McCrea Building. The offices of members of the teaching staff are all found there. The School of Engineering, Physical and Mathematical Sciences (EPMS) Administration Office can be found in the Bedford Building.
Please note, student parking is very limited and is not available if you live in Halls or within 1.5 miles of campus. If you do live more than 1.5 miles away or have a particular reason why you need to come to campus by car, you must apply for a parking permit. If you have a motorbike or scooter you must also register the vehicle with College. Find more information about the Parking Permit portal here.
1.4 How to find us: the staff

**CONTACT DETAILS**

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<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
<th>Location</th>
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<tbody>
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1.5 How to find us: the School office

The school office is located in Bedford Building BB 1-29. The School Office is open during term-time from 08:30am to 5.00pm, Monday to Friday. You can also phone the Help Desk on 01784 276881, or you can email *EPMS-School@rhul.ac.uk*.

1.6 The Department: practical information

Please make yourself aware of the procedure for fire evacuation. The Mathematics Assembly Point is between McCrea and Horton, at Fire Assembly Point 11.

Smoking: Please note that smoking is not allowed in the McCrea Building, or within 5 metres of any building on campus.

1.7 Staff research interests

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

2.1  Student Charter

The College aims to bring all students into a close, harmonious relationship with each other and with the wider community. The Student Charter outlines how you can support the College in achieving these goals and also seeks to encourage you to act as an effective ambassador for the College, during your time as a student and later as part of the College’s alumni.

This Charter is not intended to constitute a binding agreement but is offered as a framework of aspirations, designed to be of benefit primarily to you as a student and to underpin the College’s aim of ensuring that you have a highly enjoyable and rewarding experience during the course of your degree.

2.2  UG Degree Regulations

The Undergraduate Regulations set out the various standards that shape the regulatory framework of your undergraduate degree with the College. These include a variety of essential information, ranging from admissions to academic progression and examination. Some frequently used elements of the regulations are covered in this handbook.

2.3  Support within your department

The School Helpdesk is there to help you with any questions or concerns you might have about your studies. It is situated in Bedford Building 1-29. Opening hours are 8:30am to 5:30pm in term time and 10:00am to 4:00pm during vacation. The Helpdesk is staffed throughout these opening hours. You can call in person during opening hours, ring 01784 276881 or email to EPMS-school@rhul.ac.uk. Depending on your query, the Helpdesk will answer your questions then and there, put you in touch with a colleague who can help, or find out the answer and get back to you. If you wish, you may also talk to them in private and they will make sure you receive the support you require.

Inevitably, problems will sometimes arise that the Department 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.

If you have a disability or specific learning difficulty, it is important that you bring it to our attention as soon as possible. The Disability and Dyslexia Services Office (DDS) representative in the EPMS School is Jenny Lee. You must also contact the DDS (Founder’s West 1st floor; Tel: +44 (0)1784 276473; email: disability-dyslexia@royalholloway.ac.uk) who will advise on appropriate sources of help.

2.4  Students’ Union Royal Holloway University of London (SURHUL)

The Students' Union Royal Holloway University of London (SURHUL) is a registered charity (Registered No: 1141998) and actively represents the students of Royal Holloway University of London. SURHUL promotes your needs and interests by offering employment, participation,
entertainment, support and advice, your clubs and societies, catering, transport, volunteering, campaigning and advocacy.

The SU Advice Centre, situated on the first floor of the Students' Union, is a free service that offers you the opportunity to discuss any concerns you may have and receive impartial advice and information from the team of experienced and professional advisers. 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.

Phone: 01784 24 6700
Email: helpdesk@su.rhul.ac.uk

Find out more about the Students’ Union

2.5 Staff-student committee

We want to hear your views on the way the department operates. There is a staff-student committee on which Undergraduate students are represented. Course representatives are elected by you to represent your views and ultimately, to help improve the quality of education provided by the College.

The Students’ Unions take the lead in training and supporting course representatives, working with the department and professional services to help you make as many positive changes as possible.

The Staff-student Committee meets at least once a term and plays an important role in the department as a forum for airing student views. For more information see the Course Reps page on the SURHUL website.

2.6 Student Services Centre

The Student Services Centre is located in the Davison Building and provides a single point of contact for all non-academic related queries including accommodation, fees, enrolment and graduation.

Phone: 01784 27 6641
Email: studentservices@royalholloway.ac.uk

Find out more about the Student Services Centre

2.7 Student Advisory & Wellbeing

The College offers a high level of student wellbeing support which includes triage and support through Student Wellbeing, a BACP accredited Counselling Service, dedicated disability & dyslexia support, financial and budgeting advice and support for international students. There is also access to an NHS run GP surgery on campus.

Phone: 01784 44 3394
Email: wellbeing@royalholloway.ac.uk

Find out more about Student Advisory & Wellbeing
2.8 Student Wellbeing

Student Wellbeing provides advice and guidance to all students on personal and emotional wellbeing, to assist you in maintaining a healthy balanced lifestyle and to support you from transition to university and then in the continuation of your studies towards graduation. The Student Wellbeing team actively encourages all members of the campus community to alert them to concerns or signs of vulnerability to enable proactive engagement with intervention.

Phone: 01784 44 3395 / 44 3132 / 27 6757
Email: wellbeing@royalholloway.ac.uk

Find out more about Student Wellbeing

2.9 Disability & Dyslexia Services (DDS)

If you have a disability, long standing medical condition or specific learning difficulty, it is important that you bring it to the College's attention as soon as possible.

The College Disability & Dyslexia Services support dyslexic and disabled students and those with mental health or chronic medical conditions to demonstrate their academic abilities by arranging support packages, dyslexia assessments and study skills sessions.

Phone: 01784 27 6473
Email: disability-dyslexia@royalholloway.ac.uk

Find out more about Disability & Dyslexia Services

Your first point of contact for advice and guidance is your Disability & Dyslexia Services Network Member in your department:

Name: Jenny Lee
Phone: 01784 276881
Email: EPMS-School@rhul.ac.uk

2.10 International Student Support Office (ISSO)

The International Student Support Office offers advice to international students on visa issues, working in the UK, opening a bank account, processing federal loans and police registration.

Phone: 01784 27 6168
Email: internationaladvice@royalholloway.ac.uk

Find out more about the International Student Support Office

2.11 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 CeDAS Office can be found on the ground floor of the International Building, room IN002, and you can follow them on Twitter: @cedasrhul.

2.12 IT Services Desk

The College IT Service Desk offers a range of support covering all aspects of IT services, such as email access, connecting to the College’s wireless network, connecting devices such as iPads and making use of College printing facilities. The IT Service Desk will also be able to provide expert advice and guidance on a range of more specific IT issues, should you experience any problems. They also offer a range of free software, including Microsoft Office 365, Sofos Antivirus, NVivo and SPSS.

Phone: 01784 41 4321
Email: itservicedesk@royalholloway.ac.uk
In person: Visit the IT support office in the Davison Library (ground floor)

Find out more about IT Services

3 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 contact you to inform you of changes to teaching arrangements, special preparations you may have to make for a class, or meetings you might be required to attend. You will need to contact members of the Department if, for example, you are unable to attend a class, or you wish to arrange a meeting with your Personal Tutor.

3.1 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 campus-wide portal, CampusNet or direct via Outlook.com.

We will routinely email you at your College address and you should therefore check your College email regularly (at least daily). We will not email you at a private or commercial address. Do not ignore emails from us. We will assume you have received an email within 48 hours, excluding Saturdays and Sundays.

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.

3.2 Post

Students should not use the College address for private mail. Administrative staff will alert you via
email to any internal mail received by the Department or School.

### 3.3 Your Contact Information

There can be occasions when the Department needs to contact you urgently by telephone or send you a letter by post. It is your responsibility to ensure that your telephone number (mobile and landline) and postal address (term-time and forwarding) are kept up to date. Further information about maintaining your contact information is available here.

You can find out about how the College processes your personal data by reading the Student Data Collection notice.

### 3.4 Personal Tutors

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

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

### 3.5 Questionnaires

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

### 4 Teaching

#### 4.1 Dates of terms

Term dates for the year are as follows.

**Autumn term:** Monday 23 September to Friday 13 December 2019  
**Spring term:** Monday 13 January to Friday 27 March 2020  
**Summer term:** Monday 27 April to Friday 12 June 2020

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/practicals etc., you are expected to inform your department and fill in a Notification of Absence Form (explained further below). During the summer term, after the examination period, you are expected to attend all required academic activities organised by the department and to be available should you be required to meet with College staff for any reason.
4.2 Academic Timetable

Your individual student timetable will be available via the Your Timetable page on the Student Intranet. Log in with your College username and password and view your timetable via the system or download to a personal calendar. In September you will receive communications by email about exactly how to access and download your timetable, so keep any eye out for these. Timetables are subject to change during the course of the academic year, so you should check yours regularly, (as a minimum every two days) to ensure you are using the most up to date timetable. The college will endeavour to notify you via an e-mail to your RHUL account for late changes to your timetable that will affect teaching within the next two working days, so please also check your emails regularly. All classes start on the hour. They end ten minutes before the hour to allow you to move between classes.

4.3 Study weeks

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

5 Attending classes and engaging with your studies

The College has a responsibility to ensure that all students are attending classes regularly and progressing with their studies. We also have legal obligations placed on us under the Equality Act (2010), UK Visa and Immigration (UKVI) and Student Finance to ensure we monitor your attendance and engagement with studies.

Your regular attendance in class and consistent engagement with your studies are essential to your learning experience with the College. If you encounter difficulties with this, do please tell your tutor or another member of staff as soon as you can. They will put you in contact with Disability and Dyslexia Services (D&DS) who will tell you what support can be offered. Failure to attend and/or absence without permission from the College can result in serious consequences and may lead to disciplinary action, including the termination of your registration.

5.1 Attendance requirements

Your classes are the learning activities deemed essential to your programme of study. These could include a variety of different activities, including lectures, seminars, tutorials, workshops, field work, laboratory work, and meetings with your Personal Tutor.

While you are expected to attend all the classes related to your programme of study, the College understands that emergencies may occur at any time throughout the year. In light of this, the attendance threshold is set at 80% of monitored activities as set by College. 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.

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. The Undergraduate Regulations stipulate that the amount of paid work undertaken by a student enrolled with the College on a full-time basis must not exceed 20 hours per week during term time. You may not undertake paid work which may conflict with your responsibilities as a student of the College. International students must ensure that any working restrictions, as stated on their visa, are also adhered to.

5.2 Monitoring attendance

It is your responsibility to make sure that your attendance has been recorded. It is also essential that you arrive at your classes in good time, as you will be marked absent if you turn up late without good reason.

You will be contacted in the event that:

i. you display a pattern of absence that the department feel is affecting or is likely to affect your work, i.e. failure to attend for two weeks without providing a valid reason or your attendance percentage drops close to or below the threshold

ii. you display a pattern of absence that causes concern over your wellbeing or which may point to an undisclosed disability

5.3 Formal Warnings

Should it become apparent that there are no acceptable reasons for your non-attendance and/or general lack of engagement with your studies, you may be issued 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 in section 24 of the Undergraduate 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.

5.4 Withdrawal of visa

If you are sponsored by Royal Holloway on a Tier-4 (General) Student visa, should your registration at the College be terminated for non-attendance, general lack of engagement with your studies or any other disciplinary matter you will be reported to the UK Visa and Immigration (UKVI) and your Tier 4 (General) Student 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 (General) Student visa, including attendance and completion of assessments, the College may terminate your student registration without following the disciplinary procedures outlined in the Academic Regulations. This decision would not be open to appeal as it is part of the College’s obligations to the UKVI. Please see our Undergraduate Regulations. Visa advice can be provided by our International Student Support Team (internationaladvice@royalholloway.ac.uk).

5.5 Missing classes
If you face difficulty in attending any classes or undertaking an assessment it is very important that you inform Student Administration as early as possible, giving the reasons for your non-attendance. Student Administration will decide whether or not to authorise your absence. If you are experiencing such difficulties on an ongoing basis, please contact your Personal Tutor. In addition, an extensive range of additional support, guidance and advice is available from the College’s Student Advisory & Wellbeing teams. As explained in section 2 above, the Students’ Union also operate an Advice Centre.

If you are unable to attend classes for whatever reason you must tell the department in which you are taking the course(s) in question and follow the Notification of Absence Procedure to notify Student Administration. You must submit a Notification of Absence Form together with any supporting documentation either before your absence begins or within five working days of the end of the period of absence. The exact form to submit depends on the reason for your absence, as explained in the on line guidance.

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. If you are sponsored by Royal Holloway on a Tier-4 (General) Student visa please be aware that if you do not follow the process to submit a notification of absence or have an acceptable reason for absence you are putting your Tier 4 visa at risk of withdrawal. Therefore, it is very important that you continue to communicate with the College through your Department and the Advisory & Wellbeing teams if you are struggling to attend.

5.6 Missing an examination

If you are unable to attend an exam (e.g. through reasons of sudden illness) then there are two steps to follow.

Step 1
You must notify the Student Services Centre at the earliest possibility. Wherever possible, please e-mail them at studentservices@royalholloway.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 why you cannot attend the exam. The Student Services Centre will then forward this information to your department so that we are aware of your non-attendance.

Step 2
Read the Extenuating Circumstances Guidance and, if your circumstances meet the criteria outlined in the guidance, complete and submit the Extenuating Circumstances application form with your supporting evidence. Section 8 below provides further details about Extenuating Circumstances.

6 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 the Programme Specification Repository.
6.1 Department Specific information about degree structure

First, an example, to clarify some terminology. MT1810 Number Systems is a course on the Maths and Physics BSc programme. Sometimes we talk about passing MT1810 contributing 15 credits towards your final degree qualification.

You take 120 credits each year (or stage) of your programme. This means eight courses per year, some courses may be double weighted and equal 30 credits per course (All Maths courses except the Fourth Year MSci project (worth 30 credits) are worth 15 credits, but if your programme is not wholly within Mathematics you could well be taking some 30 credit courses in your other department.)

Your degree programme determines which courses you can take at any given stage. Please see the Course Registration 2019-20 FAQs on the Department’s website for more details.

The rules for progression from each stage of your programme to the next depend on whether you started in 2015-16 or earlier. The full College regulations for students to progress to the next year of their programme can be found on the intranet. If you have any query on these or any other regulations, please ask your personal tutor or the Academic Coordinator.

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

6.2 Course registrations

You can only register for 120 credits’ worth of courses in each academic year (this excludes courses which are being re-sat). You will have the option of changing courses up to the end of the second week after the start of teaching (excluding Welcome week). Any courses that you wish to take on an extracurricular basis (that is, not counting towards your degree) must be identified at the start of the academic year.

6.3 Change of programme

You may transfer to another programme subject to the following conditions being met before the point of transfer:

(a) you must satisfy the normal conditions for admission to the new programme;
(b) you must satisfy the requirements in respect of mandatory courses and progression specified for each stage of the new programme up to the proposed point of entry;
(c) the transfer must be approved by both the department(s) responsible for teaching the new programme and that for which you are currently registered.
(d) if you are a student with Tier 4 sponsorship a transfer may not be permitted by Tier 4 Immigration rules.
(e) you may not attend a new programme of study until their transfer request has been approved.

Further information about changing programmes is available in Section 8 of the Undergraduate Regulations.

You cannot switch to the MSci programme after the start of Term 1 of Year 3. If you are an MSci student, we will approve a switch to the corresponding BSc programme at any time before the start of your Fourth Year exams. If you are in the Fourth Year, this means you would graduate with a BSc.
Further information about changing programmes is available in Section 8 of the Undergraduate Regulations. If you hold a Tier 4 (General) student visa, there may be further restrictions in line with UKVI regulations.

7 Facilities

7.1 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.

The Ground Floor of the Library contains a High Use Collection which includes many of the books assigned for undergraduate courses. 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 on the ground floor to use in other study areas.

The Information Consultant for Mathematics is Eva Dann, who can be contacted at Eva.Dann@rhul.ac.uk.

7.2 Photocopying and Printing

The departmental printers and photocopier are reserved for staff use. Copier-printers (MFDs) for students are 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 here.

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. 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.

7.3 Computing

There are ten open access PC Labs available on campus which you can use, including three in the Computer Centre. For security reasons access to these PC Labs is restricted at night and at weekends by a door entry system operated via your College card.

How to find an available PC

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: https://intranet.royalholloway.ac.uk/it/training/home.aspx

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

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

Excel and R

The statistical package Excel and R is used in some statistics half-units. It is on the PCs in MC103, and on most other PCs around the campus (where you usually enter via Programs – Current Applications).

Mathematica and Maple TA

Mathematica is available on most PCs on campus including those in MC103. There will be an introduction to Mathematica session for all new students during Welcome Week. Maple TA is a software system for the electronic marking of coursework. It is used in some courses to mark and provide feedback on weekly worksheets.

Computer use and regulations

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

8 Assessment Information

8.1 Coursework Essays and Dissertation

Dissertation

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

Coursework

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

The following calculators are approved by the Department for use in the exams:
the TI30X
the Casio FX83 GTPlus
the Casio FX85 GTPlus

Your calculator must have a MT sticker on it which can only be affixed by the EPMS School Admin team. If you have lost your calculator you can purchase a new one by contacting EPMS-School@rhul.ac.uk. Please also note that spares are not allowed. This means you will not be allowed to use any other calculator apart from the ones approved by the Department and if you forget it on the day of the exam, the invigilators are not allowed to issue any spares, so please do not forget yours!

Projects

Several courses in the Department require you to complete assessed project work which will contribute to the final mark for the course. The course lecturer will inform you at the start of term of the procedure for handing in these projects; in particular, please take note of the deadlines for work to be handed in, and the penalties (see Section 8 below) for the late submission of work.

MT2500/MT3500: group selection and dispute resolution

The second and third year courses MT2500 and MT3500 incorporate group work throughout, and a presentation component. The groups are chosen by the students, and may change for each assignment. Should a dispute arise within a group, which the group itself cannot resolve, that group should contact the course lecturer who will facilitate the dispute resolution.

MT3090: Mathematics in the Classroom

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

MT3000 and MT4000: Course guidelines and marking criteria

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

**Deadline extensions for projects**

Please see Subsection 8.10 below.

**8.2 Anonymous marking and cover sheets**

All work that is submitted for summative assessment is marked anonymously. (The only exceptions to this are the projects submitted for MT2500, MT3500, MT3000, MT3090 and MT4000, where the subject will reveal the author’s identity.)

**8.3 Submission of written work**

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

**8.4 Stepped Marking**

Work submitted for assessment will be graded by using a set of marks with the pattern X2, X5 or X8. This means that an upper second class piece of work would be awarded 62%, 65% or 68%. This approach, which is called stepped marking, has been found to help in better aligning grades with marking criteria and for providing greater clarity to students about the standard of their work and how close they are to lower and upper grade boundaries. For example, a 62% represents a low 2:1, while a 68% indicates a high 2:1.

Assessed work which is quantitative (e.g. numerical or multiple-choice tests), where there are ‘right or wrong’ answers, e.g. language tests/exercises and/or where there is a detailed mark scheme under which each question is allocated a specific number of marks will be exempt from stepped marking.

**8.5 Policy on the return of marked student work and feedback**

The full policy on the return of marked student work and feedback is available [here](#).

**Return of marked student work and feedback**

All assessed work (other than formal examinations) should be returned with feedback within 20 working days of the submission deadline, except in cases where it is not appropriate to do so for exceptional and/or pedagogic reasons. These may include the assessment of dissertations, final year projects, taped case studies, audio visual submissions, where the marking has been delayed due to staff illness and/or where an extension to the submission deadline has been granted. The deadline for the return of the marked work with feedback will be made clear to students when they receive their assignments. In the event that the intended deadline cannot be met for reasons such as those listed, the revised deadline will be communicated to students as soon as possible.

**8.6 Progression and award requirements**

The Regulations governing progression and award requirements are set out in your Programme
Specification Programme Specification Repository (and also more generally in the Undergraduate Regulations).

8.7 Examination 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.

8.8 Penalties for late submission of work

Work submitted after the published deadline will be penalised in line with Section 13, paragraph (4) of the College’s Undergraduate Regulations.

Section 13 (4)

‘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 believe that you will be unable to submit coursework on time because of illness or other acceptable causes then you should apply for an extension to allow you to submit the work late without suffering a penalty. If you did not request an extension but then miss a deadline due to factors which have affected your ability to submit work on time, then you may submit a request for extenuating circumstances to be considered. Please note however that if you do so, you will have to provide convincing reasons why you had been unable to request an extension.

8.9 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, paragraph (5) of the College’s Undergraduate Regulations:

Section 13 (5)

Any work (written, oral presentation, film, performance) which exceeds the upper limit set will be penalised as follows

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

(b) for work which exceeds the upper limit by more than 10% and up to and including 20%, the mark will be reduced by twenty percent of the mark initially awarded;

(c) for work which exceeds the upper limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.
The upper limit may be a word limit in the case of written work or a time limit in the case of assessments such as oral work, presentations or films.

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

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

8.10 What to do if things go wrong – Extensions to deadlines

You are expected to manage your time appropriately and hand in your coursework assessments on time. However, occasionally unforeseeable or unpreventable circumstances arise which prevent you from submitting your work on time. If this is the case you may be able to apply for an extension to your submission deadline without suffering a penalty.

Please refer to the Extensions Policy and guidance on the College’s webpage about Applying for an Extension.

Please note: - Not every assessment is eligible for an extension.

Listed below are the assessments for which extensions cannot be granted (i.e. are exempt):

- Weekly homework submissions
- MT2800 Group Project

8.11 What to do if things go wrong – the “Extenuating Circumstances” process.

If you are unable to submit coursework because of unforeseeable or unpreventable circumstances please refer to section 8.9 ‘What to do if things go wrong – Extensions to Deadlines’. If an extension is not possible, you may be able to apply for extenuating circumstances.

The policy is explained in full in the Extenuating circumstances – Guidance for students.

What is an Extenuating Circumstance?

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. You can read more about them here.

This means that such circumstances rarely occur. They are outside your control if they are:

- Unforeseeable - you would not have prior knowledge of the event (e.g. you cannot foresee whether 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. The policy is explained in full in the Extenuating circumstances – Guidance for students.

Absence from an examination

Section 5 above explains what to do on the day you miss an examination if it was due to extenuating circumstances.

Applying for extenuating circumstances

Before going ahead, you should check that your circumstances meet the criteria. These are explained in full in the 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.

If you apply for extenuating circumstances, you will need to supply a full explanation of your situation together with any supporting documentation.

Deadlines for submission of extenuating circumstances

Extenuating circumstances applications should be submitted as close to the affected piece of assessment/exam as possible.

The deadlines for submitting extenuating circumstances are listed in the Instructions to Candidates and the College webpages for Exams, Assessments and Results

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 Student Advisory & Wellbeing teams as soon as possible. This will allow us to consider strategies that will help you manage the situation. Examples might be that you have an illness that does not constitute a disability, a close family member is ill and needs your support, or you have suffered an adverse life event.

It may be that the circumstances are severely affecting your ability to study by causing you to repeatedly miss scheduled teaching and/ or affecting your ability to complete assessments. If this is the case and there is no reasonable way to help you to manage the situation, then you may need to consider, in consultation with your department and Student Advisory & Wellbeing, if it would 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 Extenuating Circumstances Committee will be able to take action to mitigate such circumstances. For further information, please read the Extenuating circumstances – Guidance for students.

8.12 Support and exam access arrangements for students requiring 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 (DDS) can put in place adjustments, 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 for an assessment of your needs before adjustments, support and exam access arrangements (’) can be put in place. There is a process to apply for special arrangements for your examinations – these are not automatically put in place - and there is a deadline in term 2 for these to be arranged. Disability and Dyslexia Services can discuss this process with you when you register with them. Please see section 2 above 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 make further allowance in relation to your disability or SpLD.

8.13 What to do if you have difficulty writing legibly

It is College policy not to mark scripts which are illegible. If you anticipate that you may have difficulty in writing by hand which would lead to your scripts being illegible you should contact 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.

8.14 Academic Misconduct

The College regulations on academic misconduct (also known as assessment offences) can be found on the Attendance and Academic Regulations page of the student intranet.

Academic misconduct includes, but is not limited to plagiarism (see below), commissioning, duplication of work, (that is, submitting work for assessment which has already been submitted for assessment for the same or another course), falsification, impersonation, deception, 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 academic misconduct 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 academic misconduct. The College treats academic misconduct very seriously and misunderstanding about what constitutes academic misconduct will not be accepted as an excuse. Similarly, extenuating circumstances cannot excuse academic misconduct.

What is 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.

9 Careers information

The College’s Careers & Employability Service is based in the Davison Building. The careers service run a number of industry themed weeks and a range of standalone events during the academic year including a careers fair in October. Our events are open to all students. One to one appointments are available all through the year where you can talk over your career ideas or get your CV, cover letter or application checked. You can also book a practice, in person or video interview.

Our website and Careers Moodle has a wide range of help and information including interview skills, writing CVs and applications, assessment centres & psychometric tests. For more information about all Careers events and appointments visit their website or come along and speak to their friendly and helpful staff.

10 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 procedure and permitted grounds for appeal can be found on the Academic Appeals webpage.

11 Health and Safety Information

The Health and Safety webpage provides general information about our health and safety policies.

11.1 Code of practice on harassment for students

The College is committed to upholding the dignity of the individual and recognises that harassment can be a source of great stress to an individual. Personal harassment can seriously harm working, learning and social conditions and will be regarded and treated seriously. This could include grounds for disciplinary action, and possibly the termination of registration as a student.

The College’s Code of Practice on personal harassment for students should be read in conjunction with the Student Disciplinary regulations and the Complaints procedure.
11.2 Lone working policy and procedures

The College has a 'Lone Working Policy and Procedure' that can be found here.

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.

12 Equal Opportunities Statement and College Codes of Practice

12.1 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.