



SCHOOL OF BUSINESS AND MANAGEMENT

# UNDERGRADUATE STUDENT HANDBOOK

2024/2025

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# 1 Introduction to your department

## 1.1 Welcome

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

The School of Business and Management was founded in September 1990. Our mission is to provide an intellectually challenging and directly relevant undergraduate education for people intending to pursue management and professional careers.

As a relatively new academic discipline business and management is interdisciplinary. An intellectually challenging approach is adopted at Royal Holloway. Faculty members have backgrounds in accounting, history, economics, sociology, psychology, geography, anthropology, political science, international relations, gender studies and visual culture. Diverse perspectives also reflect an international faculty drawn from 25 nations.

Comprehensive coverage of business and management is offered by five subject groups: Accounting & Finance; Marketing; Organisation Studies & Human Resources Management; Strategy, International Business & Entrepreneurship; and Digital Innovation & Management. Between these departments, we offer a portfolio of around 140 different modules across a range of undergraduate and postgraduate courses. These are taught by internationally renowned experts who share their research and industry experience so you can gain current and relevant business and management skills and knowledge.

The School of Business and Management is accredited by the Association to Advance Collegiate Schools of Business (AACSB), the longest-serving global accrediting body for business schools and is proud to be a signatory to the United Nation's Principles for Responsible Management Education.

## 1.2 How to find us: the Department

The School of Business and Management is located in the Moore Building Building (location number 1 on the Campus Map found on the next page) - turn left as you come into the main College entrance, go straight on and follow the road round until you see the Moore Building on your left.

### 1.3 Map of the Egham campus

## Our campus

**School office locations**

- 1** School of Business and Management  
Moore Building - 0-11
- 2** School of Engineering,  
Physical and Mathematical Sciences  
Bedford Building - 1-29
- 3** School of Humanities  
International Building - 149
- 4** School of Law and Social Sciences  
McCrea Building - 1-01
- 5** School of Life Sciences and the Environment  
Welfson Building - T18
- 6** School of Performing and Digital Arts  
Katherine Worth Building - 0-01
- 7** Doctoral School Founder's South Tower 1-05

**Key**

- Academic
- Social and Sport
- Accommodation
- Car park
- Accessible car parking
- Steps, not accessible
- Rough path may not be accessible
- Bus stop
- Pedestrian crossing
- Café
- Shop
- Library
- Cash point
- Event & exhibition spaces
- Student Services Centre
- Enterprise and Careers Hub
- Wellbeing
- Volunteering Hub
- CeDAS
- GP Surgery
- Post Room

**Kingswood**

Find out all you need to know about starting at  
Royal Holloway at [royalholloway.ac.uk/welcome](http://royalholloway.ac.uk/welcome)

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 University. Find more information about the Parking Permit portal [here](#).

## 1.4 How to find us: the staff

### CONTACT DETAILS

<b>Executive Dean:</b>	Prof. Christos Tsinopoulos 01784 414978 Moore Building 1-02 <a href="mailto:Christos.Tsinopoulos@rhul.ac.uk">Christos.Tsinopoulos@rhul.ac.uk</a>
<b>Head of Departments:</b>	Prof. Sameer Hosany (Marketing) 01784 414301 McCrea 2-60 <a href="mailto:Sameer.Hosany@rhul.ac.uk">Sameer.Hosany@rhul.ac.uk</a>
	Dr. Chin-Ju Tsai (Human Resource Management and Organisational Studies) 01784 443858 McCrea 2-35 <a href="mailto:Chin-Ju.Tsai@rhul.ac.uk">Chin-Ju.Tsai@rhul.ac.uk</a>
	Prof. Tom Wainwright (Strategy, International Business and Entrepreneurship) 01784 276302 Moore Annex MX105 <a href="mailto:Tom.Wainwright@rhul.ac.uk">Tom.Wainwright@rhul.ac.uk</a>
	Prof. Suki Sian (Accounting and Financial Management) 01784 McCrea 2-14 <a href="mailto:Suki.Sian@rhul.ac.uk">Suki.Sian@rhul.ac.uk</a>
	Prof. Philip Wu (Digital Innovation and Management) 01784 414151 Moore Annexe MX110 <a href="mailto:Philip.Wu@rhul.ac.uk">Philip.Wu@rhul.ac.uk</a>
<b>School Manager:</b>	Helen Bacci 01784 414963 Moore Building (Room 103) <a href="mailto:Helen.Bacci@rhul.ac.uk">Helen.Bacci@rhul.ac.uk</a>
<b>Year Administrators:</b>	First Year: <a href="mailto:1st-MN-UG@rhul.ac.uk">1st-MN-UG@rhul.ac.uk</a> Second Year: <a href="mailto:2nd-MN-UG@rhul.ac.uk">2nd-MN-UG@rhul.ac.uk</a> Final Year: <a href="mailto:Final-MN-UG@rhul.ac.uk">Final-MN-UG@rhul.ac.uk</a>

## 1.5 How to find us: the School office

The School's Undergraduate Administration office is located in the Moore Building - Room 11.

## 1.6 The Department: practical information

Undergraduate enquiries should be directed to the relevant year administrator (email addresses found in section 1.4) within the School's UG Administration Office, located in the Moore Building Room 11. The Office is open Monday to Friday between 10:00 and 16:00 during term time, with emails monitored until 17:00.

## 1.7 Staff research interests

As a School of Business and Management we apply the insights of social science to the management of private, public, and voluntary sector organisations. A shared feature of our research is its international and comparative focus, with a strong historical, sociological, and political-economic approach to management issues and activities. We have three research theme groups: Critical and Historical Research on Organisation and Society (CHRONOS); Digital Organisation and Society (DOS); and Sustainability, Responsibility and Ethics (CRIS).

We have approximately 130 academic staff in a rapidly expanding faculty, covering the main areas of management. Our faculty includes staff from over 25 countries, and we are committed to teaching and research excellence.

Staff regularly publish their research in leading international peer-reviewed journals. Our research contributes to theory building, policy and practitioner debates, as well as influencing academics, managers and government policymakers alike.

Alongside our top-quality research and teaching, much of the work done at the Royal Holloway School of Business and Management has real value and influence outside of the academic world. Our academics are engaged and in demand to give their input to policy, business, and public sector challenges.

Please see the following link for our faculty: [https://pure.royalholloway.ac.uk/portal/en/organisations/school-of-management\(e2ffad21-d17f-46a3-aa2e-657coda074fe\)/persons.html?filter=current](https://pure.royalholloway.ac.uk/portal/en/organisations/school-of-management(e2ffad21-d17f-46a3-aa2e-657coda074fe)/persons.html?filter=current)

## 2 Support and advice

### 2.1 Support within your School

The School Helpdesk is there to help you with any questions or concerns you might have about your studies. It is situated in Moore Building - Room 11. Opening hours are 9:00am to 4:00pm during term time. The Helpdesk is staffed throughout these opening hours, and queries outside of these hours should be sent in an email. The Helpdesk is staffed throughout these opening hours. You can call in person during opening hours, ring 01784 276213 or email your year specific inbox (see below). 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.

The first point of call for support from the School of Business and Management is through your year group specific emails (see below) however, online personal meetings can be arranged through MS Teams if required.

Year group specific inboxes to contact for any queries are as follow:

First Year: [1st-MN-UG@rhul.ac.uk](mailto:1st-MN-UG@rhul.ac.uk)

Second Year: [2nd-MN-UG@rhul.ac.uk](mailto:2nd-MN-UG@rhul.ac.uk)

Final Year: [Final-MN-UG@rhul.ac.uk](mailto:Final-MN-UG@rhul.ac.uk)

The College also 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. Further details of each service can be found online on the Royal Holloway, [Student Wellbeing](#) page.

If you have a disability or specific learning difficulty, it is important that you bring this to the School's attention as soon as possible.

You will also need to contact the College Disability and Neurodiversity team by telephone: 44 (0)1784 414621 or email ([disability@royalholloway.ac.uk](mailto:disability@royalholloway.ac.uk)) and they will advise you on appropriate sources of help.

## 3 Communication

### 3.1 Post

You should arrange to have your post delivered to your student accommodation or home address.

### 3.2 Notice boards

The official student notice boards are on the walls in the Moore Building.

Central Timetabling and the School of Business and Management will endeavor to notify you of any class time changes or room changes via College email and/or Moodle. The timetable is live so check it daily.

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

### 3.3 Personal Tutors

A Personal Tutor will have been assigned to you already and you will have time to meet with them during the first weeks of the Autumn Term. If you have not been allocated a Personal Tutor by the end of October, please e-mail your Year Administrator. (Note that exceptionally a change may be necessary due to sabbaticals, illness and changed employment circumstances.)

The role of your personal tutor is to:

- ensure you are making satisfactory progress and have strong attendance records through regular meetings in person and email contact;
- provide you with the first point of contact for all pastoral support, covering both general academic and non-academic well-being;
- connect you with specialist staff colleagues where appropriate;
- support you with personal, academic and career development planning;
- write references for applications to a masters degree and/or job.

Relationships generally do not just happen, and to benefit fully from an effective personal tutor you are expected to:

- meet your personal tutor in person at least once every term and keep in regular email contact;
- seek to build a rapport with your personal tutor (e.g. begin by finding out about their teaching, research and wider life experience);
- share successes and most importantly communicate early when things are perhaps not going quite so well;
- be honest and open;
- keep your personal tutor apprised of your academic and extracurricular progress (e.g. create a log of your feedback and reflections of your learning for discussions);
- complete a reflective review of your studies and wider university experience at the end of each year.

### 3.4 Questionnaires

Towards the end of each module, you will be asked to complete a short questionnaire that is designed to assess reactions to modules and lecturers. The objective is to pick up any problems that may have occurred, with a view to rectifying the situation in the future. Your co-operation in completing these questionnaires is much valued. These are then used in the School's Annual Review where your information may help the School

to improve the courses or our services to you.

### 3.5 Space

To book any of the rooms in the Moore Building or Moore Annex please contact the following email address: [MNRoomBookings@rhul.ac.uk](mailto:MNRoomBookings@rhul.ac.uk).

## 4 Teaching

### 4.1 Study weeks

Study weeks for the School of Business and Management will take place during the weeks commencing 4<sup>th</sup> November 2024 and 24<sup>th</sup> February 2025 during the 2024/25 academic year.

## 5 Degree structure

Full details about your degree course, including, amongst others, the aims, learning outcomes to be achieved on completion, modules which make up the course and any course-specific regulations are set out in the course specification available through the [Course Specification Repository](#).

### 5.1 Department specific information about degree structure

Full details about your course of study, including, amongst others, the aims, learning outcomes to be achieved on completion, module which make up the course and any course-specific regulations are set out in the course specification available on Moodle at the UG Management Information page.

To help you make good progress in your studies at RHUL, we have a simple on-line module SS1001 in 'Academic Integrity' which will guide you through preparing your assignments using the best academic standards. You will need to successfully complete this short module in your first year, and you can have as many attempts as you like before the deadline to pass it.

### 5.2 Change of course

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

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

Further information about changing courses is available in Section 8 of the [Undergraduate Regulations](#). If you hold a Student visa, there may be further restrictions in line with UKVI regulations.

## 6 Facilities

### 6.1 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 modules. 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 the School of Business and Management is Leanne Workman, who can be contacted at [library@rhul.ac.uk](mailto:library@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.

## 6.2 Photocopying and printing

The departmental printers and photocopiers 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 workshop 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.

## 6.3 Computing

[How to find an available PC](#)

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.

# 7 Assessment Information

## 7.1 Anonymous marking and cover sheets

All coursework and exam marking is anonymous, therefore students are required to write their candidate number and not their name or Student ID on their work. New candidate numbers are issued every year, and for 2024/25 they will start 25----- and can be viewed in your Campus Connect Portal.

You must ensure that you complete a student information front cover page which is attached as the front sheet to your work. The front cover sheet can be downloaded from the Moodle UG Management Information Page: <https://moodle.royalholloway.ac.uk/course/view.php?id=1940>

## 7.2 Submission of work

Please refer to the relevant Moodle module page for coursework deadlines. There is also a PDF of all deadlines on the UG Management Information Page. Your year administrators will email a reminder usually a week prior to the deadline. It is your responsibility to ensure that you submit the correct and final version of your coursework.

**ALL coursework deadlines are 12:00 noon (UK Time)** for work which will be assessed as part of your final grades. All modules will only require an electronic version of your work. Year Administrators will email students in advance of the deadline with full submission instructions.

Submit the work to the Turnitin link via the Moodle module page; you will receive a Turnitin ID receipt number via your College email account to confirm submission.

As marking is anonymous, it is vital that ALL your electronic submissions have the file name in this format:

Candidate Number, Module Code, e.g. 25-----\_MN1205.

### 7.2.1 Group work

Please ensure that ALL members of the group have their Candidate Number placed on the front cover page.

Only the Group Leader should submit the work through Moodle Turnitin, again ALL group members' candidate numbers should be listed in the submission title when submitting electronically. Failure to put the candidate number may result in that student not having their mark recorded.

The return of group work differs as the Group Leader will be responsible for other group members receiving a copy of the Group Assessment Feedback with comments and marks.

## 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, paragraph (7) of the University's [Academic Taught Regulations](#):

### Section 13 (7)

*Any work may not be marked beyond the upper limit set. 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, films or performance. In the case of presentations, films or performance these may be stopped once they exceed the upper time limit.*

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 What to do if things go wrong – Extensions to deadlines

Please refer to the Extensions Policy and guidance on the University'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):

- Group Projects
- In-person Presentations
- Multiple Choice Tests / Online Exams
- Face to Face Exams

## 7.5 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 Neurodiversity Services \(D&N\)](#) 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 Neurodiversity Services Office](#) for an assessment of your needs before adjustments, support and exam access arrangements (EAAs) can be put in place. There is a process to apply for special arrangements for your examinations – these are not

automatically put in place. Disability and Neurodiversity 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 Neurodiversity Services.

Please note that if reasonable adjustments, including exam access arrangements, have been put in place for you during the academic year, the exam board will not make further allowance in relation to your disability or SpLD.

## 7.6 Academic misconduct - Plagiarism

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.

## 8 Attendance and Engagement Requirements

The College has a responsibility to ensure all students are engaging with their studies. To help ascertain this the School monitors submission of summative assessment, weekly quizzes and Multiple Choice Tests (MCTs), and general student engagement in lectures and workshops.

Should any students fall below 70% attendance in their studies they will be considered for a warning email from the School after checking with admin first in case of any extenuating circumstances. You will also be considered for a warning should you have:

- not engaged with the College in person or remotely for five consecutive days or more
- displayed a pattern of absence affecting your academic performance.

In persistent cases a formal warning will be issued from Student Administration. Further details can be found at: <https://intranet.royalholloway.ac.uk/students/study/engagement/consequences-of-not-attending-and-engaging.aspx>

### Withdrawal of Visa

If you are sponsored by Royal Holloway on a Student Visa (also known as the Student Route), should your registration at the College be discontinued for non-attendance non-engagement with your studies or any other disciplinary matter, you will be reported to UK Visa and Immigration (UKVI) and your Student Visa (also known as the Student Route), 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 Student Visa (also known as the Student Route), 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 College Regulations. Visa advice can be provided by our International Student Support Team ([internationaladvice@royalholloway.ac.uk](mailto:internationaladvice@royalholloway.ac.uk)).

Please refer to the central [Engagement web pages](#) and [Attendance and Engagement Policy](#) for full details

## 9 Health and safety information

The [Health and Safety webpage](#) provides general information about our health and safety policies.

### 9.1 Code of practice on harassment for students

The University 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 University's [Code of Practice on personal harassment for students](#) should be read in conjunction with the [Student Disciplinary regulations](#) and the [Complaints procedure](#).

### 9.2 Lone working policy and procedures

The University 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. The Department and the type of work conducted by students is classified as a low-risk activity and as such the following advice is relevant.

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

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

## 10 Core Student Handbook

The [University's Core Student Handbook](#) has further information about the following: -

- Support and Advice
- Communication
- Teaching
- Attending Classes and Engaging with your Studies
- Degree Structure

- Facilities
- Assessment Information
- Careers information
- Complaints and academic appeals procedure
- Equal opportunities statement and University codes of practice