

STUDENT HANDBOOK 2021/2022

Site: [QMplus - The Online Learning Environment of Queen Mary University of London](#)

Printed by: Anna Karaivanova

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DESCRIPTION

This handbook is for all undergraduate and taught postgraduate students in the School of Engineering and Materials Science (SEMS).

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1. FRONT COVER



School of Engineering and Materials Science (SEMS)

Student Handbook

2021/22

This handbook is for all undergraduate and taught postgraduate students in all Engineering and Materials Science programmes.

2. DISCLAIMER AND ALTERNATIVE FORMATS

This section includes:

- How to use this handbook
- Other formats
- Disclaimer

2.1. HOW TO USE

This handbook should be used together with the Academic Regulations and <http://arcs.qmul.ac.uk/students/>. This handbook provides information specific to the School of Engineering and Materials Science, while arcs.qmul.ac.uk/students gives information common to all students at Queen Mary. The Academic Regulations provide detailed information on progression, award and classification requirements.

Nothing in this handbook overrides the Academic Regulations, which always take precedence.

The Academic Regulations are available online at:

<http://www.arcs.qmul.ac.uk/policy/>

2.2. OTHER FORMATS AVAILABLE

This handbook is available in large print format. If you would like a large print copy, please contact the School Office via SEMStudents@qmul.ac.uk. If you have other requirements for the handbook, please contact the School Office.

For a PDF version, please use your web browser to print this single page version to PDF. (Some operating systems, such as Microsoft Windows 10, provide a 'Print to PDF' printer driver. Alternatively, free PDF printer drivers are available.

2.3. DISCLAIMER

The information in this handbook is correct as of August 2021. In the unlikely event of substantial amendments to the material, the School will inform you of the change by email.

Queen Mary cannot accept responsibility for the accuracy or reliability of information given in third party publications or websites referred to in this handbook.

3. CONTENTS

Please see the navigation in the right hand column to navigate to different sections including:

- School Information
- School Procedures
- Programme and Modules
- Writing and Assessment
- Student Services

4. PRELIMINARY INFORMATION

A welcome from our Head of School

4.1. SCHOOL/INSTITUTE WELCOME MESSAGE



I am very pleased to welcome our new students to the School of Engineering and Materials Science. For those of you continuing, I hope you managed to have a good break despite the current challenges, and may I welcome you back. I hope that the School provides a friendly and accessible environment for you all, and we will strive to support you in the best way possible.

The School is justifiably proud of its highly rated research across both Engineering and Materials disciplines, and we look forward to sharing our expertise with you. All our staff, both academic and support, are approachable and ready to help you. Your Advisor is an academic member of staff in SEMS who can help you make the most of your time at Queen Mary. They can provide guidance for any issues you may be experiencing (academic and non-academic). Our dedicated team in the School Office can offer advice on matters you feel may be impeding your ability to study. They are the point of contact for your administrative enquiries and, if you have a query and you do not know who to ask, contact the School Office.

In this handbook we have brought together a series of resources and information that we hope will offer an easy reference point for you as you undertake your studies at Queen Mary. Some of this information is very specific to your activities in the School, but the handbook also covers broad aspects of University life.

You are principally at university to achieve a good degree that will equip you for a range of different careers. However, I hope you will also find many of the wide-ranging extracurricular activities at QMUL of interest, to develop and broaden your interests.

I hope you will enjoy your time with us and find it exciting and motivating.

Prof Hazel Screen
Head of School

4.2. SEMESTER DATES

You can find details of semester dates for this year and upcoming years of study on the [Calendar](#).

Semester A	20 September - 17 December 2021
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Semester B	24 January - 14 April 2022
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Examinations

Semester A	6 January - 23 January 2022
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Semester B	5 May - 1 June 2022
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Late Summer Resit (LSR)	1 August - 12 August 2022
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Skills and Employability Week

Semester A	8 November - 12 November 2021
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Semester B	7 March - 11 March
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5. SCHOOL INFORMATION

This section contains information including:

- School contact details
- Communication
- Support mechanisms
- Safety and emergency information

5.1. SCHOOL LOCATION, INFORMATION, FACILITIES AND CONTACT DETAILS

The SEMS School Office

Your main point of contact for administrative matters is the SEMS School Office.

- Email: semsstudents@qmul.ac.uk
- Telephone: +44(0)20 7882 8770
- Drop in
- By appointment - [Book via MS Bookings](#)

Opening Hours

Monday to Friday, 09:30am - 16:30pm

(subject to change, please check QMPlus SEMS Landing page)

Online enquiries are dealt with Monday to Friday 9.00am - 5.00pm

Location

The Engineering Building is indicated by number 15 on the campus map: <http://www.qmul.ac.uk/about/howtofindus/mileend/>

The School Office is located on the 3rd floor.

Postal Address

The School of Engineering and Materials Science (SEMS)

Queen Mary University of London

Mile End Road

E1 4NS

5.2. COMMUNICATIONS

Queen Mary will communicate with you in a variety of ways. Formal correspondence will be sent to you by electronic letter, and it is important that you keep Queen Mary up to date with your personal details and address. You can do this online via the MySIS record system: <http://www.arcs.qmul.ac.uk/students/mysis-record/index.html>.

It is most common for the School, Queen Mary and the Students' Union to contact you by your Queen Mary email. You are assigned a university email address when you enrol, and you are responsible for checking this account on a daily basis. All major notifications and updates will be sent to you by email first.

You can access your email account by logging on to a Queen Mary computer, or, if you are not on campus, at: <http://mail.qmul.ac.uk>.

To configure your email for your personal computer and mobile devices see further guidance <http://www.its.qmul.ac.uk/services/students/email/>.

The School uses the News Forum located on the QMPlus landing page for any updates or news as well as student forums on module pages.

If you wish to contact SEMS via email, please communicate with your Queen Mary email as emails sent from your personal email account can often be blocked by "spam" filters and may never be received. We will not discuss any personal information, eg examination and progression outcomes via a personal email account as we want to verify who you are.

5.3. ADVISOR AND STUDENT SUPPORT MECHANISMS

Student Support Mechanisms

Each undergraduate student is allocated an Advisor. The Advisor is a member of academic staff who is your first point of contact in the School, to oversee your academic progress and to provide an academic reference for prospective employers.

How do I know who my Advisor is?

MySIS should show your current advisor, but if you cannot find who your current advisor is then please contact the School Office.

How do I contact my Advisor?

Your Advisor's contact details are available online. We recommend you contact your Advisor by your Queen Mary email initially.

How often should I meet my Advisor?

First year undergraduate students will be allocated to fortnightly meetings with their advisor. Alternate weeks your Advisor will operate a drop in session.

Second years should see their Advisor at least 3 times a semester. Your Advisor will contact you with details. Attendance at these sessions is compulsory and a record will be kept. Non-attendance may result in deregistration if there are questions raised about your engagement with your studies.

Third and fourth year students interact with their project supervisors as much as their Advisors, but should still see their Advisors at least three times per semester. These meetings provide you with an opportunity to discuss general issues as well as specific problems with modules, laboratories or timetables.

Masters students' project supervisors will fulfil the role of Advisor and will contact you with details of times to meet.

What is the role of the Student Support Officer?

The School Student Support Officer is Angela Jones. Angela works as part of the Student Experience Team in the School Office providing information and advice on support if you experience issues which impact on your studies. Contact Angela via the SEMS School Office.

5.4. STAFF CONTACT LIST

Key Staff	
Head of School	Prof Hazel Screen
Director of Education	Dr Adrian Briggs
Director of Impact	Prof James Busfield
Technical Facilities Manager	Dr Benjamin Gridley
Director of Research	Prof Martin Knight
School Manager	Ms Nicola Morgan
Deputy Director of Education, Education Board (ED) and Senior Management Team (SMT)	Dr Yousef Zawahreh

Programme Directors	
Aerospace	Dr Eldad Avital
Biomedical	Dr Helena Azevedo
Chemical	Dr Roberto Volpe
Design, Innovation and Creative Engineering (DICE)	Dr Karen Shoop
Materials	Dr Haixue Yan
Mechanical	Dr Hasan Shaheed
Robotics	Prof Kaspar Althoefer
Sustainable Energy	Dr Joe Briscoe

SEMS School Office – Key Contacts	
Taught Programmes Manager	Miss Daniella Peluso-White
Industrial Experience Manager	Mr Crawford Blagden
Undergraduate and Taught Postgraduate Officer	Miss Sandra Dias
Student Administrator	Mr Bijoy Das
Student Administrator	Ms Melissa Elmaci
Student Support Officer	Ms Angela Jones
Student Support Administrator	Ms Anna Karaivanova

5.5. SAFETY/EMERGENCIES

You should familiarise yourself with emergency procedures for all areas in which you work, noting the location of emergency exits, assembly points and equipment. On hearing a fire alarm in a QM building, you should immediately leave through the nearest emergency exit, unless redirected by a Fire Marshal. Do not go to any other part of the building for any reason. Proceed to the designated emergency assembly area and report to the Fire Marshal. Do not leave the assembly area or re-enter the building until instructed to do so. Failure to follow these procedures may lead to disciplinary action.

Tampering with fire alarms or fire-fighting equipment is a serious offence, and disciplinary action may be taken against any student responsible for this.

In an emergency, dial 3333 from any internal phone and clearly state the nature and location of the problem, your name, and the number you are calling from (if known). If there is no internal phone available, call 999 and follow the normal procedure. You should ensure that corridors and doorways are not obstructed and that fire fighting equipment is not removed from its station.

First aid assistance for minor accidents can be obtained by dialling 3333 from an internal phone, or 020 7882 3333 from any other telephone.

Safety in the School of Engineering and Materials Science

There are particular risks and hazards associated with work in the School of Engineering and Materials Science.

SEMS seeks to create and maintain an environment with a high level of safety. Instructions and procedures given on the SEMS intranet:

<https://admin.sems.qmul.ac.uk/healthandsafety/>

The SEMS Safety Regulations must be observed by all students using the facilities. If you do not observe the regulations you may be penalised by the University. If found to be breaking the law, you could be fined or even imprisoned.

You will not be allowed to work in the School Laboratories until you have completed the online Health and Safety Induction, as described in the handbook.

5.6. USE OF PERSONAL DATA

Personal information and data protection

During application and at (re-)enrolment you provide us with personal information about yourself such as relevant contact details and information about your background, which is held in systems such as MySIS. It's important that you ensure this information is accurate and kept up to date. Throughout your studies (or after you graduate) you may also provide, or we may collect, other personal information and you should be aware that this also includes any work you submit for assessment in the course of your studies. Tutors may occasionally use anonymised student essays (or portions from them) as part of the teaching process. We hope you will be willing to support your fellow students by allowing this, but you may opt out by contacting your school office. Other markers of engagement are monitored to help support students. If you engage with your Advisor or other support services, notes may be kept and shared with appropriate individuals.

We ensure that all personal data is held securely and will not be disclosed to third parties without your consent, unless we are obliged to do so by law - for example the annual student record that we submit to the [Higher Education Statistics Agency](#) - or other conditions allow.

HESA requires us to collect details of our students' ethnicities and disabilities as a means of monitoring the success of equal opportunities policies at a national level. This information is kept confidential and helps us to provide you with support and information on facilities and services that may be useful.

When you enrol or re-enrol online you will be asked to read a privacy notice about the purposes for which we use your personal data and to whom we may disclose it when required. You must read this carefully. All personal data is maintained in accordance with data protection legislation. For more information, visit: <https://www.qmul.ac.uk/privacy/> and/or contact Queen Mary's [Data Protection Officer](#) via data-protection@qmul.ac.uk.

5.7. SCHOOL PRIZES

Prizes are provided annually to students following the two main Subject Examination Boards (SEBs), the undergraduate SEB is usually held in June and the postgraduate SEB is usually held in October.

There are three types of prizes offered each year:

College Prizes

Prizes that are awarded by Queen Mary, University of London. There are usually around six offered per year. The prize money is allocated from Queen Mary budget and certificates are arranged by the central Bursaries team. The Bursaries team will write to the School to confirm the College prizes and criteria each academic year.

School Prizes

Prizes that are awarded by the School of Engineering & Materials Science. The prizes for 2021/22 academic year are currently under review and will be confirmed in due course.

Sponsored Prizes

Prizes that are sponsored by accrediting bodies/industrial contacts. Some of these prizes are certificates only and some may have monetary value. The prizes for 2021/22 academic year are currently under review and will be confirmed in due course.

5.8. USE OF QUEEN MARY ID CARD

You will receive a Queen Mary photo-identity (ID) card upon enrolment. This card is very important, and must be carried at all times on campus. If you do not produce this card upon request and satisfy staff that it is your card through comparison of your face and the photograph, you may be removed from the building, or from campus. Misuse of your card will normally lead to an investigation under the Code of Student Discipline (<http://www.arcs.qmul.ac.uk/students/student-appeals/misconduct/>)

The card shows your student number. You must take your card into all examinations, and display it on your table for inspection. You will also need to copy the student number onto your paper.

The card also serves as your library card, and as an access card for certain buildings and equipment (such as printers and photocopiers). Many buildings have security points at which you must show your card, and others require you to scan your card to release the doors.

You may also be required to present your card to confirm your attendance (e.g. you may need to touch your card on a reader in a lecture theatre).

It is vital that you keep your card safe and with you at all times on campus. If you lose your card, or if your card is stolen, you should contact the Student Enquiry Centre (<http://www.arcs.qmul.ac.uk/students/sec/student-card/index.html>), who will be able to help you. A fee is charged to replace lost ID Cards.

If you are not able to collect your student ID card in the first semester of teaching as you are not on campus, do not worry. Details on how to collect your student ID card at a later date will be made available via the Student Enquiry Centre website.

5.9. WHAT TO FIND ONLINE

Our **SEMS QMPlus Landing page** provides links to further information from the School including:

- Announcements previously sent
- Industrial Experience links
- Information on how we used your feedback
- SU Societies linked to the School

Information varies at different times of year to include:

- Welcome
- Exams
- Student Feedback opportunities

The School also has an **intranet** (sometimes referred to as SEMS Admin) where you can find:

- FAQs
- Change of Programme and other **Student Forms**
- **Staff contact details** (including office numbers)

Provide a list of items from the next section that can be found online. A link to the main webpage for the content (a QMPlus landing page for example) should also be in

6. SCHOOL PROCEDURES

This section provides information including:

- Assessment
- Extra circular opportunities
- Extenuating circumstances
- Changing your programme, interruption and withdrawal
- Conduct and appeals

6.1. IN-COURSE ASSESSMENT (SUBMISSION, EXTENSION, PENALTIES)

What is Coursework?

Coursework is any assessed work other than the written, end of year examinations. It may include laboratory and other practical work, projects, assignments, group projects and other written work (reports, essays, problem solving examples, etc.). Details of your coursework including the weighting is available on your QMPlus module pages. Most coursework is counted towards your final assessment (summative); however some coursework is given primarily so that you can improve your skills (formative). It is important that you complete all coursework in order to maximise your performance on the module.

The deadlines for each item of coursework will be specified by the module organiser, posted on the module pages. It is essential that you consult the module organiser if you have any doubts about the deadlines. Coursework is submitted electronically on QMPlus, the deadline for submission is 23:55 on the day of submission.

Late submission penalties

If an assignment is submitted after the specified deadline it shall be recorded as late and a penalty shall be applied, as detailed below. If there are valid extenuating circumstances then a penalty may be fully or partially waived.

- i. For every period of 24 hours, or part thereof, that an assignment is overdue there shall be a deduction of five per cent of the total marks available (i.e. five marks for an assessment marked out of 100). After seven calendar days (168 hours or more late) the mark shall be reduced to zero, and recorded as 0FL (zero, fail, late).
- ii. A student may submit work of passing standard but fail the module because of the late submission penalty. Where the student is eligible for a resit attempt in such a case, the student shall not be required to resubmit the assessment; instead, the pre-deduction mark from the first attempt shall be entered for the resit. Where a student is not eligible for a resit, this provision does not apply.
- iii. Certain assessments may cease to be a valid measure of a module's learning outcomes prior to the seven working day cut-off. For example, where feedback has been provided to the class, any submission made after that point would not be an accurate measure of attainment. In such cases, the late submission policy shall apply as normal up to the day on which feedback is given; at that point, a mark of zero (0FL) shall be applied, even if this is within seven calendar days of the deadline. Schools and Institutes must make clear to students in advance where this variant policy applies, or else the general policy shall be applied.
- iv. A late work penalty may be removed where a student provides good reason for the late submission under the extenuating circumstances policy. A student must submit a formal claim with supporting evidence in line with that policy in order for the circumstances to be considered.
- v. Schools and Institutes may award extensions to submission deadlines. This is at the discretion of the school/institute. Where a school/institute does consider the award of an extension, a student must apply before the submission date with an extenuating circumstances claim and supporting evidence. In no circumstances shall an extension set a new deadline beyond the next meeting of the relevant Subject Examination Board (though a first sit may be awarded).

Computer Files

You must keep electronic copies of any reports you prepare including backups on a separate disc or memory stick. In rare circumstances, you may be asked to resubmit your work. Computer failures or loss will not normally be accepted as a valid reason for late submissions.

Coursework for Other Schools

Some of our degree programmes include modules run by other Schools. These will have module codes which do not begin with either DEN or MAT. Coursework must be handed in to the relevant School. If you are doing modules outside the School of Engineering and Materials Science it is essential that you ascertain and follow the coursework rules for that School.

Coursework Marks

Any coursework that you submit will be logged on QMPlus. Marks for the work will be uploaded on or before the "mark return date" specified on the module page.

If you wish to contest a mark, or if you do not receive a mark for a piece of coursework which has been submitted, you must bring this to the attention of the School Office within one week of the mark return date. You should do this, or raise questions with the School Office, SEMSstudents@qmul.ac.uk

Report Presentation

Writing reports is an important professional and scientific skill that you will be taught throughout your degree. You will develop this skill throughout your studies, culminating in your final year when you will be expected to produce a substantial project report.

Group Reports

Collaboration is an important skill for an engineer and you will develop this throughout the course including group work and group reports. The coursework outline on QMPlus module pages will give details for submission of group reports including identifying requirements for specifying contributors. Each student is responsible for checking that their contribution has been included in the report. Where there is no visible contribution then that student will normally be awarded zero marks.

Learning to deal with different personalities within a group, keeping everyone motivated, and ensuring everyone has clear tasks and deadlines are key elements that your group will be assessed on.

An individual who fails to make an adequate contribution should be identified by the rest of the group. Where a group of four only produces the work of three and the non-performing student is not identified, everyone's mark will suffer.

Laboratory Sessions

Laboratory sessions whether in person or online, will supplement your learning and what you have been taught in the lectures. They are designed to prepare you for industry. Safety briefings and/or outlines are explained at the beginning of sessions, as a result, you should aim to arrive early. You will not be granted admission after 10 minutes.

Missed Laboratory Classes

If you are unable to attend a scheduled laboratory session due to extenuating circumstances, and you are able to submit independent evidence, you can submit an Extenuating Circumstances form. (see below). Please ensure you submit this within 3 days of the event. If your claim is accepted, the most likely outcome will be for you to take the online lab although you may be asked to attend a rescheduled lab in person. If your extenuating circumstances are not accepted then you will not be permitted to carry out the missed laboratory session and will be awarded zero marks for any coursework based on the missed session.

6.2. PROJECT/DISSERTATIONS

As part of your final year or your MSc you will produce a substantial project report/dissertation.

Your QMPlus module page for this module will include a Project Handbook. This includes information on content and referencing. You should agree when to hold regular meetings with your supervisor to support your research and writing up.

You will submit your report on QMPlus. The late submission policy applies (see [coursework](#)).

6.3. STYLE GUIDE

Any style requirements, including referencing (normally Harvard or numerical) for your coursework will be included in the module information on QMPlus module pages.

It is important to correctly cite your sources, including the contributions of other students within group work. See the section on writing for information on plagiarism and academic offences.

Further guidance:

<http://www.library.qmul.ac.uk/subject-guides/>

<http://www.learningdevelopment.qmul.ac.uk/>

6.4. EXTRA-CURRICULAR OPPORTUNITIES

At Queen Mary we have designed our courses, as well as many of the offerings provided to students through our Careers and Enterprise team, to broaden opportunities for you as a Queen Mary undergraduate, within and beyond higher education, so that you will be supported in planning and managing your ongoing professional development. Our approach is firmly grounded in the core Queen Mary values of respect for, and engagement with, the local area and communities, with a distinctive focus on enabling you to make a genuine societal impact through leadership in your chosen field. We have organised various modules and opportunities around the key themes of networking, multi- and inter-disciplinarity, international perspectives, and enterprising perspectives to assist you with fully realising your potential.

There will be a menu of such modules available for you to choose from, together with a range of extra opportunities available to you through Careers and Enterprise. All have been designed to offer you a wide range of experiences, and many can be included in the Higher Education Achievement Report (HEAR). This allows you to demonstrate to employers the learning gained from your involvement in extra-curricular activities.

Your Advisor will work with you to support an individualised approach, to assist you to realise your ambition and full potential.

6.5. QUEEN MARY CHARTER

The Queen Mary Charter contains a list of expectations for both staff and students to help create a community which is mutually supportive and works to further knowledge creation and dissemination

<http://www.qmul.ac.uk/ourcommunity/>

SEMS Student Charter

This student charter aims to:

- *Encourage you to take responsibility for your studies.*
- *Protect you from interruption to or distraction from your studies*
- *Preserve a friendly working environment*
- *Promote the correct and legal use of equipment provided by the School such as computers and laboratory apparatus.*
- *Develop a positive image of the teaching and research activities of the School both locally and nationally.*

This charter is specifically concerned with the following issues:

1. **Identification.** I will wear my identification card at all times on the Campus in such a way that it can easily be seen.
2. **General Behaviour.** I will conduct myself in an orderly and courteous manner in all areas of the Campus, in particular lecture rooms, the Library, Student Residences and eating areas. I accept that I should readily and fully comply with the reasonable requests of authorised University personnel at all times when on the Campus.
3. **Punctuality.** I understand that lectures, practical classes and problem solving classes begin at a specified time (typically 5 minutes after the hour) and that I am expected to be punctual. If I arrive more than **ten** minutes after the advertised start of a lecture or problem solving class, I understand that I shall not normally be allowed to participate.
4. **Attendance registers.** I understand that an attendance register may be taken during lectures and practical classes. I understand that it is my responsibility to register my attendance by the appropriate means.
5. **Maintaining regular contact.** I agree to use my University e-mail account and address for all University communications and I shall check my e-mail on a daily basis for all School correspondence.
6. **Eating and Drinking.** I agree not to consume food or drink in lecture rooms, computing laboratories or other designated teaching areas.
7. **Noise.** Chatting during lectures or other classes disturbs other students as well as the module organiser. I accept that noise makers may be required to leave the lecture room.
8. **Computer Facilities.** I agree to register for the use of the University computing facilities and that I shall only use these facilities in connection with academic work and University business.
9. **Computer Software.** I undertake not to copy software without permission from the owner or the copyright holder. I shall not install unlicensed or illegal software on any School or University computing facilities.
10. **Data Protection.** I shall not attempt to obtain access to any data relating to the administration of the University, unless explicitly told that I may do so. I understand that I have the right under the Data Protection Act to request a copy of all records relating to me which the School and the University maintains.
11. **Plagiarism.** I recognise that any individual coursework submitted must be my own. Any quotation or reference from published or unpublished work of others will be acknowledged by a citation. In particular, I shall not copy the work of another student. This is called plagiarism and is an offence as serious as cheating in a written examination.
12. **Cheating in Examinations.** I will follow all the University regulations for my proper conduct during examinations. I shall not attempt to use any memory storage device, mobile tele-communications system or written notes to assist me in any examination.

13. **Use of Equipment and Facilities.** I shall not attempt to use any laboratory or teaching facilities such as mechanical testing machines, physical characterisation equipment or microscopes unless I am either under the direct supervision from a qualified member of staff or unless I have been given written authorisation having previously followed an approved training course.

14. **Damage to Equipment and Facilities.** I shall use utmost care when using School equipment and facilities in order to avoid careless or reckless damage. However, if I am responsible for accidental damage then I shall report it immediately to the School Office.

15. **Movement of Equipment around the School.** I undertake not to move any School equipment without the prior written consent from the relevant member of staff. I undertake to return any borrowed equipment to its registered location immediately after use.

16. **Safety.** I agree to abide by the safety rules as set out by the School Safety Handbook.

17. **Other Illegal Activities.** I undertake to participate in no illegal activity throughout my study at Queen Mary.

Nothing in this charter shall override any of the Regulations of the University. The University regulations are available at: <http://www.arcs.qmul.ac.uk/>.

6.6. STUDENT ENGAGEMENT

Student Academic Engagement Policy Framework (SEMS)

Introduction

For the timely and effective administration of support, the School wishes to use the following markers of student engagement. This is to ensure that students are well supported and given every opportunity to progress with their studies and to achieve to their fullest potential whilst here.

1. Markers of Student Engagement

1. Attendance: All undergraduate students are expected to attend scheduled taught sessions including lectures, practical classes, group work, workshops, personal tutorials, seminars, computer lab sessions, problem-solving classes, exercise classes, lab sessions, project meetings, and other events which are associated with the modules for which they are registered as part of their programme of study. 'Attendance' does not always require physical attendance, eg distance learning students 'attend' through participation in teaching, learning and assessment activities.
2. Coursework Submission: All undergraduate students are expected to submit reports, exercises, essays, and other pieces of coursework associated with each module for which they are registered as part of their programme of study, by the individually advertised deadlines and method of submission.
3. Participation in Formative Assessments: All undergraduate students are expected to participate in a range of activities (with or without the allocation of marks) that help to inform teaching and learning during the learning process.
4. Marks from Summative Assessments: All undergraduate students are expected to participate in a range of activities assessing the outcomes of a learning process. Provisional and/or confirmed marks allocated from such summative assessments e.g. weekly tests, coursework, and Examinations, often contribute to the overall module grade and programme degree classification.
5. Other Student Engagement Activities: All undergraduate students are expected to participate in a range of formal or informal activities that signify continued engagement with their programme of study. Examples of such activities are scheduled meetings with Advisors, industrial visits, and group work.

2. Action Following Identification of Students Who May Require Support

1. Actions by Schools are designed to support students to engage or re-engage with their study programme. The underpinning principles are that the School, once it has admitted a student to a programme of study, has a duty of care to that student, whilst in turn the student has a responsibility to engage with the available support. In such cases, support will be designed by the School around the needs of the individual student.
2. A student identified as approaching or falling below the minimum requirements of engagement set by their School will be contacted alerting them to this, outlining support mechanisms to deal with the issues that may be contributing to this.
3. Once a student is identified as in need of support in order to re-engage with their studies, they will be invited to a meeting with their Advisor to discuss issues that might be affecting their studies, and for the provision of encouragement/advice (with possible referral to QM support services if necessary). The first port of call is the Advisor, who in turn may liaise with the Senior Tutor and the School's Taught Programmes Manager. In exceptional circumstances, a senior member of the School Management Team, such as the Director of Education or the Head of School, may be involved in this process.
4. The School will always try to help students who are experiencing problems, but we cannot do so if we are not kept informed of them. If there are factors making a student's engagement with their programme difficult, it is essential that the student discusses these with their Advisor, or an appropriate person in the School, at an early stage. This will give us the opportunity to intervene and provide the necessary support.

Learner Analytics

What is Learner Engagement Analytics and what does it have to do with me?

Let's begin with the basics! Learner Engagement Analytics is a term that is used to describe the data the University holds about your engagement with various services, as well as your demographic data. Learner Engagement Analytics is often referred to as LEA, so you may also have heard about it under that name. Currently, your engagement data comes from your digital footprints that you leave when you use QMPlus and other University systems and data about your grades and academic history. When all this data about you is brought together in one system, it's called Learner Engagement Analytics.

The following types of data may be used for the LEA system at Queen Mary:

- Background information: your name, identifiers used by the [University / College], contact details, and a link to the photo we hold of you.
- Details about your course, the modules you are taking, the credits you have achieved and your advisers.
- Details of your assessments, marks and grades obtained.
- Details of your activity in **QMPlus and other digital systems**: logins, resources viewed, assessments submitted and graded, and session timeouts.
- Details about your engagement with teaching activities.
- Any extenuating circumstances that have been approved.
- As part of the ongoing development of the LEA platform we will be including some data about your use of reading lists and may pilot the inclusion of some other data about your library usage.
- We may link data for **Statistical Purposes only** to your date of birth, ethnicity, gender, declared disabilities, entry qualifications, whether your parents were in higher education, your socio-economic background, whether you are an overseas student. Two of these data types are what is known as special category personal data: Ethnicity and Disability. They are being included within our models with the aim of improving our monitoring of equality of opportunity and to improve the accuracy of the models. These statistical analyses will allow us to identify different patterns of engagement between different groups. They will not be used to identify individuals.

As you can see, LEA has a lot to do with you – it's data about you! The University has collected this data about you for a long time, but the University has decided to create a system that brings your data from different sources together, and this new system is going to be used to analyse your data to better understand and support your journey through the University.

What will my data be used for?

It's good to be careful with your personal data, and we can assure you that your data will only be used to improve the student experience and provide tailored support when you need it. For example, in schools where LEA has been implemented in 2021-22, if we can see that your engagement has decreased, your Advisor and the student support staff in your school might reach out to you to see if you need a bit of extra support to get back on track. Another benefit is that the engagement data from all the students in your cohort can help academic staff to improve their learning materials. If a lecturer can see that most students in your class aren't opening the resources on QMPlus, it might be sign that they need to redesign the QMPlus page, so it is easier for you to access the right resources at the right time.

Now that you know what we do with your data, we also want to make it clear that your data will never be used for assessment unless you have explicitly been told that this is the case (this is only the case for a small minority of courses that have relied on engagement data for assessment for a long time, so this isn't a new feature of the LEA system). Similarly, if we can see that you have disengaged, the LEA system will never be used to make any automatic decisions about your progression. Finally, your data will never (not now, not in the future) be used for the purpose of the Prevent scheme.

Your data – like all other kinds of data the University collects about you – will be processed in accordance with the University's **Data Protection Policy** and **Student Privacy Notice**.

Who will have access to my data?

We know that you probably don't want lots of people to see your data, and only a small group of people will have access to your data. Only two groups of people will have access to your data. The first group is staff whose job it is to support you and your learning. This includes your Advisers, academic staff and student support staff. Only staff that work directly with you (so not all staff across all parts of the university) have access to see your data. The second group is staff whose job it is to develop and maintain the LEA software. This may include IT staff and staff from external software suppliers. When staff from both of these groups access your data, they must adhere to strict data protection rules. Your data will also be combined with other students' data to find trends and enable comparison. When your data is used this way, it will not be possible to identify you.

What will happen if my LEA data shows a lack of engagement?

Our first step will always be to try to get in contact with you to find out what is going on. Usually, your Advisor or someone from your Schools' student support team will contact you. If you're going through a difficult period or you are struggling to keep up with your academic work, the staff member will signpost you to relevant support services and see if any additional support needs to be put in place.

We know that all students have different study habits, so if you feel the LEA data doesn't accurately reflect your engagement, you can discuss this with the staff member that contacts you.

Your LEA data will never be used to make automatic decisions about your progression – a staff member will always reach out to you before any decisions are made!

What's the future of LEA?

First of all, we're working on a dashboard that will give students a simple way to see their own Learner and Engagement Analytics. The intention is that students can choose to use this data to monitor their progress and get an accurate idea of their progress compared to the rest of their cohort. It will of course not be compulsory to check your LEA Analytics data – it's a tool you can choose to use if you find it helpful.

As the LEA system develops, the system will also be able to make predictions based on the data that comes into the system. This feature is not available yet, but when it becomes available, it will allow staff to identify if you might need a bit more support. It will also be a way for you and your Advisor to discuss your expectations for your academic results and see if you need to adjust your engagement to make it more likely that you can achieve the results you want.

I have a concern or a question. Who can I contact?

We want to be completely transparent about the way LEA works at Queen Mary, so don't hesitate to get in touch if you have a concern or a question. In the first instance, please contact your Advisor.

6.7. ABSENCE NOTIFICATION

During term time you should expect to spend at least forty hours a week on your University studies. A significant amount of time is needed to prepare coursework, study new material and practice problem solving questions.

Absence

Students cannot be absent from Queen Mary during term-time without obtaining written agreement in advance from their Head of School. Absences should be notified to the School Office, on or by the first day of absence by emailing semsstudents@qmul.ac.uk, noting your full name and student number and the reason for your absence. You should discuss with your advisor any personal problems which may cause difficulties with attendance.

Term-Time Employment

Absence to pursue paid employment is not permitted. If your financial problems interfere with your studies, see the Advice and Counselling Service.

Seeking support

If you are experiencing any difficulties it is important to tell your Advisor or the Student Support Officer. Absence or lack of engagement can lead to deregistration from your studies.

Deregistration

In advance of deregistration you will be sent a formal, written warning and a specified period in which you must improve your attendance, participation, or submission of assessment before deregistration from your programme of study occurs.

Further information can be found in the Academic Regulations (section 2.57 onwards).

6.8. RELIGIOUS OBSERVANCE AND STUDY

Queen Mary is a diverse community of over 25,000 students and staff. With a variety of faiths and beliefs represented on campus, we are committed to tolerance, understanding and co-operation, as well as to ensuring as far as possible that our policies are consistent across all needs. Many religions and beliefs require their members to pray at specific times during the day, or have special festivals or spiritual observance days. We recognise therefore that students at Queen Mary often strike a balance between their educational and religious commitments.

One of Queen Mary's fundamental aims is to provide an education that is judged internationally to be of the highest quality. It would be both impractical and inconsistent with our aims as a university to suspend teaching for reasons of religious observance, but we will accommodate students' religious commitments where we reasonably can do so. This may include providing learning materials (potentially including QReview recordings) online and permitting students to attend classes at different times where there is availability.

Students are expected to stay engaged and up-to-date with their studies throughout their time at Queen Mary. Schools and Institutes should make their expectations for attendance and submission of coursework clear to students at the beginning of their studies, and students should inform themselves beforehand about the potential implications of missing learning and teaching activities. Students must also inform their school or institute beforehand if they intend to miss any teaching. We will take religious commitments into reasonable account when reviewing students attendance, but we expect students to plan their studies so that they can submit coursework on time.

The following procedures apply in the event that a special festival or spiritual observance day would result in absence from a scheduled assessment.

- In the case of an in-class test, students may request permission in advance from their Head of School or Institute to be absent on that occasion. The Head of School or Institute will consider whether reasonable adjustments can be made, for example by permitting late submission or rearranging the test. It is important to submit requests well in advance, in case reasonable adjustments cannot be made.
- Students may notify Queen Mary of any special festivals or spiritual observance days that fall during formal examination periods by submitting the relevant form by the deadline specified in the Academic Calendar. We will accommodate such requests where we reasonably can do so. We are not able to make allowances for routine religious observance during formal examination periods.

6.9. INTERRUPTION & WITHDRAWAL OF STUDIES

If you would like to interrupt, ie take a break from your studies, or leave your studies, we recommend you discuss this with the Student Support Officer at SEMSstudents@qmul.ac.uk.

Information on interruption & withdrawal of studies, including links to the relevant forms, found here:

<http://www.arcs.qmul.ac.uk/students/study/interrupting/index.html>

<http://www.arcs.qmul.ac.uk/students/study/withdrawing/index.html>

If you have decided to interrupt or withdraw, you should complete the forms and return them by email to the Student Support Officer. Please return the forms in Word. Your request will be reviewed by the School and, if approved, the forms are processed by Registry and you will receive confirmation about your change in status from them.

Please note that the Registry **deadlines** for both forms to be signed off by students registered on the majority of programmes are 5 January 2022 and 4 May 2022 (students who sign forms after these dates will remain registered for examinations in either the January or May examination periods and failure to attend may result in marks of 0 being entered and being used towards progression and award outcomes).

These deadlines also influence the fees you are liable to pay.

6.10. DEREGISTRATION

You are expected to engage with your studies. You can find further information on the School's Student Academic Engagement Policy Framework in Section 8.6. You are expected to submit coursework associated with each module you are registered for. Failure to complete this alongside a lack of attendance at synchronous sessions and other student engagement activities can lead to deregistration from your programme of study. Where this is the case, you will be given at least two warnings prior to deregistration from your programme of study.

Deregistration from programme of study

Should you not meet programme requirements for attendance or for submission of coursework, you may be deregistered from your programme of study. You will be given warnings before deregistration occurs, and you will have the right to represent your case to the School.

Tuition Fee deregistration

When you enrol or re-enrol at the start of each academic year you agree to Queen Mary's Tuition Fee Regulations, <https://www.qmul.ac.uk/tuition-fee-regulations/>, which set the deadlines for paying tuition fees. Failure to pay your tuition fees by these deadlines may lead to your deregistration from your programme of study, under College Ordinance C3.

<http://www.arcs.qmul.ac.uk/governance/council/charter/>

6.11. EXTENUATING CIRCUMSTANCES

We recognise that you may experience significant issues which impact on your studies. The extenuating circumstances process is the mechanism by which you request adjustments to the timing of your coursework or exams. This section gives details on what can be considered to be an extenuating circumstances, how to make a request and the deadlines for submitting the forms.

If your claim is approved the process can:

- offer an extension on your coursework deadline
- allow you to take part in a lab online rather than in person
- allow you to sit an uncapped exam at the next examination period for that module.

Queen Mary cannot award extra marks as an outcome of a claim for extenuating circumstances. Assessment is designed to measure achievement, not potential, and marks cannot be awarded for what a student may have had the potential to achieve. (Regulation 3.58)

You will still need to sit coursework and examinations, having extenuating circumstances will not reduce the overall workload required to pass your modules or your degree.

We anticipate you will be able to complete your coursework within the period of time of the agreed extension and therefore it is unusual for a further extenuating circumstances claim on the same coursework to be agreed. If you submit another extenuating circumstances claim and this is accepted, we cannot usually offer a further extension on the same coursework so it is more likely that you will be given an opportunity to sit an alternative piece of work at a different time.

Extenuating circumstances are defined by Queen Mary as:

Circumstances that are outside a student's control which may have a negative impact on a student's ability to undertake or complete any assessment so as to cast doubt on the likely validity of the assessment as a measure of the student's achievement.

Extenuating circumstances are usually personal or health problems. Health problems include your emotional wellbeing and mental health, as well as your physical health. Extenuating circumstances do not include computer problems, misreading your exam timetable, planned holidays or events, or local transport delays.

Queen Mary operates a **fit to sit policy**, which covers all assessments including coursework and exams. If you sit an exam or submit a piece of coursework you are deemed to be fit to do so. In such instances a request for extenuating circumstances will not normally be considered. If you do not feel you are well enough to attend an invigilated exam then you should not attend and should submit a claim for extenuating circumstances instead. You will need to attend a medical consultation within three days of the date of your exam that you missed. Similarly if you get sick during an exam and have to leave you will need to attend a medical consultation within three days.

To submit an extenuating circumstance request you must log a claim through the online extenuating circumstances task on [MySIS](#) following the instructions there. Claims must be submitted as soon as possible and **no later than 3 days after the deadline of the assessment**. If you have queries contact the School Office via SEMSstudents@qmul.ac.uk.

Your claim must be accompanied by relevant supporting evidence (for example medical certification, death certificate, police report and crime number, or other written evidence from a person in authority). Please note that although accompanying documentation can be submitted after the claim, claims without any evidence cannot be considered except in the limited cases permitted for self-certification, below. It is in your best interest to provide evidence and supporting documentation that is as comprehensive as possible.

You are entitled to self-certify on up to three occasions each academic year; each self-certification can cover a period of up to seven calendar days. This means completing and submitting the Queen Mary self-certification form in place of independent evidence. Please note that self-certification does not mean automatic approval of a claim – the school will consider it in the normal way and will need to be satisfied of the validity of the claim, and satisfied that it justifies the outcome. Any claims beyond those three must be accompanied by evidence, as described above.

When you submit an extenuating circumstance claim you will receive a formal acknowledgement, you must keep this safe for the duration of your studies. All claims must be received no later than three working days before the relevant examination board meeting otherwise they cannot be considered.

You should submit claims for coursework or labs no later than 3 days after the deadline. Deadlines for your claims for exams:

- Semester A - 24 January 2022
- Semester B - 4 June 2022

- Late summer Resit period - 15 August 2022

All extenuating circumstances claims are kept confidential until they are considered by a subcommittee of the School's Subject Examination Board. All proceedings of the subcommittee are strictly confidential, and will not normally be discussed at the full examination board meeting.

It is your own responsibility to submit any claims for extenuating circumstances, not that of your tutor. Please ensure that if you have what you believe is a valid case, you complete the submission process in accordance with the School guidelines and deadlines.

It is not possible to make a retrospective claim for extenuating circumstances, specifically once you know your results. Therefore claims submitted after the deadline will not be considered by the examination board. Please refer to the full guidance notes on extenuating circumstances from the Advice and Counselling service or online at <https://www.welfare.qmul.ac.uk/guides-and-forms/student-advice-guides>.

6.12. CHANGING MODULES OR PROGRAMMES

During your first year, there are no optional modules.

If your course contains optional modules during your second, third or fourth year; during the first two weeks of each semester, you can modify your choice of modules by reselecting your choices in MySIS. MySIS is the website you used to pre-enrol and is a portal to your student record. It shows you your personal details, such as addresses and finance, as well as your overall module results.

You are encouraged to register for your modules as soon as possible. You can find out how to change your modules on the Student Enquiry Centre website (<http://www.arcs.qmul.ac.uk/students/study/module-registration/index.html>).

Students may be permitted to change programmes in the first two weeks of the academic year. There may be restrictions as to whether this is permissible if students fail to meet the entry criteria or have failed to undertake core and compulsory modules. Some changes will continue to be permitted at later points in the academic year, for example where students wish to transfer onto or off of a programme that includes a period in industry/overseas. If you would like to join the programme with industrial experience, you will need to provide evidence of securing a placement and will need to discuss this with the [Industrial Experience Manager](#).

You should use the Change of Programme form if you want to change between the BEng and MEng programmes. The deadline for final year students to change is 1 June. Requests to join the MEng programme should only be made by students in year 3 of their studies with an average of 60%+ in their modules.

If you wish to change programmes to another course in SEMS:

[Student-Related Forms: School of Engineering and Materials Science, Queen Mary University of London \(qmul.ac.uk\)](#)

If you wish to change programmes to course outside the School:

[Changing your Programme - Academic Registry and Council Secretariat \(qmul.ac.uk\)](#)

We recommend you seek advice on the financial and visa implications of changing programmes from the [Advice and Counselling Service](#).

6.13. UPDATING PERSONAL DETAILS

It is important that Queen Mary has up to date personal details for all students. You will be able to update your personal contact details online using MySIS, however a change in name must be done in person at the Student Enquiry Centre with accompanying identification. You can find out more information on the Student Enquiry Centre website.

<http://www.arcs.qmul.ac.uk/students/mysis-record/index.html>

6.14. OPTIONAL STUDIES

Some courses have optional modules in Business, Law or Electronic Engineering and Computer Science. If this is the case, more details will be available via your module registration options.

If you wish to study abroad as part of your programme you can find more information at <http://www.qmul.ac.uk/undergraduate/erasmus/index.html> and <http://www.qmul.ac.uk/undergraduate/exchange/index.html>

Industrial Experience Placements

SUMMER VACATION WORK EXPERIENCE – ALL STUDENTS

The summer vacation offers a great opportunity to gain work experience for which you should start planning early. The benefits of work experience are many: it broadens your knowledge and experience, prepares you for what to expect when you start your first job after university, enables you to meet new people, and very importantly, it looks good on your CV. Here are some suggestions of sources of information to help you get started:

- Notice boards outside the Careers Service list voluntary work and local jobs.
- In November, the Careers Services produces a Vacation work handbook. This is followed by further publications.
- Occasionally staff within the School provide research experience within their laboratories.
- A list of companies and their interests, who can be contacted directly, can be found in the Graduate Employment and Training (GET) handbook, which is available in the Careers office.
- IAESTE is an organisation that arranges overseas summer placements, and many students in past years have participated in this programme.

INDUSTRIAL VISIT PROGRAMME – FIRST YEAR STUDENTS

To help develop awareness of industrial practices and manufacturing, the industrial visits programme complements theoretical understanding. The visits are meant to be enjoyable but for you to make the most of the opportunity it is important that you should dress appropriately, look attentive, ask intelligent questions and be punctual. Your overall conduct during these visits is important. You are acting as ambassadors for the School and the University. Frequently, the company goes to considerable expense and effort to organise these trips.

PROGRAMMES WITH INDUSTRIAL EXPERIENCE

Most degree programmes in SEMS have a parallel “with Industrial Experience” Programme identified with a different programme code. If you wish to spend a year in Industry on MEng programmes then you may undertake your placement in year three four or five; similarly on BEng programmes you can undertake an industrial placement in year three or in your final (fourth) year.

You will be supported by the Industrial Experience Manager, the Director of Industrial Relations and the Careers Office, in finding a suitable placement – but it is not guaranteed that you will be placed successfully. When you find a placement, but are not enrolled on a programme including Industrial Experience, then you will need to complete a change of programme of study form so that you are registered on the correct programme code. Your placement must be approved by SEMS to be considered part of your degree programme, but students are able to choose from numerous sectors when undertaking their industrial placement.

During your industrial experience year you must complete some compulsory assessed elements, all of which must be completed satisfactorily for your degree programme title to include “with Industrial Experience”. These will take the form of a single module, DEN616 Engineering Industrial Experience or MAT616 Materials Science Industrial Experience, and this module will appear on your degree programme transcript but will not count towards your final degree classification.

The Industrial Experience Manager will be your main contact at Queen Mary during your placement year and will visit you at your workplace at least once when practicable. You will be charged a reduced tuition fee for your year spent in industry and are entitled to access student loans for these fees.

The benefits of a year spent in industry are many: it broadens your knowledge and experience, prepares you for what to expect when you start your first job after university, enables you to meet new people, and very importantly, it looks very good on your CV. In addition, the year counts towards the requirements of becoming a Chartered Engineer and often companies will invite placement students to join the

company's graduate scheme upon finishing their degree programme.

The Industrial Experience Manager in SEMS is Crawford Blagden.

6.15. TEACHING METHODS

You are likely to learn through

- Synchronous activities such as lectures or interactive classes
- Asynchronous activities posted on QMPlus including problem sheets, videos, links to reading
- Group work including peer marking
- Practical work including laboratory sessions

Details of what is expected for each module will be provided on your QMPlus module pages.

Group work is an important skill for an engineer and our accrediting bodies require us to demonstrate the opportunities you've had to demonstrate this as part of the course. Other graduate attributes include resilience, creativity, communications, professional practice and technical skills which we aim to integrate throughout your studies.

6.16. CONDUCT

The Code of Student Discipline may apply to any action of misconduct whether it takes place on or off Queen Mary premises. The Code also applies to actions that are electronic and occur via electronic means such as (but not limited to) the internet, email, social media sites, chat rooms or text messages.

Report + Support: tackling harassment, gender-based violence and hate crime

Queen Mary is committed to creating an environment for work and study where staff, students and visitors are treated with dignity and respect. We have no place for bullying, harassment and hate. We recognise that these behaviours can take many forms. Any allegation of harassment, hate crime, bullying or victimisation will be treated seriously, regardless of the seniority of those involved, and anyone found to have behaved unacceptably may be the subject of disciplinary action subject to the processes detailed in the relevant Queen Mary policies.

Report + Support is our secure online platform for anyone at Queen Mary to report harassment, gender-based violence or hate crime, and find out about support options. If you have experienced or witnessed any form of bullying, harassment, violence or hate crime, please see reportandsupport.qmul.ac.uk.

All members of Queen Mary have a collective responsibility to: encourage a culture of dignity and respect; to treat others fairly, with courtesy and consideration; and to challenge inappropriate behaviour when it is safe to do so. More information can be found here: <https://reportandsupport.qmul.ac.uk/campaigns/our-commitment>.

6.17. REPRESENTATION

Your views are important to the School and Queen Mary. There are a variety of ways in which you can tell us what you think and share your ideas for improvements. Student representatives, elected by fellow students, also speak on behalf of the student body at the School, Faculty and Queen Mary-wide level via various committees, groups and meetings. More information can be found at <http://my.qmul.ac.uk/your-voice/feedback/> or on our [QMPlus SEMS Student-Staff Liaison Committee pages](#).

Surveys

National Student Survey

All final-year undergraduate students at UK institutions take part in the National Student Survey (NSS). The NSS is a nationally recognised annual survey of mostly final-year undergraduates in the UK. The survey gives you an opportunity to give your opinions on what you liked about your time at Queen Mary as well as things that you feel could have been improved.

If you are a finalist, you will usually be contacted by email early in the spring term. Please do complete the NSS, and fill it in honestly.

The NSS results are made publicly available to help prospective students make informed decisions of where and what to study. Queen Mary and the Students' Union will also use the data to identify areas of strengths and weaknesses to help effect change and bring about enhancements to improve the student experience for future generations of students. Data from previous surveys are available on Unistats, <http://my.qmul.ac.uk/your-voice/feedback/national-student-survey/>.

UK Engagement Survey (UKES)

The UK Engagement Survey (UKES) is a national survey which gives you the opportunity to tell us about your learning experience at Queen Mary. It is open to all undergraduate students who are not eligible to complete the National Student Survey.

The UKES is facilitated by Advance HE, the national body that champions teaching excellence. The survey asks you about things like how you engage with the learning on your course, how you work with others, and what kind of activities help you to learn. It is a chance to reflect on how you study and what might help your studies in the future.

<http://my.qmul.ac.uk/your-voice/feedback/ukes/>

Postgraduate Research Experience Survey (PRES)

The Postgraduate Research Experience Survey (PRES) is conducted every two years. It is facilitated by Advance HE, the national body that champions teaching excellence.

The PRES gives you, as a postgraduate research student, an opportunity to give your opinions on what you liked about your time at Queen Mary, as well as those aspects that you feel could have been improved. The last PRES took place in 2021, so the next survey will take place in 2023. Please do consider completing the survey; your feedback really is invaluable and will help us make a difference for future generations of Queen Mary students.

<https://www.qmul.ac.uk/doctorscollege/phd-students/pres/>

Postgraduate Taught Experience Survey (PTES)

The Postgraduate Taught Experience Survey (PTES) is conducted every year. It is facilitated by Advance HE, the national body that champions teaching excellence. The PTES gives you, as a postgraduate taught student, an opportunity to give your opinions on what you like about your time at Queen Mary, as well as those aspects that you feel could be improved. Please do consider completing the survey; your feedback really is invaluable and will help us make a difference for future generations of Queen Mary students.

<http://my.qmul.ac.uk/your-voice/feedback/postgraduate-taught-experience-survey/>

6.18. APPEALS AND COMPLAINTS

Appeals

A Formal Appeal is a request to review a decision about progression, assessment or award.

Before you submit a Formal Appeal, speak to your School about the decision you wish to appeal as many issues can be resolved without the need to enter into a lengthy formal process.

Your School/Institute will be able to provide you with feedback on your marks, or degree classification, and to answer any queries. Please note that a Formal Appeal cannot provide feedback on academic work.

Appeals against academic judgment are not permitted, this means you cannot appeal simply because you think the mark you have received is too low.

There are two grounds for appeal:

- procedural error: Where the process leading to the decision being appealed against was not conducted in accordance with Queen Mary's procedure, such that there is reasonable doubt as to whether the outcome might have been different had the error not occurred. Procedural error shall include alleged administrative or clerical error, and bias in the operation of the procedure.
- that exceptional circumstances, illness, or other relevant factors were not made known at the time for good reason, or were not properly taken into account.

A Formal Appeal must be received within 14 days of the notification of the decision you want to appeal and should be submitted from your Queen Mary email to appeals@qmul.ac.uk.

Further information about how to appeal and the appeal form can be found on the Queen Mary website:

<http://www.arcs.qmul.ac.uk/students/student-appeals/appeals/index.html>

If you are not satisfied with the outcome of your appeal you may submit a Final Review for consideration by the Principal's nominee. Once a Final Review is complete you will be sent a Completion of Procedures letter which outlines the final decision of Queen Mary and the reasons for the decision.

Complaints

Before submitting a Formal Complaint you are advised to speak to a member of staff in your School as most issues can be resolved informally without the need for a formal complaint.

If your issue is not resolved through the informal process then you will need to complete the Formal Complaint form and submit this to the relevant School/Institute/Professional Services Head for investigation under the [Student Complaints Policy](#).

Most complaints are resolved at the Formal Complaints stage but if your matter is still not resolved then there is one review stage to the policy.

When the complaint process is finished you will be issued with a Completion of Procedures letter explaining the final decision and the reasons for it.

Office of the Independent Adjudicator (OIA)

If you are unhappy with the outcome of an appeal or complaint then you may submit a complaint to the OIA within 12 months of receiving your Completion of Procedures letter. The OIA is the independent body set up to review student complaints and is free to students. For further information regarding the OIA please visit their website: <http://www.oiahe.org.uk/>

7. PROGRAMMES AND MODULES OF STUDY

This section includes details of Progression and Graduation.

7.1. PROGRAMME STRUCTURES

Programme structure

You will find detail of your programme structure on the SEMS intranet at <https://admin.sems.qmul.ac.uk/admin/> together with details of the modules you have been enrolled on.

Progression requirements for your course can be found in the Regulations at:

arcs.qmul.ac.uk/students

7.2. MODULE REGISTRATION

To register for your modules you will log-in to MySIS (your personal area of SIS) with your usual computer log-in, and make preliminary choices from a list using the descriptions to tell you what the modules are about. Any core or compulsory modules will be preselected and you cannot change these.

Once you are happy with your choices, these will automatically be sent to your department or school for approval (e.g. they will make sure there aren't any timetable clashes and you have a balance of modules in each semester) – you can send comments to them with the selection if you wish. All of your selections must be confirmed and approved by the specified deadline. The final outcome of your choices will be confirmed to you by email. Module registration has to be completed by the specified deadline (normally mid-October within the first two weeks of teaching).

All modules have a limited number of places, and priority is given to students who are required to take them for their programmes. Therefore it is important that you choose your electives and complete module registration as soon as possible.

Please note, new students register for modules in September whereas some continuing students will register for modules before they come back to university in September i.e. continuing students may have the opportunity to register in April 2022 and can review these selections at the start of the academic year beginning September 2022.

7.3. MODULE DESCRIPTORS

The Module Directory is at: <https://www.qmul.ac.uk/modules/>.

Please check the QMPlus Module pages for details of:

- Teaching arrangements
- Prerequisites for taking the module
- Learning aims and outcomes
- Assessment

7.4. MARKING CRITERIA, GRADING AND FEEDBACK

Marking criteria, grading and feedback

On your QMPlus module pages you will find:

- information about your assessments including the marking criteria
- details of when your marks will be released (this is usually 3 weeks after the hand in date)
- initial coursework marks
 - The coursework marks are usually a percentage, you can see how marks relate to your classification in the Academic Regulations.
- The feedback that you will receive, this may be a variety of feedback mechanisms such as:
 - solutions
 - feedback classes
 - detailed written feedback on your assessment
 - You can use the QMPlus forums to liaise with the Module Organiser about feedback or contact them if you would like further feedback.

You have a responsibility for your own learning (see the student charter - <http://www.qmul.ac.uk/ourcommunity/>). You should use the feedback you receive to inform your future studies and assessment. If you would like guidance on how to use the feedback you have been given to improve future coursework, you can discuss this with your Advisor.

If you would like further support on developing your study strategies, you can get guidance from [Academic Skills Enhancement](#).

Accessing your marks

To view your marks for assessment, log-in to MySIS (your personal area of SIS) with your usual computer log-in, where they will be listed. These marks are provisional and subject to change until they are agreed by the appropriate subject examination board. MySIS will indicate whether the results are provisional or confirmed. Guides on checking your results on MySIS are available on the Student Enquiry website (<http://www.arcs.qmul.ac.uk/students/mysis-record/provisional-results/index.html>).

7.5. EXAMINATIONS FEEDBACK

You will receive your results for your examinations via MySIS (see [Marking](#)).

If you have questions or would like further feedback, please contact your module organiser to request further information on your performance. Their contact details are available on your QMPlus module pages.

7.6. DEGREE CLASSIFICATION

The award regulations for Queen Mary degrees, <http://www.arcs.qmul.ac.uk/policy/>.

8. WRITING AND ASSESSMENT

This section includes information on plagiarism.

8.1. ASSESSMENT TYPES AND LEARNING SUPPORT

You can find the assessment criteria and details of your assessment on our QMPlus module pages. This includes:

- Coursework
- Dissertations and projects
- Examinations
- Practical assessment

LEARNING SUPPORT

PEER ASSISTED STUDY SUPPORT (PASS)

PASS is a course-based mentoring scheme run for students, by students. It gives first years the opportunity to discuss study related issues and get general advice from higher year undergraduates in their subject.

Details of the scheme including contact details and sessions run in SEMs: <https://www.qmul.ac.uk/teachers/our-activities/pass/>

ACADEMIC SKILLS

For details of self-help guidance, tutorials and workshops available from [Academic Skills Enhancement](#).

8.2. RESITS

Following on from the Assessment Governance Review 2014 all students will now be automatically opted in to their resits, however students can still opt out. These resits will take place at the next available opportunity usually in the late summer period. Resits will be free of charge.

More detailed information on re-sit examinations and missing exams etc. can be found here, <http://www.arcs.qmul.ac.uk/students/exams/index.html>.

Your first attempt at the assessment for a given module is known as a First-Sit. You are only entitled to one Resit attempt for each module. The maximum mark allowed for a successful Resit is a bare pass of 40% (or 50% in modules in the last year of an MEng programme or on the MSc programme) unless you submit Extenuating Circumstances which are accepted.

Your Resits must be taken at the first available opportunity and you will be automatically registered for any resits you are entitled to. If you opt out of a resit or fail to attend the examination you will forfeit any further opportunity to resit the module.

Late Summer Resit period (LSRs) are in August and are available for all students and all modules in all years, including final year modules. It is important that you make no holiday, flight, employment or other arrangements that might interfere with a possible LSR or your revision for it. If you fail to attend an LSR this will still count as one attempt and could end your resit allowance for that module.

8.3. PLAGIARISM AND REFERENCING

Queen Mary defines plagiarism as: “Presenting someone else’s work as your own, irrespective of intention. Close paraphrasing, copying from the work of another person, including another student, using the ideas of another person without proper acknowledgement or repeating work you have previously submitted – at Queen Mary or at another institution - without properly referencing yourself (known as ‘self plagiarism’) also constitutes plagiarism.”

Academic Misconduct Policy

Plagiarism is a serious offence and all students suspected of plagiarism will be subject to an investigation. If found guilty, penalties can include failure of the module to suspension or permanent withdrawal from Queen Mary.

It is your responsibility to ensure that you understand plagiarism and how to avoid it. The recommendations below can help you in avoiding plagiarism.

- Be sure to record your sources when taking notes, and to cite these if you use ideas or, especially, quotations from the original source. Be particularly careful if you are cutting and pasting information between two documents, and ensure that references are not lost in the process.
- Be sensible in referencing ideas – commonly held views that are generally accepted do not always require acknowledgment to particular sources. However, it is best to be safe to avoid plagiarism.
- Be particularly careful with quotations and paraphrasing.
- Be aware that technology, such as Turnitin, is now available at Queen Mary and elsewhere that can automatically detect plagiarism.
- Ensure that all works used are referenced appropriately in the text of your work and fully credited in your bibliography.
- If in doubt, ask for further guidance from your Advisor or module tutor.

It should be noted that failure to properly credit other students work on group assessments can also be classed as plagiarism.

The use of ghost writing (e.g. essay mills, code writers etc.) and generally using someone external to the institution to produce assessments is an assessment offence.

Further guidance and resources are available at: <http://www.learningdevelopment.qmul.ac.uk/>.

Investigation

If you are suspected of academic misconduct, this will be investigated. If this is for pieces of work worth 30% or less this will be by the School's Assessment Offences Officer as appointed by the Head of School. You will be contacted by the Assessment Offences Officer to advise of the allegation and the process for investigation.

For work over 30%, the allegation will be referred to the Appeals, Complaints and Conduct Office. Further information on the misconduct process can be found at:

[Academic Misconduct - Academic Registry and Council Secretariat \(qmul.ac.uk\)](http://www.qmul.ac.uk/academic-misconduct)

For queries about a case referred to the office, please contact appeals@qmul.ac.uk.

8.4. TURNITIN STATEMENT

INTRODUCTION

Turnitin is a web-based plagiarism prevention system used by most universities in the UK. This statement describes how Turnitin is used within the school and the data it creates about your work.

HOW TURNITIN WORKS

1. A Turnitin assignment is set up by a member of staff, either on QMplus. You then access this assignment online and upload your work before the due date. Turnitin will analyse the submitted work to identify text matches with other sources and will compare the work against:

- the current and archived web;
- previously submitted work;
- books and journals.

2. For each piece of submitted work Turnitin provides two things:

- A **similarity index**, which indicates the percentage of the submitted paper that Turnitin has identified as matching other sources.
- An **originality report**, which shows each of these matches in more detail, including the source(s) that Turnitin has found.

HOW TURNITIN IS USED WITHIN THE SCHOOL

1. Turnitin is used on significant undergraduate and post-graduate assignments that contribute towards your final grade such as the final report of your research project. Turnitin will not normally be used on the following assignments:

- short assignments (under 500 words)
- contributions to online discussions
- exercises submitted on paper
- computer programs

2. For those assignments where Turnitin is used, all submissions to that assignment will be submitted to Turnitin.

HOW WE USE THE INFORMATION PROVIDED BY TURNITIN

1. Only academic staff will make a judgement on whether plagiarism has occurred in a piece of work. An academic may interpret the originality report to help but Turnitin itself does not make this judgement.

2. We do not use a threshold percentage to identify whether plagiarism has occurred and may review any originality report in detail.

3. Turnitin will highlight matching text such as references, quotations, common phrases and data tables within work that has no plagiarism issues at all. Those interpreting Turnitin reports will discount such matches and so initial percentages are often irrelevant.

4. Where it is suspected that plagiarism has occurred in a piece of work, the originality report may be submitted to the Head of School and possibly to an Assessment Offences Panel for further investigation.

HOW YOU CAN USE THE INFORMATION PROVIDED BY TURNITIN

1. There will be an opportunity for you to see a Turnitin report on your work before Turnitin is used on your assessed work.

2. No other student will be able to see an originality report on your work.

3. To help you understand what the report is telling you, please ensure you have followed the guidance on the E-Learning Unit's website (<http://www.elearning.qmul.ac.uk/guide/interpreting-your-originality-report/>).

4. You may find it helpful to resubmit your work after reviewing the originality report and you will generally be given one opportunity to do this. Where this is the case, the idea is to use the report to help you identify any potential issues you may not have spotted before, and not to change individual words to avoid a match. Be aware of the referencing and plagiarism guidance.

OTHER THINGS YOU SHOULD KNOW

1. Turnitin stores a copy of most work submitted to it in its repository. This does not affect the ownership of or any copyright in the original work.

2. Staff may configure a Turnitin assignment such that copies of submissions are not stored in its database. This will be done for all test-runs or any 'dummy' assignments used for training or demonstration purposes.
3. Staff on your course will ensure that no commercially or otherwise sensitive documents are stored in Turnitin's repository.
4. You cannot opt out of having your work scanned by Turnitin, but if you believe that your work should be deleted after it is scanned you should contact your lecturer.

9. STUDENT SERVICES

At the meeting of SEAG on 23 March 2017 it was suggested that information on student facing services be provided in Student Handbooks.

9.1. STUDENT ENQUIRY CENTRE

Student Enquiry Centre

We provide support to all Undergraduate and Postgraduate Taught students and we can help with a wide variety of queries. If you are not sure about something or do not know who to contact, ask us!

We are located on the ground floor of the Queens' Building, CB01

Contact

Student Enquiry Centre Online (accessed via MySIS - <http://www.arcs.qmul.ac.uk/students/sec/sec-online/>)

Email: studentenquiry@qmul.ac.uk

Telephone: 020 7882 5005

Follow us on twitter @QMULSEC <https://twitter.com/QMULSEC>

9.2. BURSARIES, GRANTS AND SCHOLARSHIPS

Student Loans

If you have applied for funds from Student Finance then you will receive the first instalment once you have enrolled fully for the academic year. If your payments do not arrive and you cannot remedy the problem with Student Finance yourself, please contact the Student Enquiry Centre, <http://www.arcs.qmul.ac.uk/students/sec/>. They will be able to assess for any actions needed by Queen Mary and advise you of the next steps.

Bursaries

Queen Mary Bursaries are assessed using the household income information provided to us from Student Finance.

If you do not wish to take out student funding, such as loans, but still wish to be assessed for a Queen Mary Bursary you will still need to apply for a household income assessment, full details on how to do this are on the [Advice and Counselling Service website](#).

Full details of the Queen Mary Bursary, including eligibility, amounts and payment dates can be found on our website at <http://www.arcs.qmul.ac.uk/students/finances/bursaries-grants-scholarships/qmul-bursaries/>.

Queen Mary Financial Assistance Fund

If you have exceptional or unforeseen costs or you are in financial hardship you could be eligible for help from the Financial Assistance Fund. The fund is there to help any eligible student who has a particular financial need but we cannot meet every application we receive and we cannot always meet all of the costs that you might apply for. Full details, guidance and an application form can be found on our website - [arcs.qmul.ac.uk/QMFinancialAssistanceFund](http://www.arcs.qmul.ac.uk/QMFinancialAssistanceFund)

Contact

Email: bursaries@qmul.ac.uk

<http://www.arcs.qmul.ac.uk/students/finances/bursaries-grants-scholarships/>

Dean's Benevolence Fund

Students in the School of Medicine and Dentistry in financial difficulties may apply for grants or interest-free loans or a combination of both. Priority is given to students in good standing who need short-term assistance to help them complete their studies.

Contact Kate McFarlane (k.mcfarlane@qmul.ac.uk)

Telephone: 020 7882 2124

9.3. ADVICE AND COUNSELLING SERVICE

Advice and Counselling Service

The Advice and Counselling Service offers confidential, professional support services to all Queen Mary students. We have helpful advice and guidance for financial, immigration and other practical issues as well as emotional and mental health support on our website at welfare.qmul.ac.uk. There you will also find information about our services and contact details.

Financial, Immigration and Welfare Advice

Our Welfare Advisers can advise you on solutions and options relating to financial, immigration, practical and welfare issues. We provide specialist advice and support on all aspects of student finance (loans, grants, bursaries), hardship funds and welfare benefits. We can help you plan your budget and find out how to reduce your spendings. If you are an international student we can advise you on your immigration rights. We can advocate on your behalf if you need help resolving an issue, for example with Student Finance England or the UK Home Office.

We offer dedicated support for students who no longer have contact with their family (estranged), students who have experience of local authority care, and students from a refugee background. We also provide support for students experiencing domestic abuse or forced marriage.

Counselling

Life can seem like a struggle at times, and it is normal to sometimes feel a bit low or anxious. Sometimes, though, emotional and psychological issues can become too challenging, and may have a negative effect on your studies and well-being. Our Counsellors can help you to make sense of difficult experiences and feelings by providing the opportunity to think and talk reflectively, which can bring relief and meaningful changes.

The first step is meeting confidentially with one of our Counsellors to discuss what type of support might be most useful to you. This might be short term counselling, group therapy, cognitive behavioural therapy or a referral for longer term support or specialist services outside Queen Mary/in the NHS. For many students, just one or two sessions can really help. Our Counsellors are all highly experienced in working with students, and all types of issues.

Mental Health

We also have a mental health team who can advise and support you to manage a mental health condition while you are studying at Queen Mary. Our Mental Health advisers can advise you about the local NHS and other support services available in Tower Hamlets and the neighbouring boroughs, as well as offering a range of interventions to help you manage your mental health.

Contacting the Advice and Counselling Service

For more information about available services and contact details please visit the Advice and Counselling Service's website at www.welfare.qmul.ac.uk

You can also contact them [via our website online form](#).

9.4. CAREERS AND ENTERPRISE

Careers and Enterprise

Looking for part-time work or an internship? Need help with your CV or a job interview? Want to find out about your options when you graduate? Thinking about starting a business?

The QM Careers and Enterprise Team provides a range of services that enable you to develop your employability skills, access work experience and graduate job opportunities, network with employers and decide on your next steps after graduation.

Students in every School are able to participate in a diverse careers programme. This might include in-curriculum lectures, lunchtime workshops, professional career options panels, 1-to-1 careers guidance, application feedback appointments and mock interviews. This is supported by a wealth of careers information online.

There are over 100 employer-led events on campus a year, from fairs to skills workshops. These offer you the chance to network with recruiters and get training on self-presentation skills for the recruitment process. We also provide a range of paid work experience opportunities, from real life consulting projects via QConsult to part-time or full-time internships via QInterns, as well as taster programmes that give you an understanding about different sectors and employers.

For those who are aspiring entrepreneurs and social entrepreneurs, our enterprise programme supports students in setting up their own businesses via seed funding, 12 week Incubator programme, events, bootcamps and 1-to-1 careers guidance.

Get the latest news on social media, search jobs on our online jobs board, read our jobs blog or website for advice and insights and use our practice interviews and psychometric test software.

You can:

- Book an appointment for one-to-one careers guidance. Book by phone (020 7 882 8533) or in person up to a week in advance, or drop by on the day – we may have appointments free. We are also able to offer all our appointments to run remotely.
- Find out more about the world of work from employers and former students at our careers events www.qmul.ac.uk/careers/events/.
- Attend workshops on job applications, interviews, assessment centre techniques and a range of graduate skills – from leadership to commercial awareness www.qmul.ac.uk/careers/events/.
- Find a range of part-time, and full time job vacancies on our website www.qmul.ac.uk/careers/jobs-and-experience/.
- Use our work experience hub to find out about internships, temporary work or local work experience placements www.qmul.ac.uk/careers/jobs-and-experience/.

9.5. DISABILITY AND DYSLEXIA SERVICE

Disability and Dyslexia Service

The university's Disability and Dyslexia Service (DDS) offers advice, guidance and support for students with disabilities, including specific learning differences like dyslexia and dyspraxia, as well as mental health difficulties, from application through to graduation. The range of support that the DDS is able to provide includes:

- Support and guidance in applying for the Disabled Student's Allowance (DSA)
- Support for international disabled students
- Liaison with staff in Queen Mary's Schools regarding 'reasonable adjustments'
- Support in ensuring that course materials are fully accessible
- Diagnostic assessments for students who think that they might have specific learning differences
- Specialist one-to-one study skills support for students with dyslexia and other specific learning differences
- Specialist mentoring support for students with mental health difficulties and autism
- On-site DSA needs assessments
- Access to non-specialist human support, e.g. note-taking
- Access to assistive technology
- Guidance in accessing examination concessions such as additional time

Contact

Telephone: 020 7882 2756

Web: www.dds.qmul.ac.uk/

Email: dds@qmul.ac.uk

9.6. FAITH

Faith at QMUL

Queen Mary welcomes over 25,000 staff and students on its campuses in London and is committed to encouraging religious understanding, freedom of speech and open social interaction.

Queen Mary is proud of its diverse multicultural population. With a variety of faiths among staff and students, our facilities are designed to be places where people of all faiths are welcome to use the spaces for contemplation, reflection, meditation and worship.

Please, visit [Faith at QMUL](#) for further information, including facilities and services, policies and guidelines and other useful information.

9.7. IT SERVICES

IT Services

Our services to support students range from email and internet access, to state-of-the-art teaching and learning facilities and high performance computing in support of research. There are a number of rooms around the campus that contain computers which students can use. You sign in using your Queen Mary username and password. In general, any computer you use will have all the applications that you need for your course available to you.

Your IT Account: Details of your Queen Mary username and password will be emailed to your personal address before you enrol.

The IT Service Desk is the first point of contact for all IT help, support and advice. You can [Live Chat](#) with the Service Desk 24/7, call on 020 7882 8888 or raise a ticket via the [Self Service portal](#). Visit us in the Queens' Building on the Mile End Campus. Should you require in-person support then please contact us via Live Chat and we can book you in. Our opening hours are Monday to Friday, 7am-7pm.

Find an available PC on campus: an interactive map showing which rooms have empty seats <http://availability.stu.qmul.ac.uk/>.

Print, Copy, Scan:

There are printers located across campus to use, with all devices offering both copying and scanning facilities alongside printing. Wireless printing services are also available and more information can be found on the [ITS webpage](#). The cost of printing and photocopying is automatically linked to your MyPrint account, which is linked to your student ID card. You are charged for printing and copying by clicks (1 click = 1 side of paper). The cost of a single side is 4p but drops to 3.5p when you print double-sided. All students will receive £10 each year through your MyPrint account to use for printing and copying.

The CopyShop: A quick, professional and cost-effective photocopying and printing service. We can print a range of items for you, including: Theses/Dissertations, Lecture notes, Posters and much more.

Book Scanning Service: The CopyShop offers students a professional scanning service. If you wish to retain a section of a publication for study use, the CopyShop produce a clear image without fingers tips, black areas and poor results for you.

We can also scan materials you wish to include in your research materials in the correct format you need, for example Research Posters for **William Harvey Day**....no more fuzzy images.

Wi-Fi: The wireless network you use to connect your devices is **eduroam**. Halls of residence are fully networked with Wi-Fi and a wired socket in each study bedroom. Access to e-mail, QMplus the online learning environment and other services relevant to your study at Queen Mary is available from the internet as a whole.

Mobile app: Queen Mary's mobile app is available as a native app for Android (version 2.3.3 or higher) and iOS (version 6.0 and above) devices. The app allows you to do a number of things on the move, including: check your course timetables, log into QMplus and your Queen Mary email, search for and renew library books directly from your phone.

Policies: The use of IT facilities is covered by University regulations prohibiting, among other things, software piracy and unauthorised computer use.

The IT Services website contains information on a number of our services and includes a range of self-help guides <http://www.its.qmul.ac.uk/support/index.html>.

Contact the IT Service Desk

IT Live Chat: www.its.qmul.ac.uk

Self Service: <https://servicedesk.qmul.ac.uk/>

Email: servicedesk@qmul.ac.uk

Telephone: 020 7882 8888 (24/7)

9.8. ACADEMIC SKILLS ENHANCEMENT (ASE)

The Academic Skills Enhancement (ASE) service works in a number of ways with taught students at any level, undergraduate or postgraduate, from any subject discipline, to develop the skills and practices needed to become more effective in their academic work and excel at university.

Areas covered include: writing for academic purposes, effective reading and note-making, presentation skills, time-management, critical thinking, understanding marking criteria, using feedback, revision and exam preparation and avoiding plagiarism. We also support the work of student mentors through providing resources and training to support peer and social learning.

Academic Skills Tutors offer support and developmental opportunities in the form of one-to-one tutorials, workshops, drop-ins, and self-access resources. In addition, we host Royal Literary Fund (RLF) Fellows who offer writing advice to both taught and research students.

Academic Skills Enhancement (ASE) are part of the Library Teaching and Learning Service and are based on the Mile End Campus and online. For more information on the services and resources available, and how to access them, visit <https://www.qmul.ac.uk/library/academic-skills/>.

9.9. LIBRARY

Library Services

The Library Services department at Queen Mary provides staff, study environments and resources to support your learning during your time at university, both online and on campus.

- Getting help - we answer questions over webchat, email and at service points. Please do not hesitate to contact us.
- Developing your skills - we have a team dedicated to helping you with the transition to university level study. We offer individual appointments and workshops throughout the year.
- Study environments - we have three libraries, across our London campuses, at Mile End, Whitechapel and West Smithfield, each with a character and ambience of their own. These are supplemented by additional study spaces across the campuses.
- Information resources - we provide a rich, multi-disciplinary collection of books, articles and other resources in electronic and physical formats.

You will find up to date details of all library services on the website <https://www.qmul.ac.uk/library>.

Archives & Special Collections

Archives & Special Collections manages institutional and personal archives dating from the 18th Century to the present day, as well as collections of rare or special materials.

Visits to the Archives Reading Room in the Mile End Library, are by appointment in advance.

The Archives Reading Room provides silent individual study space in which to access and research using these collections. For more information, see <http://www.qmul.ac.uk/library/archives>.

Senate House Library

As a student at Queen Mary, you also have full access to the study space and collections at Senate House Library in Bloomsbury. For more information see <https://london.ac.uk/senate-house-library>.

Contacts for Library Services

General:

Email: library@qmul.ac.uk

Webchat: <https://qmul.libanswers.com/>

Telephone: 020 7882 8800

Academic Skills and Subject Support:

Website: <https://www.qmul.ac.uk/library/academic-skills/>

Website: <https://www.qmul.ac.uk/library/subject-guides/>

9.10. MUSIC AT QMUL

Music is central to cultural provision at Queen Mary. [Music at QMUL](#) can help if you are interested in applying for music scholarships, joining an ensemble, taking up tuition or simply attending one of the many musical events organised by [Dr Paul Edlin](#), Director of Music. Please, visit [Music at QMUL](#) for further information.

9.11. RESIDENTIAL SERVICES

Housing Services and Residential Services

The teams main responsibilities are:

Housing Services, based in the Housing Hub, Feilden House, Westfield Way at Mile End, manage halls applications, room allocations, room transfer requests, summer accommodation, residential fees as well as providing a comprehensive alternative housing service.

Residential Services, based at the Residences Reception, France House, Westfield Way at Mile End, look after you once you have moved into Queen Mary Halls and has three key areas you will interact with during your stay. Residential Services is made up of 3 teams; Residential Operations, Residential Life and Residential Welfare and Support.

If you are a resident in College accommodation you should consult the [Residents' Handbook](#) for comprehensive information on all hall related issues, and contact details for the relevant section of Residential Services.

Contact Housing Services

Email: housingservices@qmul.ac.uk

Contact Residential Services

Email: residentialservices@qmul.ac.uk

9.12. STUDENT HEALTH SERVICE

The Student Health Service (SHS) is a free National Health Service (NHS) providing a wide range of medical services. Registrations for the SHS can take place online, for all students living in inner London unless for clinical reasons. The SHS on campus is located in the Geography Building, Mile End (number 28 on map). If you cannot register with the SHS for clinical reasons or because you live outside inner London or if more convenient to register with a doctor close to where you live, you can find a list of local doctors through the NHS website. Queen Mary students who are not registered patients may be able to use the service in certain circumstances. Please, visit the [Student Health](#) website for further information.

9.13. WESTFIELD NURSERY

Westfield Nursery Queen Mary is based on the Mile End campus and provides full day care for up to 65 children per day aged three months to five years. The nursery prioritises students and staff at Queen Mary, but is also available to those outside Queen Mary. Practitioners are fully qualified and receive continuous professional training on early years practice.

It is open 48 weeks of the year, from 08.30am - 17.30pm on weekdays. Early application is advised as demand is high and waiting time is usually six to twelve months. Please visit the Nursery webpage for more information and an application form.

Contact

Telephone: 020 7882 2782

Email: nursery@qmul.ac.uk

Web: www.nursery.qmul.ac.uk

9.14. LOST PROPERTY

If you have lost something at Queen Mary, please contact the Security Control Room at your campus. If the item has not been handed in, the Security Team will assist you in completing a lost property report that can be referred to by your insurance company if you need to make a claim. We will keep your contact details and a description of the lost property on file in case the item is handed in later. Please see <http://www.security.qmul.ac.uk/> for more details. Your School/Institute may also have its own lost property store.

9.15. PARKING ON CAMPUS

There are no parking facilities available for students unless you have special circumstances.

Please contact Security Services if you think you have circumstances which require a permit at <http://www.security.qmul.ac.uk/parking/> or at the Security Control Room located on the Ground floor of the Queens Building.

9.16. SMOKING ON CAMPUS

Only in designated areas, other than those areas which are clearly signed. QM is a smoke free campus. You cannot smoke in the QM halls of residence or any other QM building.