

Student Handbook

2009–2010



Student Halls at Brentford near to Ealing campus

This accommodation is available to
all students.*

*subject to status

For more info

www.tvu.ac.uk/paragon

Or contact the University Accommodation Service on:
tel: 020 8231 2519 e-mail: uas@tvu.ac.uk

Introduction

I am pleased to welcome you as a student to Thames Valley University. The Student Handbook has been prepared to provide an easy reference guide to help you find your way around the University's facilities, services and current regulations.

The Handbook will provide answers to some questions about your University. It will also provide advice on where you can find information and help and about the services located at each of the different University's sites.

Higher Education students will be given a supplement to the Student Handbook for one of the following at induction: undergraduate, postgraduate or Nursing, Midwifery and Practitioner programmes depending on the programme which you are studying. The supplement covers the regulations governing your particular programme of study.

You can find more useful information and up-to-date news about TVU on the University's website www.tvu.ac.uk.

We aim to give our students the best education and training opportunities by offering the highest standards of teaching in a friendly and professional environment.

I hope you will find your time at TVU enjoyable and rewarding. I wish you every success with your studies.

Ann Marie Dalton

University Secretary & Registrar

If you require this handbook in an alternative format, contact the Disability Team please telephone 020 8231 2739 or e-mail disabilityteam@tvu.ac.uk

Please note

The information given in this publication is accurate at the time of going to press, but amendments may be made from time-to-time without notice, both in relation to individual courses or programmes and the facilities or services available from or provided by the University. The current version of the Student Handbook and Supplements are published at: http://www.tvu.ac.uk/students/current_students/Student_handbook.jsp

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Undergraduate, Postgraduate and Faculty of Health and Human Sciences (Nursing, Midwifery and Practitioner programmes) regulations will be supplied as separate supplements.

Section 1

General Information

Higher Education 2009/2010 Academic Calendar

Undergraduate/HND* student attendance calendar 2009/2010 session

Dates	Activities
* Wednesday 16 September 2009	Induction & Enrolment (new students)
* Wednesday 23 September 2009	Induction & Enrolment (returning students)
Monday 28 September 2009	Semester 1 Teaching commences
Monday 21 December 2009 – Friday 1 January 2010	Winter Vacation
Monday 4 January 2010	Semester 1 Teaching recommences
Friday 15 January 2010 – Friday 22 January 2010 (inclusive)	Semester 1 Exams
Monday 25 January – Friday 5 February 2010	Induction for February starts
Monday 8 February 2010	Semester 2 Teaching commences
Friday 2 April 2010	Good Friday
Monday 4 April 2010	Easter Monday
Monday 5 April 2010 – Friday 16 April 2010	Spring Vacation
Monday 12 April 2010 – Friday 16 April 2010	Semester 1 Resit exams and coursework
Monday 19 April 2010 Thursday 28 May 2010 –	Semester 2 Teaching recommences
Friday 4 June 2010 (inclusive)	Semester 2 Exams
Friday 4 June 2010	Last day of attendance
Thursday 19 August 2010 – Friday 27 August 2010 (inclusive)	Resit Exams

* This attendance calendar applies to students on undergraduate and HND programmes. For the purpose of grant/loan allocation by Local Authorities and the Student Loan Company, term dates will be calculated as follows:

Autumn term: Monday 28 September 2009 – Friday 18 December 2009

* Following Induction Period

Spring term: Monday 4 January 2010 – Friday 26 March 2010

Summer term: Monday 19 April 2010 – Friday 4 June 2010

Full-time students are required to be in attendance during the whole period.

Further Education 2009/2010 Academic Calendar

Summer enrolment	
Full-time programmes	Tuesday 1 September 2009 – Friday 4 September 2009
Part-time programmes	Monday 7 September 2009 – Tuesday 11 September 2009
New Year enrolment	
New programmes start	w/c Monday 11 January or later

Autumn term (13 teaching weeks – 65 days)	
Teaching commences	Friday 4 September 2009 (for GCSE and A level courses run through the 14-19 Academy only)
Teaching Commences	Monday 14 September 2009
Catch-up week*	Monday 26 – Friday 30 October 2009
Target-setting review†	Monday 9 – Friday 13 November 2009
Open evening‡	Wednesday 11 November 2009
Course review day*	Thursday 19 December 2008
Catch-up days**	Tuesday & Wednesday 15 & 16 December 2009
End of term	Friday 18 December 2009

Spring term (12 teaching weeks – 60 days)	
Teaching commences	Monday 5 January 2010
Open evening‡	Thursday 4 February 2010
Catch-up week**	Monday 15 to Friday 19 February 2010
Course review day*	Monday 4 January 2010
Target-setting review†	Monday 22 – Friday 26 February 2010
End of term	Wednesday 31 March 2010
Good Friday	Friday 2 April 2010
Easter Monday	Monday 5 April 2010

Summer term (10 teaching weeks – 48 days)	
Teaching commences	Monday 19 April 2010
Open evening‡	Tuesday 11 May 2010
Course review day*	Tuesday 1 June 2010
Catch-up days	Wednesday, Thursday & Friday 2–4 June 2010
End of term	Friday 2 July 2010
Course review day	Monday 5 July 2010

May Day Bank Holiday Monday 3 May 2010

Spring Bank Holiday Monday 31 May 2010

Weekend Programmes may operate from Saturday 24 April to Saturday 17 July 2010

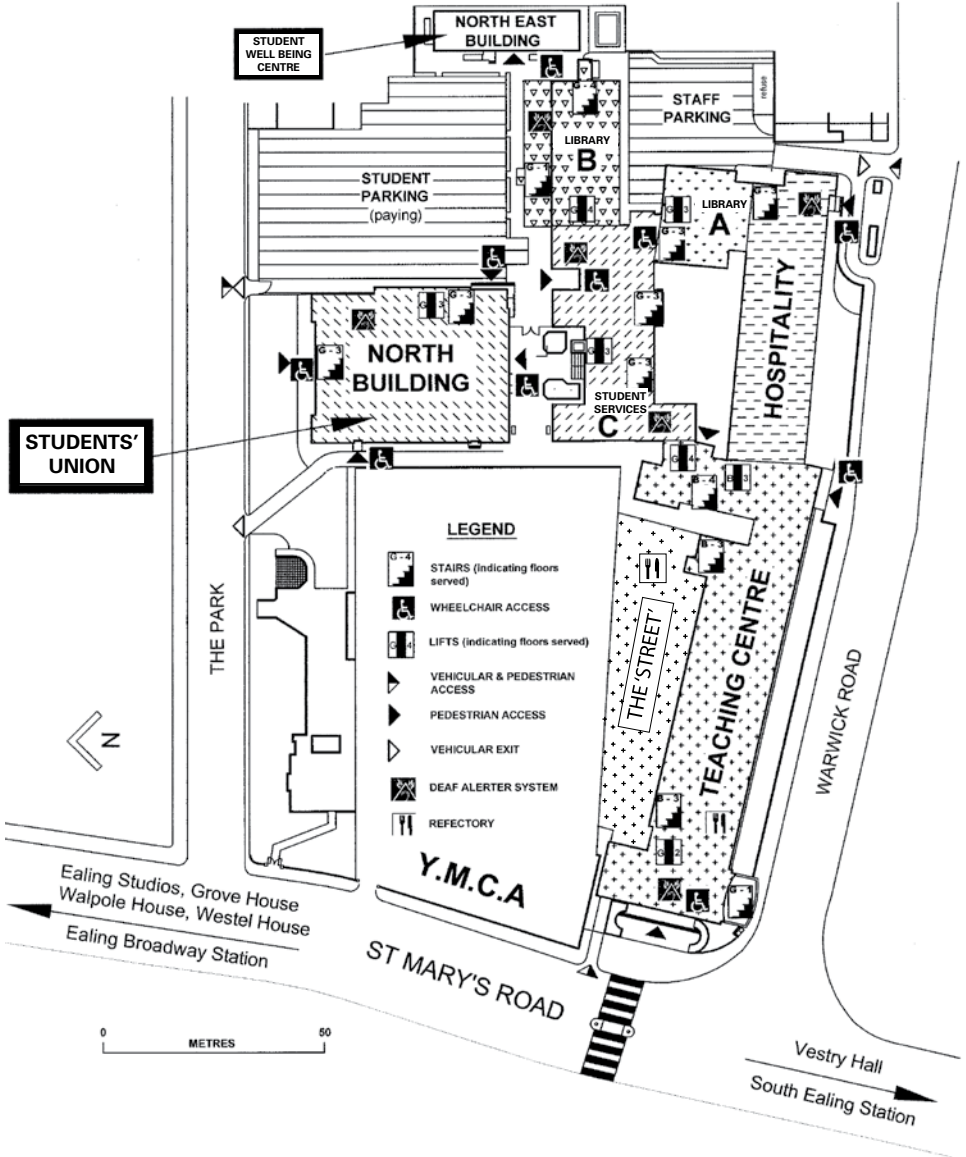
* Classes suspended for course review and staff training

‡ No evening classes

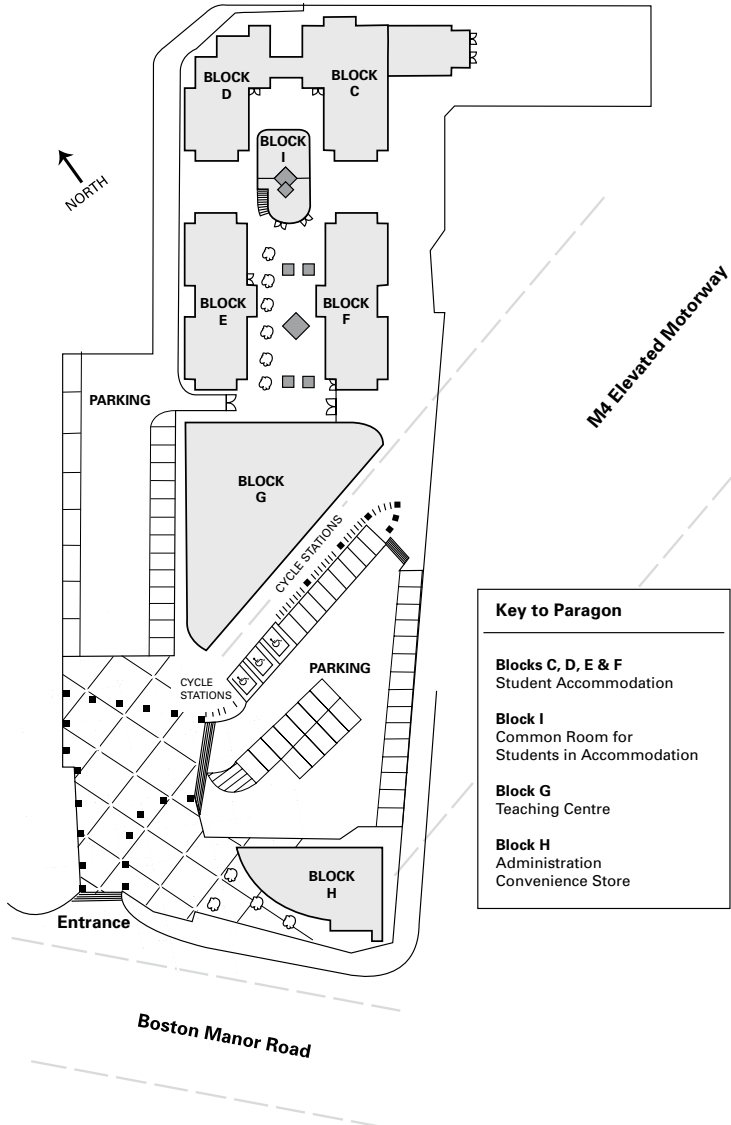
† For all full-time programmes (excluding mature groups)

** Students carry out catch-up activities as designated in Individual Action Plans

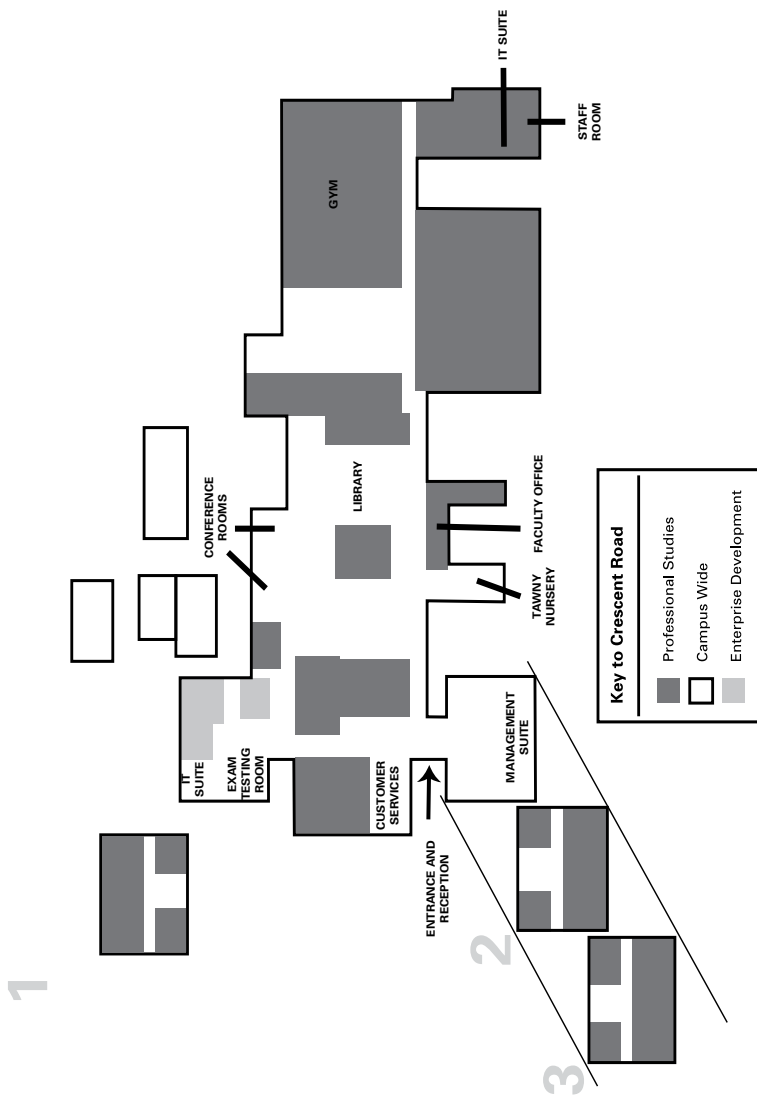
Ealing campus, St Mary's Road



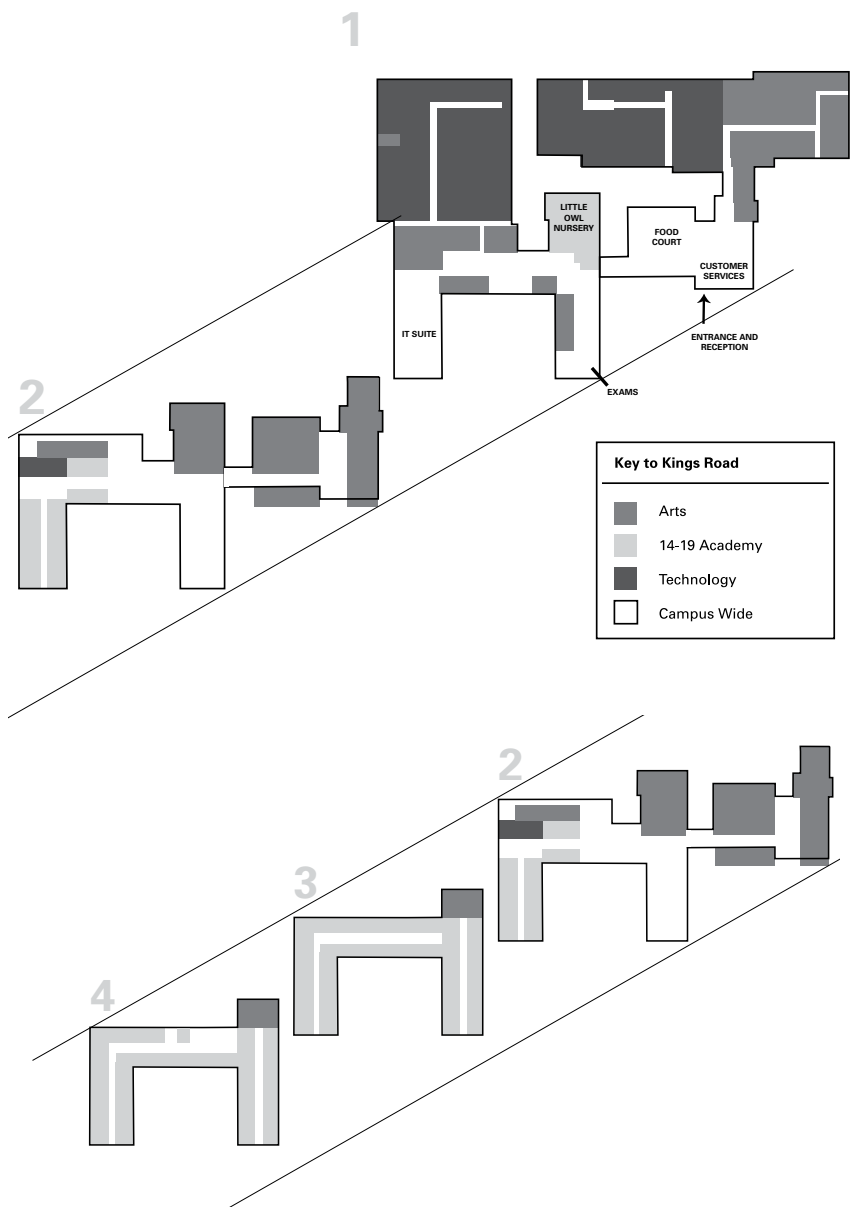
Brentford campus, Paragon



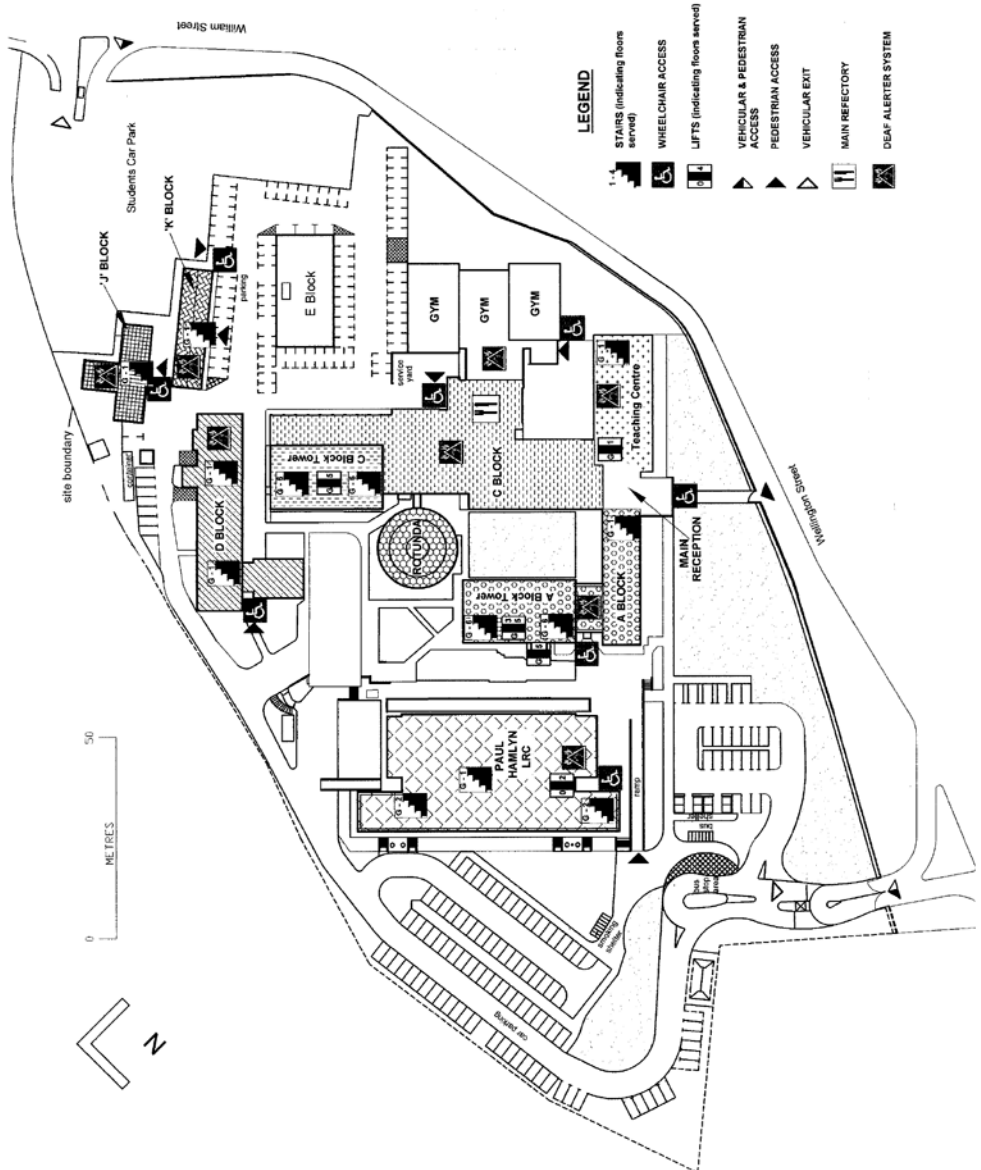
Reading campuses, Crescent Road



Reading campuses, King's Road



Slough campus



Section 2

Student Support, Help and Advice

Communication

TVU Student Email Account

When you become a TVU student, you will be given your own University email address - this will be your TVU Student Email Account.

Various University services, your tutors and/or the Students' Union will be sending important emails to your student email, so you need to ensure you can access it, login and use it to your advantage.

The student email system is a communication and collaboration tool that can help you effectively manage your time and study at the University.

Your TVU Student Email Account will also be used for all Library correspondence relating to: reserved books, renewal reminders, overdue items, fines and any other important resource information.

As a student of TVU, you are responsible for checking your TVU Student Email Account. You will be expected to read and respond to information delivered to your account from TVU. The University will send important communication to this account and it is very important that you check it on a regular basis.

TVU's student email system allows you to use it both inside and outside the University. You may already have a personal email account (with Hotmail, Yahoo etc.) but you should use your TVU email for all email correspondence with the University. Your student email system has all the standard features you will have come to expect. For instance, it has an address book that contains all the email addresses of students and staff within the University; this will allow you to communicate easily with your tutors and fellow students. The system will also allow you to send documents as attachments. Furthermore, it also contains a calendar with diary facilities; document and task management tools and, in case you should need it, a comprehensive Help section.

It is possible for you to set up a forwarding service from your TVU Student Email Account to another email account if you wish.

How to access your TVU Student Email Account

To connect to your student email use a standard web browser to go to

<http://student-webmail.tvu.ac.uk>

This means that once you have set-up your login details you can access your email from any computer connected to the Internet, either within or outside of the University.

How to logon

The web address will take you to this Login screen see below. Here you must enter your Username and Password. Your initial password has been set to a default one based on your date of birth and advised to you in your offer letter, at enrolment, or by your tutor.

Your Username will be the **8 digit number on your ID (Unique) card** – your student number.

Your password is the same one you use to log on to the computer network in a TVU Library or IT Suite.

You can set or change your Password in the Library at a PC or the Cash to Card machines.

Your email address will be:

Student number@ex.tvu.ac.uk,
for example: 10147067@ex.tvu.ac.uk

After 48 hours an email will be sent to your University email account with a more user friendly email address. It will be based on your name and may be something like:-

JOHN.SMITH@EX.TVU.AC.UK

Further help on the use of your student email is available at any of the open access HELPDESK in the Libraries which are on every Thames Valley University site.

Your user or login name

Your Login Name is issued by the student records system when you register with the University. This is more commonly known as your student number which is an 8 figure number. This is in the following format 12345678. To gain access to the TVU's computing resources the standard user name is your student number.

External access and changing your password for the first time

If you are accessing your TVU email account for the first time from outside TVU, for example if you are a distance learning student, your initial password will be based on your date of birth which was in your welcome pack from your course tutor. You must change your password the first time you login to student email. You must choose a password of at least 6 characters long. Below is the screen you will be taken to after your initial login. This will allow you to change your password to one your choice and known only to you.

Account	<input type="text" value="10147067"/>
Old password (based on your date of birth)	<input type="password" value="*****"/>
New password of your choice	<input type="password"/>
Confirm new password	<input type="password"/>

If during this procedure you have a problem you will need to send an email, from a personal email account to student.helpdesk@tvu.ac.uk with the following information: your 8 digit student number; your library number which is the number beginning with "P" on the bottom left of your card; and your date of birth. This information can be sent to the helpdesk address from your personal account and an acknowledgement will be returned to that account when the issue is resolved.

Please note that for security reasons, your password is set to expire every 120 days. You will need to change it each time it expires by logging into email or a network PC. You can then use your new password to continue to access email, networked PCs and TVU e-Direct.

MyTVU – website for students - www.tvu.ac.uk/mytvu

MyTVU is the web service for all enrolled TVU students.

You will need to login to MyTVU to keep your personal details and your contact details up to date.

The University will also send important communication to your TVU Student Email Account and it is very important that you check this on a regular basis.

You will also use the MyTVU website when you come to re-enrol for the next year of your programme. – see page 51 for further information.

How to access the MyTVU Website

An email will be sent to your TVU Student Email Account that will enable you to set up your MyTVU account and will guide you through the simple process.

Please remember to check your TVU email account regularly for further information.

Updating Your Details

You will need to login to the MyTVU website. (See above)

It is important that you keep your contact details up to date as the University will need to write to you, and may send you a text message to your mobile telephone.

The MyTVU website enables you to keep the following personal details up to date:

Contact Details

- Address During Study (term time address) and telephone number
- Permanent Home Address and telephone number
- Emergency Contact Address and telephone number
- Mobile telephone number

Your 'Address During Study' is where you are living while you are studying at University. TVU will contact you at the telephone number for your address during study if we are unable to contact you on your mobile telephone (of if you do not own a mobile telephone).

Your 'Permanent Home Address' is what you consider to be your home address and this may be the same as your Address During Study. Your Permanent Home Address might also be the address of your parental home. This address might also be your Emergency Contact Address.

Your Mobile Telephone Number is what we would use for immediately trying to contact you in case of emergency. The University may also from time to time send a text message to your Mobile Telephone Number.

The University contacts you on many occasions throughout your course, both while you are studying and during the holidays. It is essential and beneficial to you to keep the University up to date with any changes to your addresses and telephone numbers.

Your Personal Details

The MyTVU website will allow you to request a change to your First Name or your Family Name. Please note that a change of First Name should only be made where the information we have is different than to that on your Passport, Birth Certificate or Visa. If you request to change your Family Name then you will need to provide documentary evidence and take that evidence to your Faculty Office.

For information on which documentary evidence is required please consult your Faculty. If you are unsure as to whether you should make a change to your First Name or request a change to your Family Name then seek advice from your Faculty before making any changes. Changes to your First Name will appear on any Certificate awarded by Thames Valley University.

Your TVU Student ID number

The TVU student ID number is an individual number given to every student. This number is allocated to you when you first make an enquiry or when you applied to study at TVU (this is not the same as your UCAS number).

Your TVU student ID number is in the form of eight numbers i.e. 12345678.

You can find your TVU student ID number on your Unique Card



You will find this number on all correspondence that TVU sends out to you.

Your TVU student ID Number is exclusive to you and is used for various reasons:

1. Your TVU email account is your student ID number
e.g. 12345678@ex.tvu.ac.uk
2. Your Unique card has your student ID number as shown above
3. Any payments made to the University are allocated to your student account which is your student ID number
4. Where possible, your assessments are anonymously marked with your student ID number being the key identifier
5. Your book loans are allocated to your student ID number
6. Access to MyTVU for re-enrolment, change of address etc. is via your student ID number.
7. The publication of results is listed by student ID number on notice boards

Telephones

Voicemail

TVU Voicemail Service – 020 8231 2000.

Students can contact members of staff by using the TVU Voicemail Service. The Service can be accessed via any touch-tone telephone. There are a number of house phones for 'internal calls only' in corridors and in the Libraries. Most classrooms have help phones for assistance with audio-visual equipment and IT equipment.

Leaving messages

Key in 2000 (when calling from outside TVU the prefix 020 8231 should be used) from a touch tone telephone and you will be asked to enter a Voicemail Number. Enter the Voicemail Number for the appropriate member of staff and leave a message. Queries concerning Voicemail services should be directed to the Telecommunications Help Line on extension 2222 (020 8231 2222 from outside the University).

Payphones

There are a number of payphones around the campus area and there are numerous house phones in corridors, reception areas, for use internally, free of charge, to call staff and helpines.

Useful Numbers:

Operator	100
Voicemail	2000
Telecoms Helpline	2222
Security Emergencies, Ealing/Slough	3333
Security Emergencies, Brentford	4057

For Security Emergencies at Reading contact:

Kings Road Reception	5070
Crescent Road Reception	5370

READING

Payphones

There is a card phone available on both campuses. In addition, there are pay phones located in the street immediately outside the campuses.

Web-based Services

During your time at the University, the following web-based services are available to you:

TVU website

<http://www.tvu.ac.uk>

The TVU main website has information about the University, the latest news and a course search for information on any further study you may have in mind.

In the coming year, the website will be changing to keep pace of the key aims of the University's new strategy, including web developments and promotion for the newly formed schools within the faculties.

The 'current students' area provides access to other web services, including our online learning system (Blackboard), electronic Library Services and 'MyTVU' web pages: www.tvu.ac.uk/current.

Library Services website

<http://library.tvu.ac.uk>

Visit this website for all electronic learning resources, including online journals, access to databases and general information about our libraries.

Online learning system (Blackboard)

<http://online.tvu.ac.uk>

Help site at <http://www.tvu.ac.uk/blackboard/>

TVU Online is a web portal providing students with a personalised entry point to the University's online services. TVU Online is based on the Blackboard virtual learning platform and can be accessed by all students while they study at TVU. Many lecturers make use of this site to upload handouts, presentations, as-signments and other learning resources, and as a channel of communication with their students.

TVU Online is a web portal providing students with a personalised entry point to the University's online services. The Blackboard virtual learning platform forms part of TVU Online and can be accessed by all students whilst studying at TVU.

MyTVU

<http://www.tvu.ac.uk/mytvu>

MyTVU is a new service which complements the existing web-based resources and allows students to re-enrol online.

From here, you can update your personal details, confirm re-enrolment onto your course for the next year - all online.

Make sure you check your TVU email account regularly to keep up-to-date with this service

Students' Union

About the Students' Union

The Students' Union stands at the very heart of student life at Thames Valley University and is dedicated to the interests and needs of all TVU students. When enrolling onto a programme at TVU, all students in post sixteen non-compulsory education automatically become members of the Students' Union. TVUSU is affiliated to the National Union of Students UK, NUS, a body which represents and supports students and their local Unions at a national level.

The main purpose of the Students' Union is to represent students both individually and collectively.

Although we hope your time at TVU is trouble free, you may come across problems where you need support and representation from the Students' Union. Therefore individual representation is based on the principles of being impartial, independent, non-judgemental, confidential and empowering.

The collective representation is to ensure that the views of students are delivered to the University, Government and other professional organisations that affect student life. The expression of students' views and input into University policy is essential in order that TVU can respond to the ever-changing needs of all its students.

The Union supports elected student representatives from programmes across the University, offering training and advice to develop their skills and give eloquence to the views of students.

The Students' Union is home to a diverse range of services for students. At the St Mary's Road campus the Union is situated on the ground floor of the North building. At Paragon House the Union has an office on the first floor and offers a drop in advice service which is advertised locally. At Slough the Union is based on the ground floor and at Reading on the Kings Road site the Union has an office on the ground floor.

The Students' Union produces a magazine, which although funded by the Union is editorially independent and run by a student editorial team.

Location of Students' Union offices

EALING

St Mary's Road, Ground Floor, North Building

BRENTFORD

Paragon House, First Floor, PR107

SLOUGH

Ground Floor.

READING

Ground Floor, Kings Road.

Student Participation and Representation

Student participation in the decisions made within the University is actively encouraged. You are represented through the Students' Union on most of the key committees throughout the University including the Academic Board and the Board of Governors. Your Programme Leader will provide further information regarding the election of student representatives. Alternatively you may contact the Students' Union on 020 8231 2276

Students' Union Bar

The Students' Union Bar is located in the Students' Union at the St Mary's Road site, serving alcoholic and non-alcoholic drinks and is the main venue for entertainment and events from live music and club nights to comedy and quizzes - it's the ideal place to make friends and have fun when lectures are finished. Only students over 18 years old are allowed to use this facility. Independent proof of age must be provided on request.

Alcohol purchased within the Student bar can only be consumed within the Students' Union and not taken off the premises.

Students' Union Sports Facilities

The Recreation Office, based at the St Mary's Road site, is home to a wide variety of sports and recreational activities, as well as student run societies which the Union can provide funding to support. Each academic year sees different sports and societies springing up, which any student is entitled to join at any time.

To participate in sport run by the Students' Union all you need is a Sports Card, costing just £20 per year. Listed are some of the sporting activities carried out in the past.

- Sports insurance
- Gymnasium(s)
- Men's Football (two teams)
- Ladies' Football
- Netball
- Men's Basketball
- Ladies' Basketball
- Rugby
- Men's Hockey
- Ladies' Hockey
- Ju-Jitsu
- Thai Boxing
- Goju Kai
- Korean Kick Boxing
- Hip-Hop Dance
- Table Tennis
- Introduction to Martial Arts
- Tone 'n' Stretch
- Capoeira
- Yoga
- Aerobics
- Badminton
- Dance

Clubs and Societies

Students can also participate in a number of volunteering opportunities through the Union or the range of Clubs & Societies offered. Examples of student societies that have run over the years:

- Afro-Caribbean
- Law
- Islamic
- Sikh
- Christian
- Tube Radio – broadcasting live on air
- Digital Arts Society
- Extreme Sports
- Gaming Society
- Chess Club
- BB Gun
- International Students Society
- Dance Society

And many more...

Participating in the activities that TVUSU offers is the perfect opportunity to meet new people, acquire transferable skills and, most importantly, have fun!

If you would like more information on how to get involved in Students' Union run sports or societies, or how to start your own club or society, then please contact the Vice-President Recreation on 020 8231 2564 or email su.recreation.ac.uk or log on to www.tvusu.co.uk.

The first point of call for all information about the Students' Union can be found at www.tvusu.co.uk

Money Matters

Access to Learning Fund (ALF)

This is a discretionary fund for 'home' students on full-time and part-time undergraduate and postgraduate courses. The fund supports those who need extra financial help to meet particular costs not already met from statutory sources of funding, to meet unexpected financial crises and to alleviate financial hardship.

Contact Student Services for more information and an application pack.

Adult Learning Grant (ALG)

Full-time students aged 19 and over, studying for their first full level 2 qualification or first full level 3 qualification, may be eligible for an Adult Learning Grant (ALG) of up to £30 per week. How much you are entitled to depends on your income and benefits and whether you meet the residence criteria, and weekly payments are dependent on attendance. For further information and an application pack, contact Student Services at Ealing or Student Information Services at Reading, or the national Learner Support help line on 0800 121 8989.

Benefits

Studying may affect your eligibility for and entitlement to state benefits, particularly if you study on a full-time course. Several types of benefit may be affected. Even if you remain eligible to claim, entitlement to certain elements of student funding may still reduce your (or your partner's) benefits. You have a duty to inform the relevant authority about becoming a full-time student and being entitled to student funding. It is recommended that you seek advice about your benefits as early as possible.

Contact the student advisors in Student Services or see the website:

www.tvu.ac.uk/studentadvice

TVU Bursaries

For 'Home' students who started courses in the academic year 2008/09 or later and paying £3225 tuition fees, TVU Bursaries will be processed through your Local Authority or Student Finance England.

If you have completed a PN1 form and provided consent in Section 10 of the form for your financial information to be shared with TVU you may be eligible to receive a TVU Bursary.

How much will I receive?

- Students in receipt of the maintenance grant or equivalent, and who are assessed as having a household income below £25,000 may be eligible for the maximum Bursary of £1060
- Students in receipt of the maintenance grant or equivalent, and who are assessed as having a household income between £25,000 and £40,000 may be eligible for a Bursary of £530

If you do not wish your details to be shared (for this purpose) and you have ticked the box under the Student's Declaration on the PN1 form, the University will not be able to determine or pay any Bursary to which you may be entitled.

However, should you now wish to be considered for a TVU Bursary you must contact your Local Authority or Student Finance England where you made your original application.

–For 'Home/EU' students who started courses before September 2008 you can apply for a TVU Bursary if you meet the following criteria:

- You are enrolled on a full time undergraduate or PGCE course (including sandwich courses)
- You are paying £2910 in fees, or £1455 for a sandwich year
- You are classified as a 'Home' or 'EU' student

How much will I receive?

- Standard Bursary is £530*
- Eligible students in receipt of one of the following awards will be entitled to a Bursary of £1060*
 - Students resident in England or Northern Ireland – Maintenance Grant or Special Support Grant
 - Students resident in Scotland – Students Outside Scotland Bursary
 - Students resident in Wales – Assembly Learning Grant or Special Support Grant

* Students on a sandwich year paying 50% pro rated fees will receive a 50% pro rated Bursary at the appropriate level

Contact Student Services for further information.

Cash Machines

EALING

There is a cash machine in the Students' Union Building at St Mary's Road. It accepts all major credit and debit cards.

The campus is close to the main shopping centres where all the major high street banks and building societies can be found.

BRENTFORD

There is a cash machine in the 'Cost-Cutter' store on campus. A transaction charge will apply to this machine.

SLOUGH

The campus is close to the main shopping centre where all the major high street banks and building societies can be found.

READING

There is a cash machine on the Kings Road site only. There are a number of cash machines in local shops near to the Crescent Road site.

Council Tax

The Confirmation of Student Status letter can be used to get a discount on, or exemption from, your Council Tax in most cases, if you study on a full-time course. You will need to submit this letter to your Local Authority.

EALING/BRENTFORD/SLOUGH

Contact your Faculty Office

READING

Contact Student Information Services

Debt

If you are experiencing financial difficulties or have unmanageable debts, the student advisors in Student Services may be able to help. For further information visit the website: www.tvu.ac.uk/studentadvice

Disabled Students Allowance (DSA)

DSA is a non means-tested grant available to 'home' students enrolled on Higher Education courses. It can be used to cover any extra costs incurred by a student as a direct result of a disability, mental health condition or specific learning difficulty. For more information visit the website: www.direct.gov.uk/studentfinance. Students in receipt of an NHS Bursary should visit the website: www.nhsbsa.nhs.uk/students. The disability advisors can provide students with advice and information about DSA and can be contacted:

EALING/BRENTFORD/SLOUGH

020 8231 2739

disabilityteam@tvu.ac.uk

READING

0118 967 5063 / 5096 / 5436

reading.DisabilityTeam@tvu.ac.uk

Education Maintenance Allowance (EMA)

Students aged between 16 and 18 undertaking a full-time, further education course, a Learning Skills Council (LSC) funded Diploma, a course leading to an Apprenticeship or a LSC-funded e2e programme may be eligible for EMA, which pays between £10 and £30 a week. Entitlement for EMA depends on household income and residence requirements, and payments are based on attendance. Further information and application packs are available from :

Student Services

020 8231 2573

student.services@tvu.ac.uk

Student Information Services

0800 036 8888

reading.enquiries@tvu.ac.uk

or you can contact the National Learner Support Helpline on 0800 121 8989.

Fee Status Assessment Appeals

If you do not agree with your assessed fee status (which determines the level of tuition fee you are expected to pay) you may wish to appeal. Ideally, you should do this before you complete the enrolment process. For details of the appeals procedure, contact the department or faculty office that carried out your fee status assessment. A student advisor from Student Services may be able to assist you with your appeal. Also, in certain circumstances you may be eligible for a change in fee status during the course. If you think you may qualify, you can request a reassessment.

EALING/SLOUGH/BRENTFORD

Full-time undergraduate courses

Contact the Admissions Department on 020 8231 2726

Part-time Undergraduate courses and all Postgraduate/FE courses

Contact your Faculty Office

READING

All full-time and part-time courses at the Reading campus

Contact Student Information Services Reading on 0800 036 8888.

Fees – Problems with Paying

If you are having problems with paying your fees, it is a good idea to contact Credit Control on 01753 697740 / 01753 697571.

If the problem remains, an advisor may be able to assist.

See Advice Team, email: student.advice@tvu.ac.uk

EALING/BRENTFORD/SLOUGH

Contact Credit Control on 01753 697740/ 01753 697571

READING

Contact Credit Control on 0118 967 5031.

Funding and Information Team

General information for students on statutory and discretionary funding.

EALING/BRENTFORD/SLOUGH

Contact the Student Funding and Information Team on 020 8231 2573 or student.services@tvu.ac.uk

READING

Contact the Student Information Services Team on 0800 036 8888.

Funding

There are various types of funding that you may be able to apply for. You may be able to receive help with your tuition fees and /or help with living costs. This is usually in the form of loans and grants. The funding you can apply for will depend upon several factors including your personal eligibility, your course and your mode of study.

For information on what funding might be available to you and how to apply for it, contact Student Services or see the website: www.tvu.ac.uk/studentadvice

Learner Support Fund (LSF)

The Learner Support Fund is a discretionary fund provided by the Learning and Skills Council (LSC) to assist 'home' students who face financial hardship whilst studying on full-time or part-time LSC funded courses. Funds are limited and support is not guaranteed. Eligibility criteria and application forms are available from Student Information Services.

Money Management

'My Money Matters' is an exciting project with the aim of giving students the money management skills that they need to successfully negotiate their finances whilst at university and beyond. Workshops, presentations and information on student finance related topics are produced by the student advisors in Student Services.

NHS Bursary

If you are studying an NHS-funded course such as Nursing or Midwifery, and you are a 'home' student, you may be eligible for an NHS bursary. There are two types of bursary: Non means-tested bursaries for students studying on diploma courses and means-tested bursaries for degree and postgraduate level students. For further information see the NHS Student Bursaries website: www.nhsbsa.nhs.uk/students.

Student Loans

If you are eligible for student support funding, you can expect to receive your student maintenance loan in three equal instalments [at the start of the academic year, and then around the beginning of the other two terms].

Thames Valley University liaises with the Student Loans Company (SLC) to enable the first instalment of your Student Maintenance Loan to be paid directly into your bank account.

To ensure this happens you will need to do the following:-

- Complete the Application for Student Finance 2009/10 (PN1 form – new students; PR1 form – continuing students). Applications will be processed by either Student Finance England or your Local Authority (LA). You can also apply online at www.direct.gov.uk/studentfinance. For funding information for students who normally live in Wales, Scotland or Northern Ireland and intend to study in England, please contact the Student Advice Team.

Once you have enrolled and completed your financial details the University will advise the SLC that your Loan can be activated.

If you are liable to pay any part of the tuition fee you can apply for a Tuition Fee Loan. Complete the relevant section online or on the PN1 or PR1 form and send your Financial Notification letter to the Finance Department.

Contact Student Services for further information, email: studentservices@tvu.ac.uk

Study Loans

If there is no statutory (government) support available to you for your course, you may be able to take out a loan to help cover your tuition fees or living costs/course costs. You are advised to check the terms and conditions carefully. Loans taken out for living costs may affect your (or your partner's) benefits. Contact the student advisors in Student Services or see the website: www.tvu.ac.uk/studentadvice.

Tax Credits

Studying should not affect your eligibility for child tax credit, and most student funding is ignored when calculating your (or your partner's) entitlement.

However, a change to the number of hours that you are working may affect your eligibility for working tax credit. We recommend that you should inform the relevant authority if you become a student and if you are entitled to student funding. More information about this is available from the student advisors in Student Services or see the website: www.tvu.ac.uk/studentadvice.

Transport Costs

Students who are studying on a full-time further education course and are aged between 16 and 18; or aged 19 and continuing on to a course which they started when they were under 19, may be able to apply to the local council for assistance with transport costs. Each council has a separate Post-16 Transport Policy which outlines the support available, so it is advisable to contact your council directly for details of their scheme.

Thames Valley University currently has an agreement with Reading Transport, which enables all students to access a weekly travel pass at a reduced rate. Students need to present their TVU Unique ID cards to the bus driver to purchase reduced rate weekly tickets. Further information on where this can be used is available from Reading Transport on 0118 959 4000.

Full-time students can also apply for a student Oyster card, giving reduced-rate travel in and around London. Ask at the TVU Students' Union (website: <http://tvusu.co.uk>) or see the Transport for London website: www.tfl.gov.uk, for more details.

Housing

Accommodation Service

The Accommodation staff can assist you to find secure suitable accommodation in the University's Halls of Residence or the private rented sector.

Accommodation Service

Accommodation Service

Ealing/Brentford/Slough

Reading

020 8231 2311/2519

0800 036 8888

uas@tvu.ac.uk

reading.homes@tvu.ac.uk

Halls of Residence

The University has Halls of Residence at both the Brentford and Reading campuses.

Paragon, an award-winning building, opened in September 2006 and provides purpose built student accommodation. Paragon is owned and managed by Touareg Trust, and located in Brentford. The site consists of four blocks of accommodation arranged as single study bedrooms in cluster flats and studios. All are en-suite; the single study bedrooms have communal fitted kitchen/dining room and the studios are equipped with a fitted integral kitchen area. Paragon is located 1.5 miles from the Ealing campus. Served by the University shuttle bus there are also excellent bus and rail services. For further information please visit www.tvu.ac.uk/paragon.

The Reading Hall of Residence is situated next to the Kings Road campus. It has 72 rooms, 9 of which have been adapted for disabled students. For more information and a virtual tour please visit the website:

www.tvu.ac.uk/students/support_for_Students/Accommodation_jsp.

Housing Advice (including Homelessness)

Advice is available on all housing matters including tenancy agreements, getting your deposit back, difficulties with your landlord, disrepair and eviction / repossession procedures.

If you become homeless, or are concerned that you may become homeless, you can get advice on your rights and options from the student advisors.

Private Rented Sector

Student Services produce information on accommodation available in the private rented sector, including lists of letting agencies, student hostels, guest-houses and hotels.

At Reading we can also arrange homestay accommodation for international students. Homestay providers offer bed and breakfast or full board accommodation in their private home, in an English-speaking environment. Homestay accommodation can be offered as a temporary or as a long term arrangement.

Rent

Rent is one of the most important items of your expenditure. If you do not keep up with your rent, you could lose your home. If you would like advice regarding rent payments or your financial matters please contact the student advisors.

Student Services and Student Well-Being

Student Services

The Student Services Department offers students studying at Thames Valley University a free, confidential and professional service in support of their academic studies. The teams are based in Ealing and Reading but they run satellite services at the Slough and Brentford campuses.

Information, advice and guidance is available on accommodation, funding, immigration, state benefits, tax credits, housing rights, disability, faith, counselling, health, and course enquiries at the Reading campus.

Student Services	Student Information Services
Ealing/Brentford/Slough	Reading
020 8231 2573	0800 036 8888
student.services@tvu.ac.uk	reading.enquiries@tvu.ac.uk

Student Advice

The advisors offer a professional advice and advocacy service covering practical issues such as:

- Sources of funding – including fee status, eligibility, and the effect on funding of changing course or previous study
- Problems with fees and funding
- Money management and debt advice
- Immigration and other issues relevant to international students
- Entitlement to state benefits and tax credits
- Housing rights

The service is free and confidential.

The advisors can be contacted through Student Services, or you can email: student.advice@tvu.ac.uk

Information sheets on funding and immigration matters are available at: www.tvu.ac.uk/studentadvice

Childcare advice

Full time undergraduate 'home' students in receipt of student support (i.e. student loan, NHS Bursary etc) may also be eligible to receive supplementary allowances for dependants, including help with the costs of childcare, and can apply to the Access to Learning Fund.

For further information see the website: www.tvu.ac.uk/studentadvice

Student parents under the age of 20 on the day their course begins, who are studying on an LSC-funded further education course, can get financial help with childcare costs through the Care to Learn scheme. To qualify you must use a childcare provider which is registered with Ofsted.

'Home' students aged 20 or over, studying Learning and Skills Council funded courses, may be eligible for assistance through the Free Childcare for Training and Learning for Work scheme if they are not in paid employment but they have a partner who works 16 or more hours a week. There are additional criteria. Support for childcare costs may also be available to 'home' students aged 20 or over through the University's Learner Support Fund.

Students who are eligible for Working Tax Credit (WTC) may qualify for help towards childcare costs through the childcare element of WTC.

There are two nurseries at the Reading campus open to all students who have children under five, subject to availability.

Please see information on Nursery.

Counselling

Counselling offers you the opportunity to talk to someone about the issues in your life which are of most concern to you, in a private and confidential setting. Talking through these issues with a counsellor can help you to manage and cope with your problems better, and work towards possible solutions. You can talk to a counsellor about any sort of issue, no matter how big or small.

Throughout the year the Counselling Service also offers workshops and short courses on subjects such as Developing Your Confidence, Delivering Presentations and Assertiveness.

You can book an appointment at any campus by telephoning 0845 036 2727, or by calling in at the Student Well-Being Centres or Student Information Services at Reading. The Counselling Service can also be contacted via email at: counsellor@tvu.ac.uk

Disability

The disability advisors offer a confidential service to all TVU students who are disabled or think that they may have a Specific Learning Difficulty, e.g. dyslexia. The disability advisors can provide:

- Advice and information on extra funding for disabled students
- Individual Learning Plans and recommendations for reasonable adjustments
- Alternative exam arrangements
- Loan equipment (normally for FE and International Students)
- Liaison with Faculties
- Assistance in arranging support workers, e.g. note-takers, dyslexia tutors, communication support workers
- Assistance in arranging a diagnostic assessment for dyslexia
- Assistance with mitigation and appeals

Students can make an appointment to see the disability advisors at any time during their studies. There is also a weekly Drop-In Service available at St Mary's Road, Ealing. Contact the disability advisors on 020 8231 2739 or email: disabilityteam@tvu.ac.uk

Disability Information

The University is committed to a policy of equal opportunities for students with a disability or specific learning difficulty.

We are developing an inclusive approach to learning, so that all students, including those with a disability, can become part of an integrated learning community within the University.

We are aiming towards making TVU accessible by design so that only minimal adaptations need to be made for individuals. In addition, we try to meet all student requests for reasonable adjustments to enable an equal opportunity of access for all students.

For the purposes of this statement, disability is understood in the broadest sense and, in addition to mobility and sensory impairments includes mental health problems, specific learning difficulties and medical conditions which may have an impact on a student's studies.

If you would like an opportunity to discuss any specific needs you may have relating to your disability, or you would like a copy of TVU's Disability Handbook, please contact Disability Services at your campus. We encourage early enquiries from all students. This helps to avoid gaps or delays in setting up provision.

EALING/BRENTFORD/SLOUGH

Disability Team
C39, Library
St Mary's Road
Ealing
W5 5RF

Tel: 020 8231 2739

Email: disabilityteam@tvu.ac.uk

READING

Disability
TVU Reading campus
Kings Road
Reading
Berkshire
RG1 4HJ

Tel: 01189 967 5436

Email: reading.disabilityteam@tvu.ac.uk

Dyslexia

The disability advisors can provide advice and information for students with dyslexia, and can also assist students in arranging an assessment with an Educational Psychologist, if a diagnosis of dyslexia has not been previously confirmed. Students with dyslexia can access a range of support at TVU, including one to one dyslexia tuition, specialist IT support, and Individual Support Plans. Students who require dyslexia support are advised to contact the disability advisors at the earliest opportunity on 020 8231 2739 or email: disabilityteam@tvu.ac.uk.

READING

gina.carey@tvu.ac.uk or tel: 0118 967 5661 or

reading.disabilityteam@tvu.ac.uk

Faith/Chaplaincy

The Chaplaincy teams at Ealing, Slough and Brentford, and the First Base Team at Reading provide support for students on spirituality, faith, religion and ethics. The teams can provide information about local places of worship. The teams are available to support all members of the University, of all faiths or of none. There are quiet rooms available in Ealing and Reading for individual and collective prayer, reflection and contemplation.

EALING/BRENTFORD/SLOUGH

contact the Chaplaincy team on 020 8231 2365

or email: dean.ayres@tvu.ac.uk

READING

contact the First Base Team on 0118 967 5034

or email: steve.rollins@tvu.ac.uk

Health

Nurses are available, for the treatment of minor illnesses, accidents, general health advice, sexual health advice, student support and health promotions. Appointments are not always necessary, so please drop in or telephone.

Student Well-Being Centre North East Building Ealing	The Health Clinic A74 Reading	Student Well-Being Centre 'K' Block Slough
020 8231 2218	0118 967 5030	01753 69 7722

Confidential email service: healthteam@tvu.ac.uk

Health Information and Education

Health Promotion events are organised and run by the Nurses during the academic year. Advice, leaflets and sources of help can be obtained from the Student Well-Being Centres if required by students for health studies or projects.

Emergency Treatment

Any TVU students may receive treatment in an emergency from a First Aider, Nurse or Doctor. Students with a serious illness may be referred to the nearest hospital.

Doctors – Ealing Campus

At Ealing the University works in partnership with the Florence Road Surgery which holds General Practice Clinics at the Health Centre, Ealing. To make an appointment please telephone: 020 8231 2218. NB: Only students living in the London Borough

of Ealing, Hammersmith or Hounslow and on a course of six months or more may register with the Doctor's Clinic on the Ealing Campus.

Doctors – Slough Campus

A full list of local GPs can be accessed from the Student Well-Being Centre and help can be given to register with a doctor. Students living in the Slough area can be registered with the Farnham Road Surgery via the Student Well-Being Centre.

Doctors – Reading Campus

A full list of local GPs can be accessed from the Student Well-Being Centre and help can be given to register with a doctor. Students living in the vicinity of the Pembroke Surgery area can be registered with them. Please see the nurse for a leaflet.

Students who are located at Brentford that require assistance from a Nurse or Doctor, please contact the Ealing number listed above.

Learning Disability

Students with Learning Disabilities can access a range of support at TVU, including general learning skills, non subject-specific study skills tuition, mentoring and Individual Support Plans. Students who have Specific Learning Disabilities are advised to contact the disability advisors at the earliest opportunity for a confidential appointment to discuss the details of any disability support that may be required.

EALING/BRENTFORD/SLOUGH

020 8231 2739

or email: disabilityteam@tvu.ac.uk

READING

0118 967 5436

or email: reading.disabilityteam@tvu.ac.uk

Reading campus also offers specialist supported courses for Learners with Learning Difficulties and/or Disabilities within the LLD/D department. For more information contact:

0118 967 5425

or email philip.lucas@tvu.ac.uk

Legal Advice

You can get details of, or direct referrals to, specialist legal advice providers. For further information contact one of the student advisors in Student Services, or see: www.tvu.ac.uk/studentadvice.

Mental Health

Students with mental health conditions can access a range of support at TVU, including mentoring and Individual Support Plans. TVU also provides a confidential Counselling Service, open to all students, which offers both individual and group sessions. Students with mental health conditions are advised to contact one of the disability advisors in Student Services at the earliest opportunity for an appointment to discuss any learning support that may be required.

The disability advisors can be contacted

EALING/BRENTFORD/SLOUGH

020 8231 2739

or email: disabilityteam@tvu.ac.uk

READING

0118 967 5436

or email: reading.disabilityteam@tvu.ac.uk

Meningitis

The Chief Medical Officer of the Department of Health has recommended that all students under the age of 25 receive immunisation against meningitis. If you have not been vaccinated, please contact your GP before arriving at University or contact the University Health Service in the Student Well-Being Centres.

Nursery (Reading)

Little Owl and Tawny Nursery

At Little Owl and Tawny Nurseries the staff are committed to providing a secure and stimulating environment that will promote each child's development. We will encourage the children to develop a sense of achievement through play, which is pleasurable and rewarding.

In all activities, the child's age and stage of development are taken into account and the curriculum will reflect their interests.

Both Nurseries have been awarded The Reading Quality Assurance Award, endorsed by 'Investors in Children'. Therefore parents have the assurance that the nurseries are among the best in the country.

The nurseries operate waiting lists. If you wish to put your child's name on the waiting list for the site most convenient to your programme, please obtain an application form from either of the nurseries. Please complete and return the form stating which site you would prefer. Places will be allocated according to availability.

Fees and Session Times

Fees

Current fee information can be obtained from the nurseries.

Term-time

During term-time all sessions booked must be paid for regardless of absences. Fees are payable per calendar month and four weeks notice should be given when withdrawing children from the nurseries.

Holidays

Holiday bookings are only currently available at Little Owl Nursery. This service is available to children attending either nursery during term-times, although places are limited. Holiday fees are charged per calendar month.

Students

Some students may be entitled to help with funding. Details can be obtained from the Learner Support Fund. (All students who are entitled to financial assistance are required to fill out an application form available from Student Information Services).

Sessions

Monday – Friday

Mornings 8.30am – 1pm

Afternoons 1pm – 5pm (4.30pm Fridays)

Parental Involvement

The nurseries work in partnership with parents to ensure the well being of the children. The nurseries operate an open door policy and parents are welcome to discuss and contribute to their child's nursery experience.

Tawny Nursery 21 months – 5 years

Phone: 0118 967 5361

University term-time only

Little Owl Nursery 0–5 Years

Phone: 0118 967 5413

(All Year)

Pregnancy

You are advised to speak to a health professional and may wish to discuss your study options with your Personal Tutor or Programme Leader. You may also wish to speak to an advisor for information on how your pregnancy or taking time out of your studies might affect your student funding, your financial entitlements (e.g. benefits), and (if relevant) your immigration status.

Sexual Health Advice

Nurses are available for advice on family planning and contraception. A Doctor's Family Planning Clinic, in which a wider contraceptive service is offered, is held at the Ealing Campus on Mondays by appointment, and a Sexual Health Clinic is held on Monday lunch times at the Student Well-Being Centre at the Reading Campus.

Careers and Employment

Careers and Employment Service - Ealing, Brentford, Slough and Reading

The Careers and Employment Service can help you to plan and manage your career both during and after your studies. You can also register for part-time temporary work and for graduate jobs and get advice on further study, training and employment.

Careers Service

Information

The Careers and Employment Service has its own website: www.tvu.ac.uk/careers where you will find details of opening hours and special careers events and workshops running throughout the year.

Careers Resource Areas

The Careers Resource Areas at Ealing and Reading contain a wide selection of occupational information, employer brochures, job search materials and much more. You can access the internet and use computer software packages to help you explore career options. There is also a wide range of free information for you to take away.

Opportunities magazine

This is a monthly publication produced by the Careers and Employment Service for students, ex-students, academic staff and employers. It includes up-to-date information on career progression and the labour market. Each issue includes topical features, regular items and job vacancies.

Careers guidance

We offer a drop-in service to students and graduates. The drop-in normally involves a 15-minute 'chat with an advisor to discuss a quick query. No appointment is necessary but it is advisable to check opening times.

If you require more in-depth advice and guidance you can book a 45-minute appointment with a Careers Advisor.

Careers workshops

During the year the Careers Service runs a programme of practical workshops to help you enhance your course search, job search and employability skills. These include: UCAS applications; CV writing; completing application forms; interview techniques; preparing for graduate recruitment and selection procedures and self employment. Workshop dates are advertised on our website, on careers notice boards and on the student intranet.

Employment Service

For current students:

The service assists current students in finding part-time and vacation work. TVU actively encourages current students to seek out experience in the workplace as a way of adding value to their studies.

For graduates:

The service helps graduates seeking full-time employment

How to access the Careers and Employment Service

EALING

Ground Floor, B Block, Learning Resource Centre, St Mary's Road.

Opening times

Students can access and use the Careers Resource Area at any time during the Library opening times.

Drop-in service

Monday–Thursday, 1–4pm

First Tuesday of each month, 5–7pm for part-time students.

Tel: 020 8231 2701/2582 or e-mail: careers@tvu.ac.uk

SLOUGH

Student Resource Centre

Opening times

Thursdays, 10am–1pm and 5pm–7pm.

Opening times may vary on occasions. It is therefore advisable to check opening times at Ealing and Slough before visiting the Careers and Employment Service.

Tel: 020 8231 2701 or e-mail: careers@tvu.ac.uk

READING

Kings Road and Crescent Road within the Student Information Services area.

Opening times

Monday–Friday, 8.30am–5pm

Drop-in service

Daily during term-time at Kings Road and twice weekly at Crescent Road. Check details on notice boards and the student intranet.

Tel: 0118 967 5065 or e-mail: readingcareers@tvu.ac.uk

BRENTFORD

Students at Paragon should contact the Ealing office listed above for Careers and Employment Services.

Course-related Matters

Faculty Offices

Faculty of Professional Studies (FOPS)

The Faculty Office is a point of contact for administrative issues relating to your programme. You can go there for queries relating to letter requests, enrolment, published marks, timetables and assignments. Students will hand their work in to this office.

EALING

Room TC50 (Ground Floor, Teaching Centre)

Term-time opening times:

Monday–Thursday, 9am–2.30pm & 4pm–9pm

Friday, 9am–5pm

Saturdays, 10.30am–1.30pm

Please note from time to time opening times may vary; when a Faculty Office has to be closed during normal published opening hours notices displaying the next opening time will be posted on the doors/shutters.

SLOUGH

Room A011/12/13 (Ground Floor, A Block)

Term-time opening times:

Monday and Thursday, 9am–2.30pm & 4pm–7pm

Tuesday, Wednesday and Friday, 9am–2.30pm and 4pm–5pm

Please note from time to time opening times may vary; when a Faculty Office has to be closed during normal published opening hours notices displaying the next opening time will be posted on the doors/shutters.

READING

Room 12 (Crescent Road)

Year round opening times:

8.30am–5pm (4.30pm Friday)

Faculty of the Arts (FOTA)

The Faculty Office is a point of contact for administrative issues relating to your programme. You can go there for queries relating to enrolment, published marks, timetables and assignments. (Please note: assignments can ONLY be handed in to TC308 for Ealing students or room B68 for Reading students).

EALING

Room TC308 (Teaching Centre)

Term-time opening times:

Monday–Thursday, 9am–6pm

Friday, 9am – 5pm

Please note from time to time opening times may vary; when a Faculty Office has to be closed during normal published opening hours notices displaying the next opening time will be posted on the doors/shutters.

Grove House has limited administrative support. Students should contact the Faculty Office in TC308 in the first instance.

READING

Room B68 (Kings Road)

Year round opening times:

8.30am–5pm (4.30pm Friday).

Faculty of Health and Human Sciences (FHHS)

The Student Desk within the Faculty Office is a point of contact for administrative issues relating to your programme. You can go there to re-enrol and for queries relating to council tax, placement expenses, uniform exchange, timetables and module documents and for further information about university wide services. The Faculty Office is also the contact point for queries regarding all assessment related issues.

BRENTFORD

Paragon House

Boston Manor Road

Monday–Friday, 9am–5pm SLOUGH

Room J03/04, Ground Floor, J Block

Year round opening times:

Monday–Friday, 8.30am–4pm.

READING

Room 410, 4th Floor, Hanover House, 202 Kings Road

Year round opening times:

Monday–Friday, 8.30am–12.30pm and 13.30pm–15.30pm

Room C12/1 (Kings Road)

Year round opening times:

Monday–Thursday, 8.30am–5pm (4.30pm on Fridays)

Please note from time to time opening times may vary; when a Faculty Office has to be closed during normal published opening hours, notices displaying the next opening time will be posted on the doors/shutters.

Reading Higher Education

The Faculty Office is a point of contact for administrative issues relating to your programme. You can go there for queries relating to enrolment, assessments and timetables and contacting your lecturers.

Room B14 (Kings Road)

Year round opening times:

8.30am–4.30pm

14–19 Academy Reading

The Academy is a point of contact for administrative issues relating to your programme. You can go there for queries relating to timetables, room bookings and contacting lecturers.

Room C12/1(Kings Road)

Year round opening times:

8.30am – 5pm (4.30pm on Friday)

Confirmation of Student Status

Various external bodies and internal departments may require documentary proof that you are a student. The Confirmation of Student Status letter will provide you with that information.

EALING

Contact your Faculty Office

BRENTFORD

Contact your Faculty Office.

SLOUGH

Contact your Faculty Office.

READING

Contact Student Information Services on 0800 036 8888.

Blackboard

<http://online.tvu.ac.uk>

Help site at <http://www.tvu.ac.uk/blackboard>

Blackboard is the name of the software used for the University's virtual learning environment, TVU Online. TVU Online can be accessed by all students while they study at TVU. Many lecturers make use of this site to upload handouts, presentations, assignments and other learning resources, and as a channel of communication with their students.

Learning Development

Whether you are studying at Ealing, Brentford, Slough or Reading, Learning Development programmes are available to help you develop the skills required for success on your programme of study. We can help you with a range of programmes from time management to developing your maths and written English, as well as sessions focussing on the skills required for completing your assignments.

Support comes from the Learning Development Centre for students on courses based in West London, and from Learning Skills for Reading HE.

You can find us at:

EALING

Learning Development Centre

Room C54, Library

St Mary's Road campus

Tel: 020 8231 2690 or e-mail us on learning.development@tvu.ac.uk

BRENTFORD

Learning Development

Paragon

Boston Manor Road

Tel: 020 8231 2690 or e-mail us on learning.development@tvu.ac.uk

SLOUGH

Learning Development

Room C5, Ground Floor

Tel: 020 8231 2690 or e-mail us on learning.development@tvu.ac.uk

READING

Learning Skills

Room B14/4, Kings Road campus

Tel: 0118 9675063

Or simply drop in at the Study Help Desk in the Library at Crescent Road or Kings Road.

What students have said about the help they received:

"Having an extra tutor to talk to about my coursework and sort out problems helps me to keep up-to-date with my assignments."

"I liked the chance to plan my study with the lecturer and learn what I really needed."

"Maths used to make me panic but now I can take each problem step by step."

"I never used to plan my essays; learning how to structure them has made all the difference to my coursework."

"I think learning about revision techniques helped me to get good exam results."

"Learning about time management helps me at work as well as in my studies."

Personal Tutors

For FE students only

If you are a full-time student aged between 16 and 18 you will be appointed a Specialist Personal Tutor, or Personal Tutor if you are 19 or over, who will be:

- A named member of staff
- The first person to see if you want information or have any queries or problems about your programme or any other aspect of University life
- Able to put you in touch with relevant contacts if more specialised advice or support is needed
- The named person other members of staff will contact if they have a concern about your work, behaviour, attendance or progress
- The person who is responsible for your induction and tutorial programme.

All students on full-time programmes are given a tutorial programme and are expected to attend regular tutorial sessions

- Carrying out your subject reviews, individual learning plans and feedback and evaluation sessions
- Responsible for helping you record your achievement and issuing reports and reference
- Responsible for helping you plan your steps to your future (careers)
- Available to help you to identify ways you can study more effectively
- Responsible for supporting the delivery of your careers education in collaboration with Connexions staff
- Responsible for referral to internal/external support services as applicable e.g. counsellor, student mentor

For HE Students: Please refer to the UG, PG and FHHS (Nursing & Midwifery) supplements for further Personal Tutor details

Re-enrolment

What is re-enrolment?

This is the process where you confirm that you intend to return to years 2, 3, 4 etc of a course you have already started studying at TVU.

Why do I need to re-enrol?

You need to re-enrol so you can continue to use our facilities, have access to TVU campuses, Blackboard, your student email account and Library borrowing rights.

Your information and circumstances may change from one year to the next. TVU is required to send your up-to-date details each year to relevant government departments and Funding Councils.

TVU also needs to confirm your attendance for each year so you can access student support and the Student Loan Company fee and maintenance payments (if applicable).

It is important that TVU have your up-to-date details as we will need to send you important communication, including your Assessment results and all other correspondence.

When should I re-enrol?

TVU will contact you when you need to re-enrol, by post, by email (to your TVU student email account). This will normally be a few months before the anniversary of your course start. If your course started in September 2009 then you would re-start your course in September 2010. You would be able to re-enrol online once the assessment boards have confirmed your results, this is usually at the end of July 2010 onwards. If your course started in February 2010 then you would be eligible to re-enrol from December 2010 onwards.

Progression - All students have to meet progression regulations at TVU. Please check the student handbook supplement for further details. If you have concerns about your progression please seek academic advice from your tutors at the earliest opportunity, who will be able to support you.

How do I re-enrol?

You can now re-enrol online from any PC with internet access. In fact, re-enrolment is now only available online, so no more paper forms and less queuing in the enrolment hall.

Please note you will only be able to re-enrol online if you have activated your MyTVU online account. Please refer to "MyTVU" on page 17 for details on how to activate your MyTVU online account.

When you have successfully activated your MyTVU online account, please go to www.tvu.ac.uk/mytvu

Study Abroad

Study and/or work abroad

Study abroad as part of your programme and enhance your job opportunities. You can also opt to work abroad instead or you may want to choose to study and work during your period abroad.

TVU has exchange agreements with institutions in other European countries. Within Europe, student exchanges are supported by the European Union's LLP- Erasmus Scheme. Students who participate in these exchanges, provided they satisfy nationality requirements, are eligible to receive an Erasmus grant which contributes towards the extra costs arising from studying at one of our partner institutions in Europe. Students can also work for a work placement in the EU, or choose both to study and work in one European country.

The Erasmus grant will not cover all the student living expenses and is not automatic. If you do not have EU nationality you can participate in the study abroad exchange but will not be able to undertake work placement nor receive the Erasmus grant to support your studies.

If you take part in these exchanges you will not have to pay any fee to the partner institution, however, you will still have to pay any fees due to TVU, and you will continue to receive any student grant or loan to which you are normally entitled from national or other sources.

To gain the most from your period abroad you should be able to communicate with your fellow students in their native tongue and some programmes require a good knowledge of the language. However, you do not need to be fluent in the foreign language for all degrees, indeed, some European institutions teach certain subjects in English.

You have a great opportunity to study a language at TVU to prepare for your study period abroad. All Home and EU students enrolled on undergraduate or postgraduate programmes at TVU can study a language (French, German, Italian, Spanish) for a small fee. (If you are an international student: non UK or non EU student, please contact the International Office for further details regarding fees). (You will be part of the Associate Student Scheme and study the language in addition to your programme.)

Studying and working abroad add a new dimension to your programme – it allows you to become immersed in a foreign culture, to make new friends, to obtain a working knowledge of another language and to realise a greater degree of self-reliance. Studying and working abroad enhances your job opportunities – a recent evaluation carried out by the European Commission found that 71 per cent of employed former Erasmus students surveyed noted a positive impact of a study abroad in obtaining their first job. Many students state that the study abroad experience is the best part of their time at University.

If you wish to find out more about the opportunities for studying abroad, visit the International Office in Room TC326, St Mary's Road, Ealing, Tel: 020 8231 2706.

Suspending or Transferring your Studies/ Withdrawing from your Studies

If you are considering withdrawing from your studies, taking time out (i.e. suspending your studies) or transferring to a different course, you should contact your Personal Tutor and your Faculty Office to discuss your academic options. You should also speak to the student advisors in Student Services about how your decision might affect your current and future student funding, your financial entitlements (e.g. eligibility for benefits) and (if relevant) your immigration status.

UCAS

Applications

Students will be offered support regarding use of 'Apply' the UCAS online application system. Further information is also available on www.ucas.com

A Careers Advisor will come to your class during the first few weeks of your programme to advise you on the different aspects of choosing a suitable Higher Education course and making an effective application including a personal statement.

If you miss this talk you should make contact with your Tutor or the Careers Team on the campus you are studying on.

EALING

Contact your Tutor or course administrator for the UCAS 'apply' buzzword and instruction booklet so that you can make your application online.

Alternatively, contact the Careers and Employment Service (CES) on 020 8231 2701 or drop in to the CES (Library, Ground Floor, B Block, St Mary's Road) between 10am and 4pm Monday to Thursday or between 5pm and 7pm on the 1st Tuesday of the month.

SLOUGH

Contact your Tutor or course administrator for the UCAS 'apply' buzzword and instruction booklet so that you can make your application online

Alternatively, contact the Careers and Employment Service on 020 8231 2701 or drop in to the Student Resource Centre on Thursdays between 10am and 1pm and 5pm and 7pm. Please phone ahead if you are making a special trip.

READING

Contact your Specialist Personal Tutor (SPT) or Programme Leader for the UCAS 'apply' buzzword and instruction booklet so that you can make your application online.

Alternatively, contact the Careers Team on 0118 967 5065 for advice.

BRENTFORD

Students based at Brentford should contact the Ealing Office.

Safety and Security

ID Cards – Unique®

Upon enrolment, all students will be issued with a Unique® card.

Unique® is a multifunctional campus card, which can be used for the following:

- Proof of Identity
- Access to University campuses
- Borrow Library Books & Media Equipment
- Access to Computing & Printing Facilities
- Electronic Attendance Registration (Nursing Students only)
- Secure & Convenient Cashless Vending
- Special Offers & Discounts at Local/High Street Stores
- Access to a number of online services, top-up facility, classifieds and more

Your Unique® card is recognised by selected local/high street stores. You will be able to benefit from savings when presenting your card.

You will be asked to pay a refundable deposit of £10 for your Unique® card. When you finish studying at TVU, your deposit will be returned to you, in exchange for your Unique® card. Your card must be returned within 90 days of the finishing date of your course. (We regret that there will be no refund for a card which has been reported lost and is then found.)

For all information and terms & conditions and the refund policy see:
www.unique4tvu.co.uk

If your card needs to be replaced through loss or damage you will be charged a replacement fee of £10. If your card has been stolen it will be replaced free of charge on presentation of a Crime Report / number (not a 'Property lost in street' report).

Please do not lend your card to anybody else.

For production, distribution and general enquiries please come and see us at one of the Unique Card Centres.

EALING

Unique Card Centre is located in room C128, Library, St Mary's Road.

Hours of opening

Monday-Friday, 9am-2pm and 3pm-5pm.

BRENTFORD - PARAGON

Unique Card Centre is located in the Reception Area

ID cards can be obtained Monday to Friday between 9am-5pm.

Please contact Security at the front desk

READING

Unique Card Centre is located in the Kings Road Campus

Hours of opening:

Monday–Thursday, 11.30am–7pm

Friday, 9am–1pm

SLOUGH

Unique Card Centre is located in the Paul Hamlyn Library.

ID cards can be obtained Monday to Friday between 9am-5pm.

Please see Security at the front desk

N.B opening times change during holiday time.

Identification

You may be asked at any time by a member of staff to produce your Unique® card to prove your identity within the University. Failure to produce your card or proof of identity as a TVU student may result in you having to leave the University premises. You will need your card to attend exams and classes where card checks for attendance registers will be undertaken. The Students' Union will need to see your card before issuing you with your NUS card.

Possession of the Unique® card is a proof of identity, not a proof of entitlement. Whenever your card is swiped or scanned, the computer system that is reading from it will identify your entitlements.

Access Control

Your Unique® card provides automatic access to areas of the University, which are subject to access control. Swiping the magnetic stripe on the back of the card through the reader on the door or turnstile operates access control points.

Please remember that without your Unique® card you will be unable to enter access-controlled areas. If you forget your card and require temporary access to controlled areas, you will need to obtain a one day temporary pass from your Faculty Office, show a copy of your completed enrolment form or have a member of TVU staff sign you in at the Reception area to that building.

Reading campuses only

If you forget your card, on the first two occasions you will need to sign in at Reception, where you will be issued with a temporary card and your name will be recorded.

If you forget your card on a third occasion, a £1 charge will be made on each occasion when you sign in without the card, whatever the reason. You will not be allowed in without paying the £1 charge.

If you lose your card, you need to report to Reception where you can apply for a new one (at a cost of £10 unless it has been stolen and you can provide a valid crime reference number). We regret that there will be no refund for a card which has been reported lost and is then found.

Borrowing from the Library

If you wish to borrow from the Library you must produce your Unique® card at the issue desk in order for books or other learning materials to be issued to you. You may also reserve and renew items you already have on loan, online via the TVU Website: <http://tvutalis.tvu.ac.uk>, using the Library number that is printed on the front of the Unique® card in conjunction with a personal identification number. This number will be given to you by issue desk staff on request.

Borrowing of books out of service hours may also be achieved by using the self-issue machines. Your Unique® card is required for this operation.

Academic Computing Facilities

Students and staff with a Unique® card are granted access to the academic computing facilities in the Library. An account and password, which can be changed at a Cash-2-Card machine, is required to logon to the PCs. (This account and password are the same as that for your email and e-resource access, as detailed previously.)

Cashless Vending

Printing in the Library may be paid for by using your Unique® card. Funds may be loaded onto your Unique® card at Cash-2-Card machines conveniently located about campus. For printing, you will also be required to have a PIN, which can be set at a Cash-2-Card machine.

Use of the Unique card for cashless vending is also currently available at the catering outlets within the Paragon site main building. The University intends to roll-out cashless purchasing capability to other catering outlets in the future.

The Benefits

A growing number of local and national stores are recognising the Unique® ID card and offering discounts and special offers.

Please see: <http://unique.tvu.ac.uk> for a full directory of stores participating in the scheme.

Replacement Cards

If you lose or damage your Unique® card you will need to pay a replacement fee of £10.

To obtain a replacement card please return a completed Replacement Form to the Unique® Card Centre together with the £10 replacement fee.

Replacement Card Forms may be found at the Unique® website, Unique® Card Centres and Reception points.

For further information on Unique®, please visit: <http://unique.tvu.ac.uk>

Safety Unit

Students are required to observe the University's Safety Regulations and Fire Regulations, and to familiarise themselves with any notices concerned with procedures and with any Codes of Practice relating to their programme.

Any students with hearing difficulties should obtain a DEAF ALERTER handset, obtainable from Student Services. Please email: disability.team@tvu.ac.uk

All students attending classes in laboratories, workshops and kitchen areas must wear suitable overalls or protective clothing as directed by the responsible member of staff and, where they are not supplied by the University, obtain their own.

While attending the University or University activities, students must exercise personal responsibility for themselves, fellow students, staff and visitors to the premises.

Items provided for students' safety must be used properly and fully and must never be intentionally misused or damaged. All defects that arise in the items provided or equipment being issued or used must be reported to a member of the University staff.

Students are requested never to bring substances that are hazardous to health onto the University premises unless written permission from the University authorities has been given.

Students found misusing equipment provided for their safety and that of others will be subject to the University Disciplinary Procedures.

Following the sounding of the fire alarms, or a request to vacate the building, students who fail to evacuate University premises will be subject to the University Disciplinary Procedures.

Contacts

EALING

The Ealing Health and Safety Office is situated in Walpole House, Room WH301C, Ealing campus.

Telephone number 020 8231 2745.

Confidential email service: health.safety@tvu.ac.uk

BRENTFORD

Please contact the Ealing Health and Safety Office if you are located at Brentford campus (see above)

SLOUGH

The Slough Health and Safety Office is situated in 'K' Block, Room 101, Slough campus.

Telephone number 01753 697518.

Confidential email service: health.safety@tvu.ac.uk

READING

The Reading Health and Safety Office is situated in the Estates Office on the Kings Road campus.

Telephone 01189 675 041

Confidential email service: health.safety@tvu.ac.uk

Accident Reporting Procedures

An accident on University premises, however trivial, must be reported to a member of the University staff by the quickest means possible. You must report all occurrences even if no one was injured. You can report to a University nurse, first aider or the Health & Safety Unit. If the accident is not reported at the time of the incident, it must be reported on the next working day.

If you are on placement you should ensure any accident is reported as soon as possible and you must complete a TVU Accident Form. Placement students should report the accident to their TVU tutor.

Accidents that occur at off-site locations should be reported to the owners/occupier of the site. On return to the University you must also report the incident (as above).

Accident Report forms are available in the Student Well Being centres and at all Receptions. The TVU Accident Form is also available on Blackboard home page.

If you have difficulties contact the Health & Safety main office on 020 8231 2745 or email: health.safety@tvu.ac.uk

Security

The University offers its staff and students a comprehensive security service consisting of Security Officers, CCTV and Access Control Swipe Card Systems. Most of the security provision is in the form of Security Officers who are positioned at key points (often Reception Desks) throughout the University. At Ealing, Slough and Brentford the security services are provided by an external provider ICTS. At Reading all security functions are carried out by the Campus Officers who regularly patrol the campuses aided by CCTV.

EALING

Grove House 020 8231 2485

Library Ealing 020 8231 2572

Walpole House 020 8231 2921

BRENTFORD

Paragon House 020 8209 4262

SLOUGH

Library Slough 01753 697809

Please note: you can ring the emergency telephone number 3333 from any in-house telephone in Ealing and Slough sites.

READING

In the eventuality of any incident, theft or concerns you may have regarding security or personal safety please report immediately to Reception who will radio for assistance.

Kings Road Reception 0118 967 5070

Crescent Road Reception 0118 967 5370

Health, Safety and Welfare Statement of Intent

Thames Valley University accepts its legal duties and responsibilities with regard to the health, safety and welfare of its premises, activities, staff, students, visitors and others.

In meeting the complexities of operating from a range of locations and premises, the University maintains a common health and safety management system (as defined by the HSE – HSG65). It believes this system provides the most consistent and effective method of managing activities in pursuing continuous health and safety improvements at each of its sites.

Staff, students and visitors are required to adhere to this comprehensive framework, which provides a healthy safe environment and helps to ensure that visitors and staff can become “safe persons” and students can become “safe learners”.

Definitions of a safe person, safe learner, safe place are set out in annex 1 to this document.

Management are committed to implementing the health and safety management system and the high standards therein, by ensuring:

- assessment of risk, implementation of control measures and maintenance, recording significant findings and providing safe systems in controlling associated risk;
- appropriate procedures in the event of fire and other emergencies including injuries and dangerous occurrences, for their effective recording and reporting to the relevant authorities and to the University community and that these procedures are regularly reviewed and maintained;
- where articles and substances are used, handled, stored and transported, they are subject to safe systems of work preventing risks to health or safety;
- adequate resources are provided to maintain a safe working environment with regard to facilities and welfare arrangements; This working environment will be free of intimidation, harassment, violence, or undue stress, wherever possible;
- a systematic assessment of needs in providing and maintaining information, instruction, training, and supervision in the pursuance of hazard awareness and risk control. This should allow staff and students to understand their personal responsibilities for their own safety and that of others, and in co-operating with the University in complying with statutory obligations;
- procedures for consultation with employees and their Trade Union Safety Representatives on matters of health and safety. These procedures include the appointment of specialist officers to provide independent health and safety advice to all within the University, and who have the responsibility and authority for enforcement;

- those responsible for managing, supervising or purchasing plant, equipment and personal protective equipment, assess the risks, maintain, repair, and ensure that such equipment is safe for use and fit for purpose;
- that activities involving events, field trips and placements are assessed and are safe to undertake;
- health and safety performance is monitored, regular reports are provided to the University health, safety and welfare committee, through departmental meetings and to publicise health and safety performance annually;
- arrangements for the implementation of the Policy in their areas of responsibility, that it is available to all, especially those with a legitimate requirement to have their own copy, that it is publicised and reviewed at least bi-annually.

This statement consolidates and replaces earlier statements and will be embodied in the Health, Safety and Welfare policies and practices of the Institution.

I.T. and Library Services

Computer Facilities

We offer a very wide range of IT and computing programmes, while most programmes incorporate elements of IT literacy. Our open access and IT rooms are equipped with modern, networked computers and are connected to the Internet through a fast, permanent link. Specialist areas cater for advanced multimedia and graphics work, as well as database development, advanced computer programming and networking technologies.

The Open Access Areas on all sites are currently standardised on Windows XP and Office 2007, although a large amount of specialist software also exists and this is available on all PCs.

TVU is connected to the Joint Academic Network (JANET) which provides fast, reliable access to the Internet from computers across the University network. For certain electronic resources accessed over the Internet, passwords will be required. These can be obtained from the Enquiry Helpdesk at each Library.

Copyright and other legislation

The majority of computer software and documentation is subject to copyright regulations. Any attempt to infringe copyright, through illegally copying, using or altering material in any way, may result in disciplinary action, expulsion or prosecution. The installation and use of unlicensed software is also strictly forbidden.

As a student you agree to abide by the University's code of conduct for IT use before accessing any IT resources. The Accepted Use Policy on using TVU network resources can be found on the University's website and in the Libraries.

Access to email, network PCs and Library e-resources

You have one account that allows you to access network PCs in the Library, email and TVU e-Direct (Library e-resources). This means that the same login details work for all of these services – however the first time you login, you will need to change your initial password.

You can change your password either by logging in to your TVU email or one of the network PCs in the Library. (There is no facility to change your password through TVU e-Direct.)

Your login details to change your password using your email account are as follows:

Username: Your student number (8 digits)

Initial password: Based on your date of birth

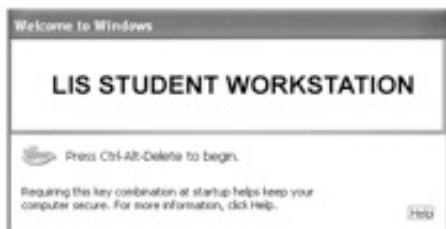
(in the format notified to you in your offer letter, at enrolment, or by your tutor)

Once you have changed your initial password, you will be able to use this new password to access email, networked PCs in the Library and TVU e-Direct.

Please note that for security reasons, your password is set to expire every 120 days. You will need to change it each time it expires by logging in to email or a network PC. You can then use this new password to access email, networked PCs and TVU e-Direct.

To login to a Learning and Information Services Computer

Sit down at a PC in any of the libraries or open access IT areas. Press the Learning and Information Services PC; press the Space Bar, then do what Windows asks: press Control-Alt-Delete key combination

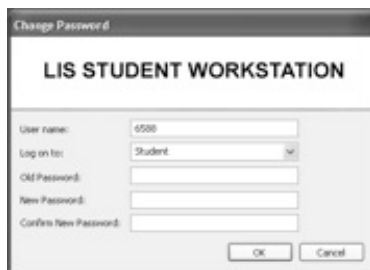


Once you have pressed Ctrl-Alt-Del the following dialog box will appear



Type your university Login user name. This is your student number which is found on your Unique smartcard. This is below your name and is an 8 figure number. Your initial password has been set to a default one based on your date of birth and advised to you in your offer letter, at enrolment, or by your tutor.

Once you have logged in for the first time you must change your password as shown below



The image shows a dialog box titled "Change Password" for the "LIS STUDENT WORKSTATION". It contains the following fields and controls:

- User name:** A text input field containing "4500".
- Log on to:** A dropdown menu with "Student" selected.
- Old Password:** A text input field.
- New Password:** A text input field.
- Confirm New Password:** A text input field.
- At the bottom right, there are two buttons: "OK" and "Cancel".

Once the old password has been entered you must enter a new one. This must be at least 6 characters long.

Passwords

Here are some basic rules to be followed when constructing a new password. Your password:

- Can consist of letters, digits, and many of the other characters that you can type on your keyboard.
- Can contain upper and lower case letters - these are not interchangeable.
- Has to be six or more characters in length (up to 127).
- Must contain at least one letter and at least one character that is not a letter

Examples of valid, 'strong' passwords are 7r0n14dY or 6#tT4nt.

Your password will be stored on the system "encrypted" i.e. not in plain text and therefore unreadable to people. When you use a facility that requires you to login, the system checks whether the password you enter is the same as the one stored on the system.

You should avoid passwords that other people can easily guess. Never use your own name, your username, the name of your partner, your car registration number, or your telephone number or anything else that would be easy to guess. Never use a word that can be found in a dictionary - hackers can easily try all the words in a dictionary and if your password is there they will eventually find it. All passwords expire after 120 days, when the system will ask you to change your password. Due to the requirements of our security policies you cannot re-use the same password – the system will prevent re-use of your previous 6 passwords.

The TVU Online portal and Virtual Learning Environment (Blackboard)

TVU Online is a gateway to all of TVU's online resources. In particular, you can use it to find information and learning resources relevant to your course - including assignments, handouts and messages posted by your lecturers.

TVU Online uses commercial software called Blackboard. You will find that some staff use the term "Blackboard" when referring to TVU Online – don't be confused, for all practical purposes they are the same thing.

TVU Online can be accessed at <http://online.tvu.ac.uk> and there is a comprehensive help site at <http://www.tvu.ac.uk/blackboard>.

Your username is the student ID Number which appears on your Unique Card. This is the same username you'll use to log on to your email, or the TVU network.

Your TVU Online password, however, is separate from these other systems.

A default password will have been created for you, based on your first and last name.

You should have been told the standard format for new TVU Online passwords when you started your programme. If you do not know your password

- see a member of staff in your nearest IT Suite or Library
- or use the Forgot Your Password routine to generate a new password (note - you will need to be able to access your TVU email account in order to use this routine)
- or if the Forgot Your Password routine does not work, email us at blackboardhelp@tvu.ac.uk from your TVU student email account

For security reasons it is strongly recommended that you change your password the first time you log into your TVU Online Learning account. You can do this from the Home Page tab: select Personal Information from the Tools box on the left hand side of the screen; then under Personal Information select Change Password and work through the boxes to reset your password.

Once you have logged on, you will see your active courses listed on the Home Page tab, or on the Courses tab. Clicking on the name of the course takes you in to view the content which your lecturers have made available.



Please note that at the start of a semester there may be a delay before you are able to access all of your modules through TVU Online. Equally, if some of your modules are not listed in TVU Online, it may simply be because staff have not yet posted any materials on the site. Please check with the relevant lecturers in the first instance.

Academic staff make use of TVU Online for programme related material.

This ensures that students have access to the module study guides and any lesson notes or documents online. Please ensure when you have finished using the portal that you close down the browser to close the session

Once you have logged into TVU Online, the main page can be customised by you. This page will also give you a brief look at all of the modules you are studying on for the academic year. These pages are populated with information by your tutor. Only your tutor can grant you access to the information for your programme or module.

Accessibility Software

All of the open access computing areas throughout the University have access to a number of items of Assistive Technology software. This is in a folder on the desktop called ATSoftware. This consists of magnifying software, Read and Write Gold Mind Genius and Inspirations. Also in all Libraries there is an area which has more specialised software installed. Help is available for the use of the software on these computers. In depth training is available via the Disability Team within Student Services.

Disabled Students

Assistive Technology areas are accessible and in the process of expansion. Text readers, screen magnifiers, scan-to-voice equipment, adjustable-height desks and Braille printer are available in the IT Suite at Kings Road. To check availability of other technologies, please contact the Kings Road or Crescent Road libraries.

Printing and Photocopying in the Libraries

In all Libraries all printing and photocopying is controlled by the Unique card see page 16. All printing and photocopying is carried out on MFD's (Multi Function Devices). These are placed on most floors throughout the Libraries

in the University. To access the printing facilities you must have your card with you as this controls access to your online purse.

There is a charge for all printing and photocopying within the University. The helpdesks on all sites have no access to release work for you if you have not got your card with you. The current charges for printing (within Ealing, Slough and Brentford) are as follows:

A4 mono 5 pence

A4 Colour 40 pence

A3 Mono 10 pence

A3 Colour 60 pence

As part of the security which is placed on the card you will be required to set a PIN when you initialise your card for the first time. The PIN is a four-digit number much the same as a bank card. It is recommended that the number you choose is one which you will remember easily.

If you have any questions about the use of your ID card for printing, detailed information is available from the IT Help Desk in any of the Libraries or the Unique Office in the St Mary's Road Library (020 8231 2070).

Contact Numbers for IT Support

EALING

St Mary's Road

Tel: 020 8231 2440

BRENTFORD

Paragon House

Tel: 020 8209 4261

SLOUGH

Tel: 01753 697816

READING

Main Reading campus (Kings Road and Crescent Road)

In person technical support is provided in the IT Suite at Kings Road.

Tel: 0118 967 5069

Hanover House

Tel: 0118 967 5560

Accepted Use Policy for All IT resources

Under NO circumstances can the University's IT systems be used for:

- The creation or transmission of any offensive, obscene or indecent images data or other material, or any data capable of being resolved into obscene or indecent images or material
- The creation or transmission of material which is designed or likely to cause annoyance, inconvenience or needless anxiety
- The creation or transmission of defamatory material
- The transmission of material such that this infringes the copyright of another person
- The transmission of unsolicited commercial or advertising material either to other network users, or to other organisations connected to the internet
- Deliberate unauthorised access to facilities or services accessible via the network
- Deliberate activities with any of the following characteristics:
 - wasting networked resources or the effort of staff involved in the support of those systems
 - corrupting or destroying other users' data
 - violating the privacy of other users
 - disrupting the work of other users
 - using the network in a way that denies service to other users (for example, deliberate or reckless overloading of access links or of switching equipment)
 - continuing to use an item of networking software or hardware after the University has requested that use ceases because it is causing disruption to the correct functioning of the network
 - other misuse of computer or networked resources, such as the introduction of "viruses"

Violation of any of the above rules can result in disciplinary or legal proceedings being initiated against you.

IT areas - (Reading)

Information Technology

The Reading campus has some of the best Information Technology facilities in the region. All students are encouraged to become computer literate or improve their IT skills while they are with us.

We offer a very wide range of IT and computing programmes, while most programmes incorporate elements of IT literacy. Our IT Suite (Kings Road) and IT rooms (Crescent Road) are equipped with modern, networked computers and are connected to the internet through a fast, permanent link. Specialist areas cater for advanced multimedia and graphics work, as well as database development, advanced computer programming and networking technologies.

Assistive Technology areas exist in the form of a dedicated room at Kings Road (A5-2) or individual workstations loaded with specialist software, mainly screen readers and magnifiers.

Although the IT areas are used for booked classes and groups accompanied by a Tutor there are designated Open Access areas where you can drop-in and use a computer for private study or internet-based research.

The IT Centre has currently standardised on Windows XP and Office 2007, although specialist software also exists in our advanced Apple Macintosh Centre Suite in the Digital Media Centre.

IT Facilities in the Reading Campus Hall of Residence

All rooms in the Reading Hall of Residence are wired to the University network for Internet access. New students should take their PCs or laptops to the IT Suite at Kings Road to be checked for Anti-Virus software and to be enabled to connect to the Internet. All Internet access is governed by the University's policies and the JANET Acceptable Use Policy.

Code of Conduct in IT areas

As a student of the University you agree to abide by the following code of conduct before accessing any IT resources

- IT suites are quiet study areas. You must refrain from conversations or any other noisy activity
- You MUST switch your mobile phone OFF
- You must not take with you or consume any food or drink
- You must produce your student ID card when asked to do so by a member of staff
- You must not use Internet Chat, Instant Messaging or computer games

- You must not interfere with University equipment (e.g. moving PCs in order to connect headphones at the back of a PC. Most PCs have headphone sockets on the front panel and you are free to use them)
- You must only use the left hand side of the Reading Campus IT Suite for Open Access, i.e. when you are not there with your lecturer

IT Support technicians have the authority to ask you to leave if you are found breaking ANY of the rules above.

Libraries

Library Services is currently made up of six libraries:

- St Mary's Road Library, Ealing – General holdings
- Paragon House Library, Brentford – Health Sciences only
- Paul Hamlyn Library, Slough – General holdings
- Hanover House Library, Reading – Health Sciences only
- King Road Library, Reading – General holdings
- Crescent Road Library, Reading – Business & Service Industries

All of which may be used by TVU students. They contain a wide variety of materials including books, periodicals, videos, IT equipment, audio-cassettes, CDs and DVDs. The Libraries also maintain subscriptions to a wide range of academic electronic information services accessible via the Internet. These are accessible via our web site at <http://library.tvu.ac.uk/>. There are some specialist collections at St Mary's Road, including a music collection and an archive.

All Libraries provide access to networked PCs offering Internet access, MS Office Suite, specialist packages and free email. Other facilities include printers, photocopiers, scanners as well as video and audio cassette players. You should be aware that photocopying is subject to copyright regulations. There are guidelines next to all photocopiers advising you on what you may copy.

Special provision can be made for individuals who have disabilities and special needs via Student Services. Assistive Technology areas with a range of support equipment are available at both St Mary's Road and Slough. There is full wheelchair access to St Mary's Road, Paragon House, Slough, Kings Road and Crescent Road Libraries.

Enquiry points in the Library provide assistance to those seeking to access and fully exploit the resources and services available. There are a number of professional staff who develop and maintain learning resources relevant to your programme of study and provide induction sessions at appropriate stages as you progress through

your programme. The Subject Librarians within each Library are specialists in your subjects. Their role is to assist you with research and discovering resources to use. The Subject Librarians can be found at the Enquiry and Service Helpdesks either by drop-in or appointment.

You are able to check the availability of study materials, reserve items that are currently on loan and check your current loans and reservations on the catalogue terminals (OPACS) in the Library or remotely over the Internet. You may renew items via our new Automated Telephone Renewal System (ATRS) over the phone. Books and journal articles not held by TVU can be borrowed from external sources or, if out of print, alternative material may be offered or suggested. The University is a member of a number of co-operative schemes designed to provide access to the learning resources offered by other institutions. These include groups such as UK Libraries Plus, SCONUL and the M25 Consortium. For further information on these schemes please view www.m25lib.ac.uk.

Borrowing material

All loans must be recorded at the Issue Desk before being removed from the building. A 'restricted loan' collection of books, periodicals, videos, CDs and other materials, which are in particularly heavy demand, is kept behind the Issue Desks and is issued on request.

We have a small archive of journals and books from most disciplines held within St Mary's Road Library (basement). These may be retrieved for usage upon request.

Some items are issued for three weeks, some for seven days. Restricted loans are issued until closing time on the following day or on the following Monday if issued on a Friday. Three-week and seven-day loans can be extended, unless the item has been reserved by someone else, by using the OPACS, at the Issue Desk, or by the automated telephone system on 020 8231 2703. Restricted loans cannot be extended. Charges are made for overdue loans. These fines are debts to the University and non-payment of them can result in exclusion from University facilities and recovery of the debt through the appropriate agencies.

The fines are as follows:

three-week loans:	20p per day
one-week loans:	50p per day
restricted loans:	50p per hour

Printing in the Library

There is a charge for printing in the Library. The printers in the Library can be accessed via your ID card. Your ID card can access money from your account via its chip, which can then be used for print services.

In order to provide proper security, your ID card operates in conjunction with a PIN. Therefore, before you can add any value or use it to establish a computing account, you will be asked to set up a PIN at a print kiosk. Choose a number that you will

easily remember, because if you forget it, it may take some time to have your card re-initialised.

If you have any questions about the use of your ID card for printing, detailed information is available from the IT Help Desk in any of the Libraries or the Unique Office in the St Mary's Road Library (020 8231 2070).

Using your laptop in the Library

All Libraries are wireless compliant and offer access to the Internet. This, in turn, offers you access to all TVU's electronic resources. In order to utilise this service you will have to log on to the wireless network and apply for connection through TVU. Further information may be sought from the Helpdesks.

Your Email account

Every student within TVU has an individual and personal email account with a unique address. This account is immediately set up for you when you enrol. The address is made up of a set of numbers only applicable to you. Your email will be: your student number@ex.tvu.ac.uk

All Library correspondence relating to: reserved books, overdue items, fines and any other important resource information will be sent to your individual TVU email account.

As a student of TVU, you are responsible for checking your email account on a regular basis. You will be expected to read and respond to information delivered to your account from TVU.

Conduct in the Libraries

The Libraries are valuable shared resources which you should be able to enjoy without distraction. You should show respect to each other, work quietly in silent areas and behave appropriately when working in groups. The specific detail of behaviour requirements is set out in the Code of Conduct – see Section 3.

Please remember that Library staff are there to help you. They can:

- help you to find the information you need for your coursework – from books, periodicals, the internet or other sources
- help you to use the Library catalogue, and other computerised information resources
- provide basic help in using photocopiers, IT and audio-visual equipment

In return, we ask you to behave in an appropriate way when using the Libraries.

Please note also that:

- eating, drinking and smoking are not allowed in the Libraries
- mobile phones must be switched off when you come into the Libraries

Remember, the Library is there for you, to help and support you on your academic journey.

Location of the Libraries:

EALING

St Mary's Road Library

St Mary's Road

London W5 5RF

Enquiries: 020 8231 2248

Renewals: 020 8231 2703

BRENTFORD

Paragon House Library

2nd Floor, Boston Manor Road

Brentford, Middlesex

TW8 9GA

Enquiries: 020 8209 4043

Renewals: 020 8231 2703

SLOUGH

Paul Hamlyn Library

Wellington Street, Slough

Berkshire SL1 1YG

Enquiries: 01753 697819

Renewals: 020 8231 2703

READING

Hanover House Library

4th floor,

202 Kings Road

Reading

Berkshire RG1 4NN

Telephone: 0118 967 5560

Renewals: 020 8231 2703

Kings Road Library

TVU Reading

Kings Road

Reading

Berkshire RG1 4HJ

Telephone: 0118 967 5060

Crescent Road Library

TVU Reading

Crescent Road

Reading

Berkshire RG1 5RQ

Telephone: 0118 967 5360

Media Services (Ealing, Brentford and Slough)

Media Production is a central support service for staff and students specialising in production of media components for teaching, learning, and research, including:

- digital photography
- large format posters
- PowerPoint presentations advice and support only
- digital video recording
- video digitisation and encoding
- basic video editing
- VHS and digital video copying i.e. VHS to DVD, subject to copyright laws
- off-air terrestrial and freeview recordings
- audio recording and copying (digital and traditional)
- image catalogues
- brochures, leaflets

Binding and Laminating

Media Services have the equipment to bind any document for you. There are a number of different types of binding which you can choose, some which can be carried on a self help basis and others which the media services staff must do due to the equipment which must be used. The staff can give you advice on the best binding materials for your document to use.

The laminating of documents and posters to A3 size can be carried out by the media technician on site. The service can laminate card up to 180gms thick. This service will also reinforce paper once laminated.

Printing and Photocopying Services

Media Services have the ability to print and photocopy in colour or mono as required. This is carried out by via the Unique card which you hold. Media Services will help and give you advice and support on this when requested. The MFD's which are in different locations within the library can be used.

Within the Media Services team we have ability to print photo quality posters up to A1 size.

A format of 2 colour posters are available from Media Services on demand. All that you require is an A4 document which then can be scanned in and enlarged to A1.

EALING

Library

St Mary's Road

Tel: 020 8231 2301

Fax: 020 8231 2538

PARAGON, BRENTFORD

Library

Paragon House

Boston Manor Road

Tel: 020 8209 4135

Fax: 020 8280 4045

SLOUGH

Library

Wellington Street

Tel: 01753 697526

Fax: 01753 697846

International Students

International Office

The International Office is a point of contact for International / EU/ Study Abroad and LLP-Erasmus students. You can go there for any general queries you may have, including letters to assist you in opening a bank account. The International Office also organises a range of social events throughout the year. Please make sure the International Office have your latest email address and mobile (hand) phone number so that they can keep in touch with you on a regular basis.

EALING/BRENTFORD

Room TC326 (Teaching Centre)

Tel: 020 8231 2706/2267/2498/2718

Opening Times

Monday to Friday, 9am to 5pm

Student Internet Room

Monday to Friday – Open Access

READING

Please contact the International Student Advisor; either come into the Student Information Services or contact us on 0800 036 8888.

The International Student Advisor may also be available for immediate advice if you drop in.

International Students

You can get help with issues relating to your immigration status in the UK (including making applications to extend your visa) and related matters such as working legally, police registration, making trips abroad and bringing dependants to the UK.

The student advisors are authorised to provide immigration advice on such matters and are available to answer any questions you may have.

Further details can also be found on the website at:
www.tvu.ac.uk/international/Current_students.jsp

Visa issues

Visa issues

POINTS BASED SYSTEM OF IMMIGRATION (Tier 4 – Student)

In March 2009 the immigration rules for studying in the UK changed.

The new system is known as the 'Points-Based System'; for students this is often referred to as 'Tier 4'.

To apply for a visa (or extension of visa) under Tier 4, a person must meet certain requirements relating to their programme of study and finances. Full information on these requirements is available from Student Services:
student.advice@tvu.ac.uk.

TVU will 'sponsor' people wishing to study or continue to study at TVU under Tier 4. As the sponsor the University has a responsibility to undertake certain duties; these include keeping records of students' visas and contact details. In addition TVU must now monitor the attendance of international students, and inform the immigration authorities of any unauthorised absence from the University.

As part of TVU's attendance monitoring programme students may be required to 'swipe in' regularly using their TVU Student ID (Unique) card. Further information about rights and responsibilities under Tier 4 of the Points Based System is available from Student Services.

Student Assessment

Under the new rules, in order for TVU to retain their Sponsorship for international students assessment regulations have been amended. All international students are allowed to attempt any element of their assessment no more than three times. Any student needing to take a fourth attempt should seek advice immediately from the Student Advice Team.

Your 'visa' is your permission to stay in the UK, and is usually given as a form of a passport stamp, sticker or on an identity (ID) card. Your visa states the period of time that you are allowed to stay in the UK (it will show a specific date) and the conditions attached to your stay. It is important that you have the correct type of visa that allows you to study at TVU. If you have any concerns about your visa or your immigration status in the UK, seek advice from the student advisors in Student Services as soon as possible. In addition the Advice Team can offer advice if you need to extend your stay in the UK in order to complete your studies.

Further details can also be found on the website at:
www.tvu.ac.uk/international/Current_students.jsp

Working – International Students

Depending on your immigration status in the UK and the wording on your visa, you may be entitled to work in the UK (generally with certain conditions attached). It is very important that you do not undertake any work other than that which is permitted under the terms of your visa, as this could affect your right to stay in the UK.

Further details can be found on the website at:
www.tvu.ac.uk/international/Current_students.jsp

Facilities for Students

TVU Alumni Association

A global network made up of former students of the University, the TVU Alumni Association currently has approximately 80,000 members globally, spanning 56 countries worldwide and a huge variety of specialty fields and professions. All TVU leavers automatically become members of the Alumni Association and membership is completely free.

The TVU Alumni programme was set up in 2007 to build on the relationship between the University and its students. The programme provides its members with a lifelong link to the University and it also ensures that a representative alumni voice enriches contemporary university life. This includes involving current students in relevant alumni activities:

- Membership of professional and special interest areas
- Networking events
- Guest lectures involving alumni
- E-updates and newsletters
- Annual Alumni magazine

If you would like to receive the Alumni e-newsletter and/or annual magazine, please email alumni@tvu.ac.uk with your contact details.

For more information about the TVU Alumni Association or to contact the Alumni Relations team please visit our website: <http://www.tvu.ac.uk/alumni/Home.jsp>.

Car Parking

Student car parking

Car parks are run by the Students' Union at both the St Mary's Road and Slough campuses. The University's Facilities Department runs Reading student car park.

Attendants are employed to achieve an orderly parking system and to supervise the area.

Students parking their vehicles on University premises must park within the designated car parking bays and pay any charges that are due on entry to the car parks. Whilst in the car parks, audio equipment must not be played to an excessive noise to the annoyance of other University users or neighbours. Anyone found in breach of this will be asked to remove their vehicle from the car park and authority to park at future times will not be permitted.

Please note that there is a 5 mile per hour speed limit on all Thames Valley University campuses.

NB: Anyone using the car park does so at his or her own risk.

EALING

Parking is limited to 84 cars. The charge, Monday–Friday from 7.30am–3.30pm is £5 and from 3.30pm–7.30pm is £3.

Parking is free after 7.30pm. University ID cards must be shown to the attendant to gain entry.

PARAGON, BRENTFORD

Student Accommodation

There is no student car parking available.

Paragon House

Academic Blocks

There is limited car parking available.

SLOUGH

Parking is limited to 158 cars.

The charge, Monday–Friday, 7am–3pm is £2

Outside term-time and at weekends the car park is open to the general public and the Pay and Display Unit comes into operation. If the appropriate fee is not paid, a parking fine may be incurred. No responsibility is accepted for students who ignore this advice. University ID cards must be shown to the attendant to gain entry.

READING

There is limited car parking available at Kings Road and Crescent Road sites. Day time students visiting the Crescent Road site are to use the students car park located off Hamilton Road. Students using the Hall of Residence on Kings Road site are not permitted to use these car parks.

Student car parking is restricted so applications to obtain a parking permit to use the car parks should be made at enrolment. Permits will be issued at the same time as your new ID card. Any permits issued are not transferable as they will be cross-referenced to your vehicle registration number and will expire on the date your programme finishes. Permits will not guarantee a car parking space but will provide you with access to our car parks. Once full, no waiting will be permitted.

In accordance with our Green Transport Policy, we encourage students to use alternative modes of transport that are more friendly to the environment than cars such as: motor cycles bicycles, buses, trains or walking. There is adequate parking for motor cycles and bicycles and both campuses are located on regular bus routes from Reading Mainline Railway Station.

Timetables for Reading Buses can be accessed via the website at www.reading-buses.co.uk or on 0118 959 4000. You can get a weekly Travel Card at a reduced rate by showing your driver your ID card. It is valid for all journeys on Reading Buses routes within the Greater Reading Area.

Catering for Ealing, Brentford, Slough and Reading

The current services at the University consists of 5 main catering outlets based at St Mary's Road, Brentford, Slough, Reading Kings Road and Reading Crescent Road. There are also a large number of vending services, available 24 hours a day throughout the University.

These catering outlets provide a wide range of products (including many Fairtrade items) and a selection of hot meals.

Current opening times for all facilities are given below:

St Mary's Road, Ealing

The Kitchen

Term Time

Opening Times:

Monday – Thursday

8.30 am – 2.30 pm; 3.30 pm – 8.30 pm

Friday

8.30 am – 2.30 pm

Out of Term – to end of July

Opening Times:

Monday – Friday

(Summer Schools only) 9.00am – 2.30pm

Services provided:

Breakfast 8.30am – 11am

Lunch 11am – 2.30pm

Shop to Go

Term-Time

Opening Times:

Monday – Thursday

8.00am – 3.00pm

Friday

8.00am – 2.30pm

Out of Term

Opening Times:

Monday – Friday

9.00am – 2.30pm

Services provided:

Hot & cold snacks

Sandwiches & confectionary

Hot & Cold beverages

Cafedirect

Available during Term-Time

Opening Times:

Monday – Thursday

8.30am – 3.30pm

Friday

8.30am – 2.30pm

Grove Road, Ealing (Vending Only)

A range of vending items will be available including hot and cold drinks and confectionary

Paragon House, Brentford (provisional opening times)**Diner****Term-Time**

Opening Times:

Monday – Thursday

8.30am – 3.00pm

Friday

8.30am – 2.30pm

Out of Term

Opening Times:

Monday – Thursday

10.00am – 2.30pm

Friday

10.00am – 2.30pm

Services provided:

Breakfast 8.30am – 11am

Lunch 11am – 2.30pm

Shop**Available during Term-Time**

Opening Times:

Monday – Thursday

8.30am – 4.00pm

Friday

8.30am – 3.30pm

Services provided:

Hot and cold snacks

Sandwiches and confectionary

Hot and cold beverages

Slough Campus

Term-Time

Opening Times:

Monday – Thursday

8.30am – 8.00pm

Friday

8.30am – 3.00pm

Out of Term

Opening Times:

Monday – Thursday

8.30am – 3.00pm

Friday

8.30am – 2.30pm

Services provided:

Breakfast 8.30am – 11am

Lunch 11am – 2.30pm

Snacks 3pm – 8pm

Reading – Kings Road

Food Court

(This service is currently under review and may be subject to minor changes)

Term-Time

Opening Times:

Monday – Friday

8.30am – 2.00pm

4.00pm – 7.30pm

Out of Term

Opening Times:

Monday – Thursday

9.00am – 3.00pm

Friday

9.00am – 2.30pm

Services provided:

Breakfast 8.30am – 11am

Lunch 11am – 2.30pm

Snacks 4pm – 7.30pm

Shop

Available during Term-Time

Opening Times:

Monday – Thursday

8.30am – 4.00pm

Friday

8.30am – 3.00pm

Saturday

8.30am – 12.30pm

Services provided:

Crisps & snacks

Sandwiches & confectionary

Hot & Cold beverages

Hot savoury pastries served between

Café direct Coffee Shop

Available during Term-Time

Opening Times:

Monday – Thursday

8.30am – 4.00pm

Friday

8.30am – 3.00pm

Services provided:

Freshly ground coffees

Lipton & fair trade teas

Cold beverages

Hot & cold snacks

Freshly made paninis & sandwiches

Handmade cakes & pastries

Reading – Crescent Road

Term-Time

Opening Times:

Monday – Thursday

8.30am – 8.00pm

Friday

8.30am – 3.00pm

Out of Term

Opening Times:

Monday – Thursday

8.30am – 3.00pm

Friday

8.30am – 2.30pm

Services provided:

Hot & cold snacks

Freshly made sandwiches

Hot & Cold beverages

Vending

Ealing, St Mary's Road

Cold Beverages, Hot Beverages, Confectionery, Crisps & Snacks

Brentford, Paragon House

Cold Beverages, Hot Beverages, Confectionery, Crisps & Snacks

Slough

Cold Beverages, Hot Beverages, Confectionery, Crisps & Snacks

Reading, Kings Road

Cold Beverages, Hot Beverages, Confectionery, Crisps & Snacks

Reading, Crescent Road

Cold Beverages, Hot Beverages, Confectionery

Code of Conduct in Teaching Rooms

As a student of the University you agree to abide by the following code of conduct before accessing any of the University's Teaching Rooms

- You must switch off your mobile phone
- You must not take with you or consume any food, including chewing gum, or any drinks (apart from water).
- You must produce your student ID card when asked to do so by a member of staff
- Please do not damage or deface any of the University's fixtures and fittings
- Please ensure that you place all litter into the waste bins that have been provided
- Please assist the Facilities support staff by supporting any recycling initiatives by using the correct receptacle
- Please vacate the classrooms if requested by a member of TVU staff
- Students must not enter a teaching room without being accompanied or specifically authorised by a member of staff
- Please do not change the layout of any teaching room

Lost Property

Contact Reception.

Reception Services

The role of reception is to be the first point of contact to University students, staff and visitors. Reception is a 'signpost', enabling people to be directed to the most appropriate department to obtain advice and information on all aspects of Thames Valley University.

At all sites there is some information about University services, location maps, programme literature and events taking place.

If you have any queries, please speak to the Receptionist on duty and they will do their best to help you.

EALING

St Mary's Road,

Teaching Centre Reception

Term-time

Monday–Thursday: 8.30am–8.30pm

Friday: 8.30am–4.30pm

Saturday: 9am – 4pm

St Mary's Road, Ealing, London, W5 5RF

Tel: 020 8231 2231/2232

Walpole House Reception

Opening times all year round:

Monday–Friday: 9am–5pm

18 – 22 Bond Street, Ealing, London W5 5AA

Tel: 020 8231 2920

PARAGON HOUSE, BRENTFORD

Paragon House Reception

Opening times all year round:

Monday–Friday: 8:30am – 5pm

Paragon House, Boston Manor Road, Brentford, TW8 9GA

Tel: 020 8280 4210/4280.

SLOUGH**Wellington Street Reception**

Opening times: Term-time

Monday–Thursday: 8.30am– 8.30pm

Friday: 8.30am – 4.30pm

Saturday: 9am – 1pm term - time

Wellington Street, Slough, Berkshire SL1 1YG

Tel: 01753 697510.

READING**Crescent Road Reception**

Crescent Road, Reading, Berks, RG1 5RQ

Tel: 0118 967 5370

Kings Road Reception

Kings Road, Reading, Berks, RG1 4HJ

Tel: 0118 967 5070

Vacation Time:

During this period, there is a limited service, on all campuses in accordance with any organised activities. Opening times should be posted at individual Receptions.

Reflections Hair and Therapy Salons (Reading)

Crescent Road

Opening Hours term–time

Monday – Thursday 9am– 9pm

Friday 10.30am–4pm

Reflections is a training facility but the Salons and clinics are supervised by experienced qualified staff at all times.

Some appointments may be available during the holiday periods. Please contact the Salon directly for enquires.

Reflections Salons welcome students. Why not take advantage of these superb facilities whilst you are studying at the University.

Services are very varied and include perms, hair colours, cutting, sports and body massage, electrolysis, facials, manicures, pedicures, aromatherapy and reflexology.

Free consultations are available.

For details of prices and services, pick up a leaflet from the Salons, visit the TVU web site or telephone 0118 967 5310

Shuttle Bus

Passenger Transport Service

The TVU Shuttle is a passenger transport service, which connects the Ealing, Brentford and Slough campuses*. It is provided to enable students to use the facilities available at each campus without the burden of additional cost. Members of staff may also use the service.

The vehicles stop at Wellington Street (Slough campus), South Ealing Station, St Mary's Road, Ealing High Street, Walpole House (Bond Street) and Paragon (Boston Manor Road). The vehicles are permitted to stop at designated stops only, except under exceptional circumstances. This is due to timetabling restrictions.

The service is operated using 29-seater vehicles. There is also room for standing passengers, except on the motorway section of the Ealing – Slough route

The vehicles are air-conditioned and provided with seat belts on every seat. A kneel down facility and ramp are provided for students with physical disabilities and there is space on board for two wheelchairs.

Timetables are available at main receptions and on Shuttle vehicles. The University is currently reviewing its policy on the provision of a shuttle service and consequently this service may become subject to change during the 2009/10 academic year.

Please contact the service administrator if you have any queries about this service on extension 2334 (020 8231 2334 from outside the University).

* Subject to change from February 2010.

Sports Facilities

EALING

The University has a sports ground at Argyle Road, Ealing, W13. This includes a football pitch, cricket wicket and pavilion. A gym facility is available at St Mary's Road, Ealing, as well as a number of keep fit and Martial Arts classes being held in the Lawrence Hall. For information about team sports see the section on Students' Union.

READING

There is a bookable Sports Hall and football pitch at Crescent Road campus. In addition, a discounted membership of local gym and swimming baths is available. Situated on the Thames, Reading town also boasts a number of rowing clubs.

Student Training Restaurants

Pillars Restaurant – Ealing Campus, St Mary’s Road

An Educational Dining Experience

The London School of Tourism, Hospitality and Leisure would be delighted to welcome you to Pillars Restaurant with its bright and modern décor. This facility is where students, the future generation of the hospitality industry, learn the finer arts of food preparation and service.

The restaurant is located in Ealing on the St Mary’s Road campus and all staff, students and visitors are very welcome. The menu changes daily covering classical and contemporary dishes. The menu usually consists of three courses but if you are not that hungry, each course is priced separately at very reasonable prices.

Students serve lunch throughout the academic year as well as manage a number of themed dinners, which are always extremely popular. The restaurant operates on a walk in basis; however you are encouraged to make reservations to avoid disappointment. Enjoy!

Reservations 020 8231 2200

The London School of Tourism, Hospitality & Leisure

Thames Valley University

St Mary’s Road

Ealing

London W5 5RF

The Crescent Restaurant and Bar – Reading Campus, Crescent Road

The Crescent Restaurant provides high quality lunches at a competitive price for members of the public, students and staff. Our catering and hospitality students supervised by our professional catering team, prepare and serve traditional and contemporary lunches throughout the academic year. Diners can just arrive on the day to see if a table is available but it is advisable to book to avoid disappointment. Special themed occasions regularly take place during the year when you can sample a range of dishes from around the world or partake in themed days like Shrove Tuesday, St Patrick’s or Valentines day. Special evening events are also organised from time to time.

For further details of opening times call 0118 967 5318.

TVU Volunteers

Volunteering and the Community

TVU Volunteers help students and staff of the University find interesting and exciting volunteering opportunities that help the local community. The service is designed to allow local voluntary, community and not-for-profit organisations to benefit from the skills and enthusiasm of our students and staff.

We work closely with a wide range of local and national organisations to provide a variety of opportunities from long term, to one day projects and we provide volunteers with the information they need to get started, as well as advice and support along the way. Volunteering can help you gain valuable experience, build on your CV, meet new people and make a difference to your community.

We work hard at TVU to make sure you have lots of fun and get the most rewarding volunteering experience possible. We do this by providing opportunities where you can really enjoy yourself and make a difference and by supporting you're volunteering through information, training, workshops, volunteer socials and recognition.

The range of volunteering opportunities available is so diverse, there is something for everyone:

- Advice and Guidance
- Arts, Media and Creative
- Business, Marketing and Finance
- Education
- Environment
- Health and Caring
- IT and Computing
- Languages
- Law
- Psychology
- Social and Community Work
- Sports and Leisure
- Fundraising
- Marketing
- Working in schools
- Video production
- Photography
- Working with those who are disabled, helping children and the elderly
- Organising community events

And so much more!

To join TVU volunteers and start making a difference simply email tvuvolunteers@tvu.ac.uk or for further information, please log onto www.tvu.ac.uk/volunteers



Section 3

University Regulations, Policies and Procedures

The Charter

Introduction

The purpose of this Charter is to provide a clear statement of the ways in which staff and students, as members of our diverse University community, can enhance and support the learning and research experience at the University and support an enjoyable and appropriate environment in which to work and study.

In our Charter we set out the responsibilities we have to one another as members of the University community and the expectations we place upon one another.

TVU has had a Charter since 1994. The Charter sets out the levels of service TVU aims to provide for its students. We will seek to improve and develop these services in order to attain the highest possible standards and quality. The Charter also sets out the expectations the University holds of all students enrolled on its programmes to take an active part in their own learning and development and to fulfil their responsibilities to the University, its staff, other students, and partner organisations with which we work.

The Charter is an active document and is subject to periodic revision in the light of the changing needs of students and the updating and improvement of University services. The standards in this Charter apply across the University. More specific and detailed information about the University's provision for students and particular University services can be found on the TVU website: www.tvu.ac.uk.

The Charter forms a key element of the University's regulatory framework and should be read in conjunction with the University Regulations and Student Code of Conduct.

TVU aims to widen and increase participation in education, particularly from those parts of the community which have not traditionally entered further or higher education, by developing access routes and by operating a fair and efficient admissions process. TVU is committed to offering an extensive portfolio of learning opportunities so that all applicants can be offered a place on an appropriate programme.

In demonstrating our firm commitment to equality of opportunity we will provide our services to all, regardless of age, colour, creed, disability, ethnic or national origin, family responsibilities, gender (including gender reassignment), marital status, political beliefs, race, religion and belief, sex (including sexuality and sexual

orientation), socio-economic background, or any other grounds of discrimination (current or subsequently enacted). We will deal promptly and fairly with any complaint of harassment and maintain our policy of refusing to provide a platform for any organisations or individuals likely to endanger the safety or liberty of any other member of the University community by virtue of their age, colour, creed, disability, ethnic or national origin, family responsibilities, gender (including gender reassignment), marital status, political beliefs, race, religion and belief, sex (including sexuality and sexual orientation), socio-economic background, or any other grounds of discrimination (current or subsequently enacted).

Admissions Policy

1. General Principles

- 1.1 The University aims to provide education and training for all applicants who demonstrate the potential to benefit from its provision, in line with the specific entry requirements established for each course.
- 1.2 It seeks to offer a ladder of progression from further to higher education, both undergraduate and postgraduate, welcoming applicants from a range of diverse backgrounds.
- 1.3 The admissions process is designed to ensure that applicants possess the abilities and aptitudes to complete their studies successfully.
- 1.4 All admission procedures and criteria by which applicants are selected will be fair, lawful, clear and explicit, open and consistently applied. They will reflect the University's Equal Opportunities Policy and Widening Participation mission with regard to a diverse population of applicants. All procedures will conform to the requirements of current legislation and the relevant commitments of the Student Charter.
- 1.5 Applications from international students from both within and outside the European Union (EU), will be supported through the application process. As all teaching, learning and assessment at TVU is through the medium of English, to facilitate full and effective participation, all applicants will be required to demonstrate that they meet the required level of English language competency for their desired course of study. For international applicants, this would normally be by means of a recognised English language qualification, such as IELTS (International English Testing System), or equivalent, at the appropriate level for their preferred course of study. International applicants wishing to gain admission to the university in order to study must meet and possess the appropriate UK immigration requirements in force at the time of entry onto the course.

- 1.6 Each course may state an overall IELTS score (or equivalent) together with an individual element requirement, as and where appropriate.
- 1.7 Each Faculty, or equivalent academic unit, will have responsibility for setting admissions criteria. Collaborative partner institutions follow the entry criteria as agreed through the validation/approval process and the contract.
- 1.8 All University staff have access to, and are required to comply with, the University's policies and procedures. Staff, including those of partner institutions, who give guidance to applicants and/or undertake admissions and enrolment duties will be knowledgeable and competent in their roles. They will operate to clear guidance and be supported by appropriate staff development. They will have an understanding of the educational and cultural differences of a diverse population of applicants and knowledge of different routes into education and employment.
- 1.9 The applicant is responsible for ensuring that the University is in receipt of all information pertinent to making a decision on their application and that all information is accurate. Omission of relevant information, or the supply of inaccurate information, may invalidate the application or the offer of a place.
- 1.10 Applicants will be selected on the basis of their application, including the evidence of their qualifications and experience and, where appropriate, through the use of interviewing, auditions or other such mechanisms. Consideration will be given to the nature and the purpose of an interview, or any other selection method, the criteria to be used for selection and whether applicants are to be interviewed individually or in groups.
- 1.11 Where appropriate, full time undergraduate admissions will be processed through UCAS.
- 1.12 Information will be collected and used only in accordance with the University's Data Protection Policy.
- 1.13 All recruitment, admissions, enrolment and induction procedures will be regularly monitored for their effectiveness for all categories of applicants.

For further information please refer to the following website:

http://www.tvu.ac.uk/the_university/how_the_university_works/policies/academic_regulations.jsp

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(a) Before you arrive

You can expect your University to provide information on:

- all University programmes and services.
- entry requirements and final qualifications.
- first destinations of students completing TVU awards.
- fees and any other charges associated with your programme.
- the facilities and support available for students with a disability.

We will also:

- provide an indication of the costs of studying and the statutory and discretionary funding sources which may be available to you.
- issue every new student with a Joining Instructions Pack before initial enrolment.
- publish and keep up-to-date information on the internet regarding University policies, regulations, services and procedures.
- reply to any enquiry about how to join the University and the programme you want to study within ten working days, including the following information:
 - how to apply;
 - whether a programme is available full-time or part-time;
 - how often you must attend for part-time study;
 - name, telephone number and email of staff who can give you more advice and information;
 - when you can visit the University and where representatives from the University will outline the services we provide and how to use them;
 - details of travelling and living in the Thames Valley area;
 - reply to a direct application within seven working days of receiving it. We will try to tell you if you have got a place within twenty eight working days (this may take longer for international students).

We will expect you to:

- provide full and accurate information as requested.
- keep your appointment for any interview you have agreed to attend or contact TVU as soon as possible if you need to arrange an alternative date.
- respond to any offer of a place that is made to you within the time specified.
- inform the University if you have a disability and need special arrangements so that reasonable adjustments can be made.
- tell us about any special help you need before you arrive.
- familiarise yourself with the information the University has published about its programmes and studying with TVU.
- provide evidence of your right to be in the U.K if you are an overseas/international student.
- take part in any necessary examinations, tests or interviews.

(b) When you arrive

You can expect your University to:

- provide a programme of orientation to the University and its services and an induction to your programme.
- provide documentation outlining the syllabus, assessment requirements and essential learning materials for your programme.
- provide a Student Handbook, containing key information regarding services, regulations and procedures.
- provide advice and information for students with disabilities.
- provide a calendar for the academic year and a timetable for your first semester.
- provide details of tutorials and other learning support arrangements, including who your tutors are and how you can contact them.
- provide details of how to register.
- provide a statement about what you need to do to pass your programme and what happens if you do not pass key assessments.
- give you information about:
 - the Students' Union;
 - how you can contribute to the decision-making processes of the University;
 - our policies on health, safety, smoking, the environment and equal opportunities;
 - financial matters, including what support is available if you are having difficulties;
 - the services for students;
 - the student complaints procedure.

We will expect you to:

- participate in the induction and orientation programme provided.
- familiarise yourself with the Student Code of Conduct and comply with it.
- access information about University policies, regulations, services and procedures on the University's website.
- act at all times in accordance with the University's regulations and procedures.

- treat all members of the University community and visitors to TVU with the same courtesy and respect you are entitled to expect from them.
- treat University property and materials with care and respect and help to keep the campuses free of litter and maintain a safe, secure and healthy working environment.
- comply with the University's no smoking policy.
- provide full and accurate information promptly when requested by members of staff for the purposes of maintenance of University records and provision of services to students.
- pay all fees and any other University charges for which you are liable when they are due.
- comply with the University's Equal Opportunities policy.
- comply with the University's policy of denying a platform for any organisations or individuals likely to endanger the safety or liberty of any other member of the University community by virtue of their ethnic origin, creed, gender or sexual orientation.
- always carry your TVU identification card when entering University premises and show it to University staff when requested to do so; and inform the University immediately if you lose your card.
- keep yourself informed about developments within your programme and check your email regularly.
- keep all appointments you make with University staff and with other students or, if it is necessary for you to cancel an appointment, give reasonable notice and arrange an alternative appointment.
- respond to requests for feedback so that the University can continue to improve the student learning experience.
- not engage in any activity likely to bring the University into disrepute.
- follow rules and procedures as set out in the Student Handbook.

(c) Your Programme of Study

You can expect your University to:

- provide suitably qualified teaching and support staff, who provide programmes which are well planned, student-centred and supported by appropriate up to date materials.
- provide accurate information about the teaching and learning timetable.
- ensure that staff arrive punctually for all lectures / seminars / workshops and tutorials.
- provide a range of assessment methods and learning activities which will encourage learning at each level of study.
- assess your work fairly and informatively within an agreed time.
- provide regular oral or written reports on your progress.
- assist in the arrangement of work placements where appropriate.
- ensure that your achievements are recorded in a clear and comprehensive way during and at the end of your study.
- deal with your enquiries promptly, courteously and effectively.
- provide you with an opportunity to express your views on the learning experience and receive a response.
- provide regular international student forums for international students.
- provide support for students with disabilities through the Individual Support Plan drawn up with the student, the Disability Team and the Faculty.
- provide a schedule of assignments for each module within a week of starting work on that module.
- give regular chances to discuss your programme and get study advice.
- give as much notice as we can if we change the teaching arrangements. A notice will be put on the relevant classroom door and where possible a group email will be sent out notifying the cancellation.
- provide details of how we will mark the assignment/assessment and the type of feedback you will get on it.
- give you information about what is expected in a project/dissertation, the marking criteria, and what formal supervision there will be.

TVU undertakes to provide high-quality academic support and learning resources to students. However, success in learning depends critically on the efforts made by students.

We will expect you to:

- be an active participant in the learning process and take increasing responsibility for your own learning as you progress through your programme.
- attend all timetabled classes within your programme.
- learn how to use the resources in the Libraries.
- complete learning tasks and activities outside of class attendance as specified in your module study guides or set by your Module Tutor, Programme Leader or Tutor.
- complete and submit all assignments on time.
- explain to your Tutor reasons for any missed attendance.
- participate in evaluations.
- inform your Programme Leader of any difficulty or illness which might affect your studies.
- inform your Programme Leader or Faculty Office promptly of any change in your circumstances.
- follow the study and assessment requirements of the placement organisation, if on placement.

(d) Learning Support

The Libraries are designed to help all students in their studies whilst at TVU. The Libraries are areas specifically developed for study and research and the quality of the environment depends heavily upon the attitude and behaviour of users.

You can expect your University to provide:

- an environment which is safe, comfortable and conducive to study.
- friendly, helpful advice and support from the staff.
- training sessions to help you in your studies.
- specialist staff available to support your use of resources.
- a wide range of information sources and learning materials.
- networked IT facilities giving access to a range of software and online databases.
- handouts to help you study and use our resources effectively.

- advice about study facilities you can use outside TVU.
- an inter-library loans service for items we do not have.
- a detailed, easy-to-use library catalogue.
- a system for reserving books and other materials.

Use of the Libraries

We will expect you to:

- always have your University Identity Card (Unique) available and notify us immediately if it is lost, stolen or damaged.
- never lend your University Identity Card (Unique) to another person for any reason.
- behave appropriately so that you do not disturb other users.
- switch off mobile phones on entering the Library.
- refrain from bringing food or drinks into the Library.
- respect silent study areas and talk quietly anywhere else in the Library.
- use equipment for study purposes only.
- report any equipment damage or faults (including the discovery of computer viruses) and any damage to learning materials,
- accept responsibility for any lost or damaged items borrowed on your card.
- be aware of our service hours and leave the building promptly at closing time.
- vacate the building immediately on hearing the fire alarm.
- attend Library training sessions as arranged.
- always keep your possessions with you and do not leave them unattended at any time.
- abide by the copyright regulations (listed by each photocopier) when copying from books, periodicals and other materials in the Library.

(e) Administrative and Support Services

You can expect your University to:

- deal with queries promptly during working hours.
- publish administrative offices opening times.
- provide a friendly, polite and efficient service.

We will expect you to:

- keep the University up to date with any changes in your details.
- be courteous to all our staff.

(f) Environmental Services

You can expect your University to:

- provide a safe and secure environment.
- provide accommodation that is fit for purpose and accords with Health and Safety requirements.
- demonstrate in practice the University's commitment to maintaining and improving all aspects of the University environment.

We will expect you to:

- exercise personal responsibility for your own safety and for the safety of fellow students, staff and visitors.
- observe the University's Health, Safety, Fire and Environmental regulations at all times.
- immediately evacuate the building and not return until instructed to do so, following the sounding of the fire alarm system.
- familiarise yourselves with any of the above regulations that relate specifically to your programme of study.
- wear suitable protective clothing as directed by members of staff, when attending classes in laboratories, workshops and kitchen areas.
- report any defects in equipment or any concerns about safety issues immediately to a member of University staff.
- assist the University by ensuring that all teaching areas are left in a clean and tidy manner, following your periods of study in a particular area.

(g) Financial Support

You can expect your University to:

- provide you with advice and information on:
 - a statutory student support (e.g. student loans, supplementary grants).
 - b discretionary funding (e.g. Access to Learning Fund, Trusts and Charities).
 - c managing your money.
 - d student funding sources (e.g. workshops on new funding arrangements).

Access to Learning Funds

You can expect your University to provide:

- the policy and procedures for the Access to Learning Fund to be made available with application forms.
- information on how to apply to the Access to Learning Fund.
- advice on who is eligible to apply.
- information on how the application form will be assessed.
- notification of the decision on your application to be made within four working weeks provided the application form has been completed accurately and the appropriate documentary evidence supplied.
- payments within ten to fourteen working days from the date of the award letter.
- information on the appeals process.
- the opportunity to speak to the Advice Team about your financial circumstances.

We will expect you to:

- provide full and accurate information on your application form.
- contact us if you are experiencing any financial difficulties.

Student Loans

You can expect your University to:

- provide information on who is eligible to apply for a student loan.
- provide information on how and where to apply for a student loan.

We will expect you to:

- to provide relevant support documentation in order to process your student loan.

(h) Accommodation Service

You can expect your University to:

- provide details of the University's Accommodation Service once you have been offered a place at the University.
- provide assistance with finding accommodation whilst you are studying at the University.
- provide information during published opening times.
- provide information leaflets on housing and health and safety issues.
- provide, where possible, suitable accommodation if you have a disability.

We will expect you to:

- pay rent when it is due.
- pay utility bills (where applicable) when due.
- comply with the conditions set out in your licence/tenancy agreement.

(i) Childcare

You can expect your University to:

- publish details of funding sources available for students with dependants (e.g. Parents Learning Allowance, Childcare Grant, Tax Credits, Access to Learning Fund).

Childcare

(Provided at the University's Reading Campus only)

You can expect your University to:

- make available details of funding sources for students with dependants in liaison with Information Services.
- provide information about Nursery provision and operational policies and procedures.
- provide suitably qualified and experienced staff and maintain recommended ratios.
- provide care and education for children in Little Owl and Tawny Nurseries in accordance with the National Standards for Day Care and make available Ofsted Combined Inspection reports.
- operate a waiting list system in accordance with the nurseries' Admissions and Equal Opportunities policies.
- work in partnership with parents to fully meet the needs of their children.
- provide care and education in accordance with the nurseries' Equal Opportunities and Special Educational Needs policies.
- provide a safe and secure environment in line with current Health and Safety regulations.

We will expect you to:

- provide the nurseries with information regarding your child's needs and the sessions required.
- abide by all nursery policies and procedures.
- provide accurate information as required by the nurseries, inform the nurseries of any changes and sign the Terms of Agreement.
- provide meals as appropriate for your child.
- ensure prompt payment of bills and provide evidence of exemption.

(j) Health and Counselling Service

Health:

You can expect your University to:

- provide information on the health care services. (The services are detailed in full in the University Publications).
- provide suitably qualified first aid staff to provide treatments for minor illnesses and injuries, general health advice and student support.
- provide a programme of health education to be available to all students.
- provide advice on National Health Service (NHS) services and concessions.
- deliver the service on a totally confidential basis.
- ensure appointments to see the nurse are made on the day of request.
- ensure appointments to see the University doctors will be made within 24 hours. (Emergencies will be dealt with immediately).
- provide a list of local Dentists, Opticians, local Hospitals and Doctors clinics and surgeries.
- provide access to alternative therapies

We will expect you to:

- register with the Student Well-Being Centre.
- complete the health questionnaire.
- complete a confidential counselling survey.
- undergo health screening if it is a requirement of your programme.
- attend Health/Counselling induction sessions offered by the University.
- attend appointments with nurses, counsellors punctually or inform us of cancellations.
- act on the advice given by the professional medical and counselling staff.
- notify the health or counselling services of any change to your contact details

Counselling

You can expect your University to:

- provide a counsellor service for students.
- provide a counsellor within the University or through external referral, as appropriate.
- ensure counsellors are professionally trained and the service is confidential.
- arrange an appointment with a counsellor within two weeks, responding to emergencies as appropriate.
- offer a counselling service throughout the academic year (Monday to Friday). Outside of these times we will provide contact details for emergencies – these will include details of external agencies.

(k) Careers Service

The Careers and Employment Service is available to all students of Thames Valley University (FE, Access, undergraduate or postgraduate; part time, full-time and open learning) TVU graduates are also welcome to use the Service for up to three years after graduating.

You can expect your University to:

- provide a confidential and impartial service, with access to private interviewing facilities.
- treat your personal details in strict confidence and not pass them to a third party without your consent.
- provide professionally qualified and/or experienced members of staff.
- provide a written action plan detailing advice given and any suggested next steps.
- provide assistance with finding full and part-time work, with access to vacancies and advice on application procedures.
- provide a 'drop in service' for a fifteen minute consultation with a careers adviser with no need to book. (Longer, individual appointments of up to forty five minutes can then be made.)
- provide structured careers education programmes.
- provide information in the form of leaflets, brochures, books, videos and website addresses at the Careers Resource Area (CRA).

- provide useful careers information on the careers website: www.tvu.ac.uk/careers.
- provide access to part-time or full-time job vacancies by registering with our employment service.
- provide careers software packages networked on all PCs in the LRCs.

We will expect you to:

- take responsibility for managing your own career development by using the range of resources and help available from the Careers and Employment Service.
- provide us with full, accurate and up to date information as requested.
- treat all staff and other users of the Careers and Employment Service with courtesy and respect.
- respond to our request for information on what you are doing after graduation.
- let us know as soon as possible if you cannot keep an appointment or attend an event you have signed up for.
- provide us with your views of the Service, by completing a feedback questionnaire.

(I) Catering Provision

You can expect your University to:

- provide a catering service on all main sites in partnership with our contract caterer.
- provide a professional service that is responsive to the needs of students.
- have procedures in place to monitor student satisfaction with the service.
- provide a service that complies with all current food hygiene regulations.
- aim to provide a service that incorporates the needs of customers, including their dietary and cultural requirements.
- sell a range of food and drink at the times advertised.

We will expect you to:

- respect the refectory environment and assist in helping keep the accommodation clean and tidy at all times.
- help us plan the service by responding to questionnaires/surveys.
- be an active participant in the focus group established to monitor the catering service.
- respect the views and requirements of all refectory users.

(m) Students' Union

You can expect your Students' Union to:

- provide you with accurate and relevant advice, information and representation.
- make you aware of all options open to you regarding any case or issue on which you may seek our advice.
- refer you on to a third party (both within TVU and externally) if it is relevant and helpful to your case.
- have your query answered as fully as possible. If further research is required you will be informed of this as soon as possible.
- discuss your case or issue with you within five days from initial contact, wherever practically possible.

We will expect you to:

- participate in the decision-making processes of the Students' Union via the democratic process of voting in elections, and by giving feedback to the Union.
- be honest with us and provide us with all relevant information regarding any case or issue on which you may seek our advice.
- keep us up to date with any developments that occur.
- fulfil any agreed courses of action as discussed with us.
- keep any appointments made and be on time; or if you are unable to do so then let us know as soon as possible so that another appointment can be made.
- respect our equal opportunities policy and treat us with equal respect.

(n) Recreational, Sporting, Social and Cultural Facilities

The University and the Students' Union provide a range of activities at various locations.

You can expect your University/Students' Union to provide:

- information about University facilities (published in the Student Handbook and Students' Union publications).
- information about events and activities.
- you with the chance to take part in, and be informed about, a wide range of team sports, individual sporting activities, social, cultural and leisure activities operated by the Students' Union and its affiliated societies.
- sport and leisure activities which provide a balance between individual and organised group activities.
- the chance to represent the University in matches that are recognised by the Southern England Student Sports Association (SESSA) and the British University Sports Association (BUSA).
- accurate information about the facilities and their opening hours.
- professional training and coaching.
- safe social and recreational events aimed at different groups of students across the University.

We will expect you to:

- comply with Health and Safety procedures at all times when using recreational facilities provided by the University and the Students' Union.
- purchase a sports card.
- use the booking system and keep the bookings you make.
- attend training and matches on time.
- adhere to the Union's Behavioural Expectation Policy and No Platform Policy when taking part in all Union activities.
- adhere to the Union's Club rules when on and leaving licensed premises.

(o) Involvement of Students in the TVU decision-making processes

Students are encouraged to play a full part in the decision-making processes of the University.

You can expect your University/Students' Union to:

- provide opportunities for student representation on University decision-making boards and committees.
- publish information about how students are represented and involved in the decision-making processes.
- involve students in the membership of University planning groups.
- facilitate the training of student representatives.
- work in partnership with the Students' Union.
- make agendas and minutes of University committees and boards available (in accordance with the University's Freedom of Speech and 'No Platform' Policy).
- regularly seek feedback on the student learning experience from the student body. Utilise this information in planning and development, and make the outcomes of such evaluations available.

We will expect you to:

- take part in the learning process and provide feedback when asked.
- take advantage of the training provided and attend meetings if you are a student representative.

(p) Complaints

You can expect your University to:

- publish the complaints, appeals and disciplinary procedures in the Student Handbook.
- provide information on the complaints procedure, when requested.
- deal with all complaints as set out in the complaints procedures.
- provide information to you on Students' Union representation services.
- comply with the requirements of the Office of the Independent Adjudicator for Higher Education.

We will expect you to:

- follow the student complaints procedure as set out in the Student Handbook.
- be aware that the Students' Union is able to provide advice and representation.
- promptly deal with all correspondence from the University in relation to your complaint.
- inform the University if you change your correspondence address.

(q) Communication

You can expect your University to:

- maintain high standards of accuracy and plain English in all University communications, from initial enquiry to completion of studies and beyond.
- provide tools for effective communication to students and provide opportunities for feedback on all aspects of your student experience.
- monitor and review methods of communicating with students.
- inform you of any significant changes to your programme, and any significant developments at the University.
- ensure that students have access to up-to-date information on the University's structure and organisation and their rights and responsibilities.
- positively promote the University, and the successes of our students, externally.
- when necessary to provide advice to students and their representatives on how to communicate within the University and externally.

We will expect you to:

- check notice boards regularly for up-to-date information on your programme.
- ensure that your contact details are up-to-date.
- respond promptly to correspondence from the University or to an agreed deadline.

University Regulations and Student Code of Conduct

INTRODUCTION

- 1.1 TVU expects its students to assist in the creation of an atmosphere conducive to the enjoyment of education by all members of the University community. The University Regulations and Student Code of Conduct are designed to regulate behaviour within the University community for the benefit of all its members. Students are expected to make themselves familiar with the Code of Conduct, as well as the Regulations and directives that apply to them as registered students of the University.
- 1.2 The Vice-Chancellor is the Chief Executive of the University and is responsible for maintenance of student discipline within the rules and procedures provided for within the Articles of Governance of the University, for suspension and expulsion of students on disciplinary grounds and for implementing decisions to expel students for academic reasons.
- 1.3 Any actions under the disciplinary procedures are undertaken on behalf of the Vice-Chancellor under a system of delegated authority.
- 1.4 The Board of Governors reserves the right to add to or amend these Regulations from time to time as in its absolute discretion it deems appropriate, and with immediate effect. Such amendments will be publicised on the University website and lodged in the University's Libraries. Copies may be obtained from Faculty Offices and the Students' Union.

PURPOSE AND SCOPE

- 1.5 The purpose of these Regulations and the Code of Conduct is to ensure the smooth running of the University for the benefit of all students and staff. These regulations do not relate to, or regulate, matters concerning the academic progress of students.
- 1.6 For the purposes of these Regulations and the Code of Conduct,
 - (a) 'University' means Thames Valley University.
 - (b) 'student' or 'students' means any person or persons enrolled at or with the University to follow a programme of study including sabbatical officers of the Students' Union.
 - (c) reference to any premises, facilities or property of or provided by the University shall include any provided by the Students' Union and any societies or other bodies of, or associated with, the University.

- 1.7 The Regulations and Code of Conduct apply to any person enrolled on a programme of study or research with the University or otherwise in attendance at the University and to elected sabbatical officers of the Students' Union.
- 1.8 The Regulations and Code of Conduct apply at all times when a student may reasonably be regarded as under the auspices of the University, on and off the campuses, including at the University's halls of residence. This shall include conduct when the student is regarded as representing the University or when the student is at a location away from the University following an arrangement made by the University. This includes students on placements or undertaking work-based learning programmes.

CONCURRENT JURISDICTION

- 1.9 In the case of a criminal offence committed on or off University premises, the involvement of the Police will not prevent the University from taking action in accordance with the University procedures set out in these regulations or imposing its own penalties, where such action is deemed appropriate.
- 1.9.1 Any alleged breaches of professional codes, which may apply to students, will also be dealt with using the University Disciplinary Procedures notwithstanding any action by a professional body.
- 1.9.2 The University may take any appropriate action before, during or after any Police investigation and/or civil complaint.

STUDENTS UNDER 18

- 1.10 In the case of students under 18 years of age, if formal disciplinary procedures are invoked, the parents or guardians of the student will be informed, and may attend any disciplinary hearing and interview that may be held. If the student is under 16, he/she must be accompanied by a responsible adult.

STUDENTS WORKING ON PLACEMENT OUTSIDE THEIR LEARNING BASE

- 1.11 Where learners are students of both the University and a School, and are attending the University premises, they will be bound by the University Code of Conduct. However, where the School has entered into a partnership agreement that commits it to supporting the University's staff in applying the University's Code of Conduct in respect of its pupils' actions while at the University, then any breach of the code will be dealt with by the School under its procedures.

2 CODE OF CONDUCT

- 2.1 The University expects its students to make themselves familiar with, and abide by, the regulations and policies of the University as may be published from time to time.
- 2.2 The University expects its students to:
- (a) Make themselves familiar with and comply with the requirements of their programme of studies.
 - (b) Familiarise themselves with and comply with any professional code of conduct that may be applicable to them whilst on programmes leading to professional qualifications.
 - (c) Respect other members' basic rights to work and live in a safe, secure environment, free from anxiety, fear, intimidation and harassment.
 - (d) Maintain appropriate confidentiality where they have access to confidential information of any nature.
 - (e) Provide accurate information to enable the maintenance of proper records and keep the University informed of changes.
 - (f) Always have their TVU identification card available when entering University campuses and produce it when required by staff.
 - (g) Pay all fees by the specified date and meet all outstanding debts, where these exist.
 - (h) Treat University property and materials with care and respect and act in a manner that does not bring the University into disrepute.
 - (i) Treat all University staff, students and visitors with courtesy and respect; personally abusive, threatening or violent behaviour will be treated as a major breach of this code.
 - (j) Comply with the University's Equal Opportunities policy.
 - (k) Comply with the University's 'No Platform' policy.
 - (l) Comply with the University's Freedom of Speech and 'No Platform' Policy for visiting speakers.
 - (m) Comply with the Students' Union's constitution and rules, where applicable.
 - (n) Make themselves familiar with the University's Health and Safety Regulations and Fire Regulations, and comply promptly with prescribed procedures in case of emergency.

- (o) Make themselves familiar with and comply with the Internet, Intranet and e-mail Code of Practice and regularly check their TVU Student Email Account for important communications from the University.
- (p) Comply with any approved policies, directives and legislative changes that may be introduced from time to time relating to the effective operation of the University and published as appropriate.
- (q) Not engage in any dishonest practice.

3. ACADEMIC OFFENCES – CHEATING AND PLAGIARISM

- 3.1 Cheating happens when a student tries to obtain, or obtains, an unfair advantage. The University will not condone any act of cheating as such acts undermine the mutual trust which is essential in an academic community. The procedures below define the different forms of cheating and explain the procedures the University will follow if cheating is suspected.
- 3.2 In addition to these procedures students on professional programmes may also be subject to related Professional Statutory Body regulations and procedures. These will be specified in individual Programme Handbooks. The University will, if required, report any student found guilty of cheating to the professional body.
- 3.3 The University seeks to ensure consistency of approach across programmes and modules in respect of all stages of study and all assessed work, including coursework, other formally assessed assignments and examinations.
- 3.4 Guidance on plagiarism will be provided to students as part of the induction to all programmes.
- 3.5 The seriousness with which cheating is viewed should be reflected in the penalties applied.
- 3.6 The assessment outcome for a student found guilty of cheating will be worse than if the student had behaved properly.
- 3.7 Failure to detect cheating cannot be accepted as legitimising the action.
- 3.8 The University reserves the right to utilise electronic plagiarism detection services. The use of these systems allows the student and the University to check systematically for plagiarism, thus ensuring that all students' work is original. These services search the world wide web and extensive databases of reference material and content submitted by other students to identify any duplication with the students' submitted work.
- 3.9 Any student who during any part of the assessment process copies, steals or appropriates the work of another, or who introduces into an examination

room any materials or other aids not explicitly permitted under the rubric of the examination, or who uses any other unfair method to gain an advantage in an assessment will be deemed guilty of cheating. This applies to all work submitted as part of the assessment process, in whatever year, and whether produced under formal examination conditions, as phased tests or as part of a programme of continuous assessment. Any student who knowingly assists another to cheat will also be regarded as having breached these regulations.

- 3.10 For the purposes of these regulations, plagiarism is defined as the presentation by a student of work for assessment which is not his/her own, in the sense that all or part of the work has been copied from that of another person (whether published or not) without attribution, or the presentation of another's work as if it were his/her own. Any student who knowingly permits another student to plagiarise his/her own work will also be regarded as having breached these regulations.
- 3.11 The University recognises the benefits of informal student discussion of assignments requiring a group response. Nothing in the above definition precludes such activities, which are normal in an academic community. The offence of plagiarism takes place when, having had the opportunity of advice and guidance, a student submits for marking work which he/she knows contains matter taken from other sources and for which no attribution is given according to the conventions normally adopted in academic writing.

4. DIFFERENT FORMS OF CHEATING

4.1 Plagiarism

The presentation by a student of work for assessment which is not his/her own. Plagiarism can take a number of forms including:

- (a) Complete Plagiarism: that all of the work has been copied from that of another person (whether published or not) without attribution, or the presentation of another's work as if it were his/her own. This includes copying text from a website without acknowledgement.
- (b) Purchasing Materials: there are a number of companies offering services over the Internet to produce student coursework. These companies pretend or will try to persuade students that this is an entirely normal and acceptable practice and that many students take advantage of it. They also claim that they offer a secure, confidential and undetectable service for which they charge a great deal of money. Using such a service is a major form of plagiarism that is likely to result in students failing to obtain a qualification and potentially debar them from a significant range of professional

careers and hinders educational development.

- (c) **Partial Plagiarism:** the summarising of another person's work by simply changing a few words in the assignments, without referencing.
- (d) **Failure to reference:** the inclusion of several sentences or more from another person's work which have not been referenced in accordance with TVU's conventions on academic referencing and citation. This may be intentional or unintentional, for example as the result of poor referencing/study skills.
- (e) **Self-Plagiarism or Duplication:** copying work that was originally completed and submitted by the student and resubmitted for another purpose, without acknowledgement of this, unless resubmission is permitted.
- (f) **Collusion:** this is where a student undertakes work with others, without acknowledgement, e.g.:
 - Submits as entirely his/her own work, work completed in collaboration with another person, or
 - Colludes with another student to submit work which is intended to be submitted as that other student's own unaided work, or
 - Knowingly permits another student to copy all or part of his/her own work and to submit it as that student's own work.

4.2 **Falsifying Data:** this is where the student presents data in reports, projects, dissertations and so forth based on work which the student claims to have carried out but which he/she has invented or obtained by unfair means.

4.3 Irregular Behaviour Relating to Examinations

- (a) Unless the use of books and notes is specifically authorised for use in a particular examination (as specified on the Examination Paper), these must not be in the vicinity of the candidate during the examination.
- (b) Candidates must not in any circumstances avail themselves of unfair assistance during the examination session by consulting unauthorised papers or books, by communicating with, or copying from, other candidates or by any other means.
- (c) The use of cordless, silent, non-programmable pocket calculators (with keys in the range A – F only) is normally allowed in examinations. Candidates are not allowed to use any device which has a full range of alphabetic keys.

- 4.4 Dishonest Practice: this covers any form of dishonest practice not specifically identified by the above definitions e.g. making false declarations to receive special consideration.
- 4.5 Additional Information Relating to Group Work: if cheating and/or plagiarism is suspected relating to group work and it cannot be established which individual(s) is/are responsible, the whole group will be deemed responsible, provided there is sufficient evidence to substantiate the allegations on the balance of probabilities.

5. BREACHES OF THE STUDENT CODE OF CONDUCT OR THE UNIVERSITY'S REGULATIONS

If there are allegations that a breach or breaches have occurred, the following procedures shall apply:

- 5.1 The person making out the allegation that a student or students have breached the Students' Code of Conduct or the University's Regulations will arrange for the papers in relation to that allegation to be passed as soon as possible to the relevant Senior Academic.
- 5.2 The relevant Senior Academic shall be an academic member of staff within the student or students' relevant Faculty who is normally an academic manager, or as nominated by the Dean, Head of Faculty or equivalent.
- 5.3 The Senior Academic shall carry out a preliminary review of the papers making out the allegation as soon as possible.
- 5.4 The Senior Academic shall either:
- dismiss the allegation; or
 - immediately carry out an investigation by way of an interview in accordance with Regulation 6 ("The Interview").
- 5.5 If the Senior Academic decides to dismiss the allegation, this will be confirmed in writing to the student and to the person who has made out the allegations and no record of the allegations will be kept on the student's file.
- 5.6 If the Senior Academic believes that the student(s) should be suspended whilst the procedure is carried out, the Senior Academic shall make such a recommendation to the Vice-Chancellor or his/her nominee and the provisions of Regulations 8.4, 8.5, 8.6 and 8.7 shall apply.
- 5.7 The Vice-Chancellor or his/her nominee may suspend the student from the University during investigation of the alleged offence, if it is deemed that such suspension or enforced intermission in accordance with Regulation 8.5 is in the best interests of the University, its staff or students, or of the student concerned, or is necessary to ensure an effective investigation.

6. THE INTERVIEW

6.1 Following the completion of the interview, the Senior Academic may decide to:

- dismiss the allegation; or
- impose one or more of the fixed penalties as set out in Regulation 8 – if he or she believes the breach to be of a minor nature; or
- convene a Panel in accordance with Regulation 7 if he or she believes the alleged breach to be of major nature.

6.2 The purposes of the Interview is to determine:

- whether any breach (es) of the Students' Code of Conduct have been committed; and
- whether such a breach is major or minor taking into account all the surrounding circumstances, including any past penalties imposed on the student(s).

6.3 In respect of Academic Offences, the following criteria will be used for classifying the breach (es) and the appropriate penalty:

6.3.1 Relevant factors or information will be taken into account and will include that all forms of cheating or plagiarism other than partial plagiarism or minor collusion will be regarded as major breaches as will all cases where there is a record of a previous academic offence on the student's file. The following criteria will also be taken into account:

- (a) The academic level of the student: acts occurring at levels 5 and 6 of undergraduate study and at postgraduate level will normally be considered more serious than those occurring at lower levels of study.
- (b) The previous learning background of the student: academic experiences from overseas or the extent to which the student is familiar with current UK and TVU academic conventions and expectations. A student who seeks to rely on this provision will be required to provide evidence in support.
- (c) Intent: an act which is planned in advance will normally be considered more serious than one which is not.
- (d) Extent: an act which involves a substantial degree of cheating will normally be considered more serious than one which involves a lesser degree of cheating. An act which is sustained and/or repetitive will normally be considered more serious than an act which is committed on a single occasion.

- (e) Previous history or record: repeated acts of cheating will be considered more serious than an initial instance.
 - (f) Whether theft was involved: an act of cheating which involves theft is more serious than one which does not.
 - (g) The impact on other students: an act which has an impact on the standing of another student(s) will be considered more serious than an act which affects only the person cheating.
 - (h) Irregular behaviour relating to examinations: will always be regarded as a major offence.
- 6.3.2 In each case the seriousness of the offence will be determined by considering the characteristics of the act itself and not by considering the actual or potential advantage which the student could have gained.
- 6.4 The Senior Academic shall gather information regarding the incident or allegation with the support of an Administrative Officer nominated by the Registrar within the Faculty or designate. The ultimate responsibility for informing the student and managing the investigation lies with the Senior Academic.
- 6.5 The Senior Academic shall arrange an interview with the student against whom the allegations have been made.
- 6.6 The Senior Academic shall confirm arrangements for the interview by letter to the student. The date of the interview will be at least five working days from the date of posting of that letter.
- 6.7 The letter shall also confirm:
- (a) those who will be present at the interview;
 - (b) the purpose of the interview;
 - (c) the allegations that have been made and provide copies of any evidence to be considered at the interview; and
 - (d) that the student may bring a written statement of their perception of the events to the meeting.
- 6.8 The Senior Academic shall also refer the student to sources of advice available to them. The student may be accompanied by a friend or representative, e.g. from the Students' Union. However, under no circumstances may the student be represented by an external organisation. Under no circumstances shall the costs be re-claimable save for expenses in exceptional cases.
- 6.9 At the interview, the substance of the allegation shall be discussed with the student(s) and the student shall be asked to present their perspective. If the allegations involve two or more students, these students may be dealt with at the same interview if there is no reasonable objection from the student(s) or their representative(s).

- 6.10 At the conclusion of the interview, the Senior Academic may:
- dismiss the allegation(s) and write letters as set out in Regulation 5.5; or
 - having determined that a breach(es) may have occurred, the Senior Academic shall have access to the student's file to ascertain whether there have been any prior penalties imposed which are relevant to the allegations.
- 6.11 If the Senior Academic determines that the breach(es) constitute a minor breach(es) then he or she shall impose one or more of the penalties as set out in Regulation 8.
- 6.12 If the Senior Academic determines that the breach(es) may constitute a major breach(es) or that due to the repetition of a minor breach this now constitutes a major breach then he or she shall convene a Panel in accordance with Regulation 7.
- 6.14 A record of the interview must be kept, signed and dated by the Senior Academic, the student and the student's representative, where present. This record will specify that it may be referred to in the event of an appeal being allowed.
- 6.15 A copy of the record of the interview will be given to or sent to the student and their representative.
- 6.16 If a student does not respond or attend the interview, then the procedures under Regulation 7.8 shall apply.

7 THE HEARING

- 7.1 If the Senior Academic decides that a hearing should be held, he/she will notify the University Secretary & Registrar and together they will make arrangements for the hearing. The University Secretary & Registrar has responsibility for ensuring that the student is notified by letter at least five working days before a hearing takes place by way of personal delivery or guaranteed next day delivery to his/her UK address(es) as recorded in the student's record and that the student is provided with:
- (a) A statement of the allegation to be considered;
 - (b) A statement of the student's right to be accompanied by a friend or representative, e.g. from the Students' Union. However, under no circumstances may the student be represented by an external organisation. Under no circumstances shall the costs be re-claimable save for expenses in exceptional cases.
 - (c) A statement to the effect that witnesses may be called in support of the allegation and the student has the right to call witnesses on his/her behalf;

- (d) Copies of any documents to be considered in connection with the allegation including any signed and dated statements;
 - (e) Details of the date, time and place of the hearing and those who will be present.
- 7.2 The Senior Academic will satisfy him/herself that the student(s) have been sent all of this information before he/she allows the hearing to go ahead.
- 7.3 The Registrar or designate within the Faculty is responsible for the maintenance of all records relating to the hearing. He/she will make arrangements for the minuting of the hearing. The nominated Administrative Officer/minutes secretary will keep a record of the whole proceedings at the hearing except the deliberation of the Panel which follows the presentations made to the Panel by the student and the Senior Academic presenting the case against the student.
- 7.4 The Panel will consist of at least two other senior members of staff, who have not previously sat on a panel involving any allegation against the same student and nor have any other interest in the proceedings which makes them unfit to sit on a Panel in relation to the student(s) involved. In the case of programmes which require students to be deemed suitable for professional work, where a student may be in breach of the requirements to maintain suitability, the alleged breach will be referred to a hearing under the University procedures relating to an alleged major breach. In such circumstances the membership of the Hearing panel will include at least one senior placement provider representative (working at strategic level) from the sponsoring Trust or Stakeholder agency.
- 7.5 The Senior Academic will decide who will chair the Panel.
- 7.6 The standard of proof to prove the breach is on the balance of probabilities
- 7.7 The Registrar or designate within the Faculty has responsibility for notification of the outcome of any hearing to all relevant parties including the University Secretary & Registrar.
- 7.8 Procedures if a student does not respond or attend:
- (a) Should a student notify the Senior Academic in advance of the hearing that he/she is unable to attend the hearing on the scheduled date, the Senior Academic should make only one further attempt to reschedule the hearing in order to enable the student's attendance.
 - (b) If the student does not attend the hearing and does not communicate with the Senior Academic any reason for their non-attendance, the Chair of the hearing will consider whether the hearing should proceed in the absence of the student. In deciding whether to proceed in the absence of the student, the Chair shall take into account the seriousness of the allegations and whether they could lead to expulsion or a further period of suspension, or enforced

intermission in accordance with Regulation 8.5, the cost to the University of arranging a further hearing and the detriment to the student by the hearing being delayed.

- (c) Where the student has provided a reason for their non-attendance, the Chair of the Panel will consider whether in all the circumstances the reason provided is reasonable and the hearing should be reconvened
- (d) Where the hearing is to be re-convened, the Senior Academic has responsibility for ensuring that the student is notified again by letter by way of personal delivery or guaranteed next day delivery to the UK address(es) held by the University for the student and that the student is provided the information set out at Regulation 7.1.
- (e) While the University does not recommend it, a student may choose not to attend the hearing and to send a nominated individual to attend on his/her behalf and state that he/she will accept the outcome of the hearing heard in his/her absence.

7.9 The Hearing

- (a) The Chair will open proceedings.
- (b) The Chair will explain:
 - the purpose of the hearing and the extent of his/her delegated powers in taking decisions on behalf of the University;
 - the Chair will also explain the penalties which are possible outcomes of the hearing if the allegation of misconduct is upheld as set out in Regulation 8;
 - the Chair will establish the names and identities of everyone present at the hearing and confirm the names of all witnesses who will be supplying evidence.
- (c) A record will be kept of all persons attending the hearing and whether or not the student has elected to be accompanied by a friend or representative in accordance with these regulations, or if the student has failed or declined to attend the hearing and the Chair's decision, including the reasons for it.
- (d) If the allegations involve several students, the Chair may decide to hear the allegations at one hearing subject to their being no reasonable objection from the student(s) or their representative(s).
- (e) The Chair will invite all parties except witnesses into the room.
- (f) Where witnesses are to be heard they are only to be present for the duration of their own evidence.

- (g) The Panel will not have access to the student's previous record unless and until the allegation has been upheld.
- (h) The hearing will be conducted fairly but will not seek to replicate a court of law and will ensure that all relevant facts are considered by the Panel and a suggested procedure is as follows:
 - (i) The Chair will request the Senior Academic to present the case against the student, including submission of written or verbal statements from witnesses.
 - (j) The student and his/her friend or representative will be given the opportunity by the Chair to address questions to the Senior Academic and/or to any of the witnesses.
 - (k) Any witness submitting a written statement should be in attendance to answer any questions unless there are exceptional circumstances or the parties agree otherwise.
 - (l) The Chair will request the student or their representative to present their case, including submission of written or verbal statements from witnesses.
 - (m) The Senior Academic will be given the opportunity by the Chair to address questions to the student, his/her friend or representative and/or to any of the witnesses.
 - (n) The Chair may ask questions of anyone present at the hearing at anytime for the purposes of clarification.
 - (o) Panel members should direct any questions they wish to ask at the hearing through the Chair.
 - (p) The Chair will invite the Senior Academic to make a final statement.
 - (q) The Chair will invite the student or his/her friend or representative to make a final statement.
 - (r) The Chair will then ask everyone except the members of the Panel to withdraw from the room.
 - (s) The Chair may amend this procedure to take account of each student's case and may adjourn the hearing at any time. The Chair is responsible for ensuring that the hearing is conducted in a fair manner but that the hearing does not replicate a court of law.

7.10 Decision of the Panel and imposition of penalties

- (a) Once the Panel has reached its decision, the student and his/her friend or representative, and the Senior Academic will be invited back into the room and the Chair will announce whether or not the allegation has been upheld against the student. The hearing is closed at this point.

- (b) Where the allegation against the student has been upheld and the application of penalties is to be considered, the Chair of the Panel will convene immediately a second meeting to determine the penalties to be applied. The student and his/her friend or representative and the Senior Academic will be advised of the opportunity to wait and hear the determination of the penalty after the second meeting.
- (c) The student's file/record will be made available to the Panel at this stage along with a short summary of the student's current academic position which has been obtained by the Senior Academic from the relevant faculty administrator. In arriving at a decision on disciplinary penalties to be applied, the Panel will take account of any previous penalties on record and shall impose the penalties on an individual basis.
- (d) The Chair of the Panel will sign the written record of the decision of the Panel as referred to in Regulation 9.1 concerning any penalties to be applied. The record will be kept by the Registrar within the Faculty or designate and a copy will be placed on the student's file.
- (e) Where appropriate, a report will be made to the appropriate Award Board. The Chair of the Award Board/Student Progress Committee is responsible for ensuring that any academic penalty determined by the Senior Academic or by the Chair of the Panel acting on the delegated authority of the Vice-Chancellor is implemented by the Award Board/ Student Progress Committee.

8 PENALTIES FOR BREACHES OF THE REGULATIONS OR THE CODE OF CONDUCT (DISCIPLINARY)

- 8.1 The penalties (in any combination) that may be imposed following completion of the procedures described in Regulation 5 in relation to proven minor breaches are as follows:
- 8.1.1 A first warning of the possible consequences of further misconduct.
 - 8.1.2 A written reprimand, with a copy of the letter being placed on the student's file either for a specified time or permanently.
 - 8.1.3 A fine of up to £200.
 - 8.1.4 Repair by the student to the property or equipment damaged or compensation to be payable of up to £200.
 - 8.1.5 Removal or restriction of benefits/facilities/privileges.
 - 8.1.6 Suspending a student's library card or computer account.
 - 8.1.7 Requirement for written undertakings that the Students' Code of Conduct and Regulations will be observed for the remainder of the student's studies.
 - 8.1.8 A contract for good behaviour/conduct.
 - 8.1.9 Requirement of an apology in the appropriate manner to any person.
 - 8.1.10 Termination of a student's accommodation agreement in University owned or managed residential property (but within the Protection from Eviction Act).
- 8.2 Where the procedures described in Regulation 7 have been completed in relation to proven major breaches, the Chair of the Panel may, in addition to the penalties set out above:
- 8.2.1 Withdraw the student from a specific programme.
 - 8.2.2 Suspend the student either for a specified period of time, or until specified conditions have been met.
 - 8.2.3 Expel the student.
- 8.3 In all cases the Senior Academic or Chair of the Panel as appropriate will take into account the reasonable interests of all concerned.

8.4 PENALTIES FOR BREACHES OF THE REGULATIONS OR THE CODE OF CONDUCT (ACADEMIC)

- 8.4.1 The penalty for cheating or plagiarism will be determined according to the seriousness of the offence and will take into account the stage of study. Thus where cheating or plagiarism in early stages may be considered within the context of developing appropriate scholarly behaviour, the same in later stages will attract the more severe penalties. The student's previous record will also be taken into account.
- 8.4.2 In the case where cheating or plagiarism has been established the Senior Academic/Panel will consider the application of penalties under the procedures and the criteria set out in Regulation 6.3 and determine the penalty to be applied. A report will be made to the appropriate Award Board/Student Progress Committee.
- 8.4.3 Where cheating or plagiarism has been established in any examination or formally assessed coursework; the assessment will be marked down or failed.
- 8.4.4 The penalties that may be imposed following completion of the procedures described in Regulation 6 in relation to proven minor breaches are as follows:
- 8.4.4.1 The student is warned and a record of the warning will remain on the student's file for the duration of the student's registration on the programme of study. Additionally, the student may be referred for assistance with their study skills/referencing techniques.
- 8.4.4.2 The student is to be marked down taking into account the knowledge and skills displayed and discounting any possible unfair advantage. Additionally, the student may be referred for assistance with their study skills/referencing techniques.
- 8.4.4.3 Where a referral has been made the student will be required to evidence that they have complied with this. Failure to comply will result in the original penalty being reconsidered at a further interview convened in accordance with Regulation 6.
- 8.4.4.4 The student is denied the opportunity to resit the element(s) of assessment and failed the module. This module will have to be retaken. Penalties will not apply to the new module.
- 8.4.4.5 The student is denied the opportunity to resit the element(s) of assessment and failed the module. This module will have to be retaken. Penalties will apply to the new module and the highest mark achievable for the module will be a minimum pass mark.

- 8.4.5 Where the procedures described in Regulation 7 have been completed in relation to proven major breaches, the Chair of the Panel may, in addition to the penalties set out above consider the application of the following penalties:
- 8.4.5.1 The student could be failed in this element of the programme assessment with no opportunity to resubmit. In this case the student will be awarded the next lowest award and/or provided with a transcript showing credit achieved for passed modules.
 - 8.4.5.2 The student could be failed in this element of the programme assessment with no opportunity to resubmit and with no award being made.
 - 8.4.5.3 Suspend the student either for a specified period of time, or until specified conditions have been met.
 - 8.4.5.4 Expel the student.
- 8.4.6 Project/Dissertations at Level 6 or Level 7: in the case of projects/ dissertations at Level 6 or Level 7, there could be one of five outcomes depending on the extent and significance of the cheating or plagiarism:
- 8.4.6.1 The project/dissertation could be marked taking into account the knowledge and skills displayed but discounting any achievement through possible unfair advantage.
 - 8.4.6.2 The student could be failed in this element of the programme assessment with no opportunity to resubmit. In this case the student will be awarded the next lowest award and/or provided with a transcript showing credit achieved for passed modules.
 - 8.4.6.3 The student could be failed in this element of the programme assessment with no opportunity to resubmit and with no award being made.
 - 8.4.6.4 Suspend the student either for a specified period of time, or until specified conditions have been met.
 - 8.4.6.5 Expel the student.

Procedures regarding suspension, expulsion or enforced intermission

- 8.5 The Vice-Chancellor or his/her nominee may suspend the student from the University during investigation of the alleged offence, if it is deemed that such suspension is in the best interests of the University, its staff or students, or of the student(s) concerned, or is necessary to ensure an effective investigation.
- 8.6 In the case of students on time-limited professional programmes involving work placements, it may be necessary to impose enforced intermission during any investigation; that is, the period of intermission will not count as part of the time taken to complete the programme and the student's

statutory funding, if any, may stop during the period. In such cases the Vice-Chancellor may delegate the authority to impose enforced intermission to the appropriate Pro-Vice-Chancellor/Dean or his/her nominee.

- 8.7 The decision to exclude or suspend a student from the University will include the exclusion from all University activities including studying at or with the University and also the use of any University premises and/or facilities.

9 PROCEDURES FOLLOWING THE DECISION OF THE SENIOR ACADEMIC OR THE PANEL

- 9.1 The Chair or the Senior Academic will complete a form giving details of his/her or the Panel's decision and the reasons for it. This form shall state that the form will be used at any subsequent disciplinary procedure, including an appeal, involving the same student. The student, the student's representative and the Senior Academic or the Chair of the Panel, as appropriate, shall sign the form. This form and details of any relevant arrangements in relation to the penalty imposed shall be sent to the student and their representative as appropriate by the Senior Academic, within five working days of the hearing confirming:
- (a) The student's right of appeal;
 - (b) That any such appeal must be notified within ten working days of the receipt of the letter giving the outcome of the procedure; and
 - (c) That the appeals procedure is published in the Student Handbook.
- 9.2 A copy of the letter and the form will be placed on the student's file for either a specified period of time or until the student has completed their studies, as specified by the Senior Academic or the Chair of the Panel,
- 9.3 In the case of a hearing the Registrar within the Faculty, or designate will ensure that copies of the minutes of the hearing, the decisions of the Panel and all subsequent correspondence relating to the hearing are sent to the student and to the University Secretary & Registrar.

10 RIGHT OF APPEAL

- 10.1 The student has a right of appeal against the decision of the Senior Academic and the Panel in accordance with these Regulations.
- 10.2 Where the breach was found by the Senior Academic to be a minor breach, the appeal against the decision of the Senior Academic is to the Appeal Panel in accordance with Regulation 11.
- 10.3 Where the breach was found by the Senior Academic to be a major breach, the student's request for an appeal against the decision of the Panel shall be reviewed by the Vice-Chancellor. The Vice-Chancellor shall, as soon as possible after the receipt of a request for an appeal, review all documentation relating to the case and shall either:
- (a) refer the case back to the Senior Academic to reconvene a Panel with a different membership; or
 - (b) refer the request for an appeal to the Appeals Committee of the Board of Governors to be dealt with in accordance with Regulation 13.

11. PROCEDURE FOR AN APPEAL AGAINST THE DECISION OF THE SENIOR ACADEMIC

- 11.1 An appeal against the decision of the Senior Academic must be made in writing stating in full the grounds for the appeal and must be submitted within ten working days of the receipt of the letter referred to in Regulation 9.
- 11.2 Where it has been agreed that an appeal should be heard, the appeal hearing should take place as soon as practicable.

Grounds of Appeal

- 11.3 Appeals against the decisions of the Senior Academic will only be considered on the following grounds:
- (a) the penalty imposed by the Senior Academic was not commensurate with the seriousness of the offence;
 - (b) the findings of fact in support of the decision were manifestly perverse;
 - (c) that the hearing/interview was not conducted in accordance with the procedures set out in Regulations 6 or 7;
 - (d) new evidence has been made available that could not be available at the time of the hearing/interview and which could have been expected to have materially affected the decision of the Senior Academic.

11.4 The student should address their letter to the University Secretary & Registrar and the burden of proof is on the student (now the appellant) to demonstrate the reason for the appeal. The University Secretary & Registrar may reject any appeal which is not submitted within the time limit set out in Regulation 11.1 or does not demonstrate one or more of the grounds specified in Regulation 11.3. If the appeal is rejected the student will be informed within fifteen working days of their letter to the University Secretary & Registrar.

11.5 Procedure for an appeal against a decision of the Senior Academic

11.5.1 Once the University Secretary & Registrar (or his/her nominee) has notified the student that their appeal is a valid appeal under Regulations 11.1 and 11.3, the University Secretary & Registrar will pass the papers to a second Senior Academic who will investigate the basis for the appeal, taking into account any additional information that has come to light since the interview, and will convene an Appeal Panel in accordance with the following procedures:

- (a) The Appeal Panel shall be made up of at least two senior members of academic staff who have not been involved in the relevant student's disciplinary proceedings nor have any other interest in the proceedings which makes them unfit to sit on a Panel in relation to the student(s) involved.
- (b) The Senior Academic shall arrange a hearing date which is convenient to all parties.
- (c) The Senior Academic shall write to the student at least five working days before the Appeal Hearing is due to take place by way of personal delivery or guaranteed next day delivery to his/her UK address(es) as recorded in the student's record and provide the student with:

- A statement of the grounds upon which their appeal is to be considered;
- A statement of the student's right to be accompanied by a friend or representative, e.g. from the Students' Union. However, under no circumstances may the student be represented by an external organisation.

Under no circumstances shall the costs be reclaimable save for expenses in exceptional cases;

- A statement to the effect that new witnesses may be called in support of the grounds of appeal and the University has the right to call new witnesses on its behalf;
- Copies of any documents to be considered in connection with the appeal including the signed and dated outcome form and record of the Senior Academic's interview;

- Details of the date, time and place of the hearing and those who will be present.

11.6 Appeal Panel hearing

- 11.6.1 The hearing will be conducted to ensure that all relevant facts are considered by the Appeal Panel and a suggested procedure is as follows:
- (a) The Chair will satisfy him/herself that the student(s) have been sent all of the information referred to in Regulation 11.6 (c) before he/she allows the hearing to go ahead.
 - (b) The appellant or their representative will present their grounds of appeal including the submission of written or verbal statements from the witnesses.
 - (c) The relevant Senior Academic will present the University's case including the submission of written or verbal statements from witnesses and any relevant information from the student(s) file.
 - (d) The student and his/her friend or representative will be given the opportunity by the Chair to address questions to the Senior Academic or any of the witnesses.
 - (e) Any witness submitting a written statement should be in attendance to answer any questions unless there are exceptional circumstances.
 - (f) The Senior Academic will be given the opportunity by the Chair to address questions to the student, his/her friend or representative and/or to any of the witnesses.
 - (g) The Chair may ask questions of anyone present at the hearing at any time for the purposes of clarification.
 - (h) Appeal Panel members should direct any questions they wish to ask at the hearing through the Chair.
 - (i) The Chair will invite the Senior Academic to make a final statement.
 - (j) The Chair will invite the student or his/her friend or representative to make a final statement.
 - (k) The Chair will then ask everyone except the members of the Appeal Panel to withdraw from the room.
 - (l) The standard of proof will be on the balance of probabilities.
 - (m) Once the Panel has reached its decision, the student and his/her friend or representative, and the Senior Academic will be invited back into the room and the Chair will announce the finding of the Panel as follows:

- (i) that the appeal is dismissed;
- (ii) that the appeal is upheld in part; or
- (iii) that the appeal is upheld in full.

(n) The hearing is closed at this point.

- 11.7 The Chair may amend this procedure to take account of each student's case and may adjourn the hearing at any time. The Chair is responsible for ensuring that the hearing is conducted in a fair manner but that the hearing does not replicate a court of law.
- 11.8 If the student does not attend, then the provisions of Regulation 7.8 will apply.
- 11.9 The Chair will invite the student, the student's representative and the Senior Academic back into the hearing and will state the Appeal Panel's decision, if available.
- 11.10 If the Appeal Panel's decision is not immediately available, the Chair shall invite the student, the student's representative and the Senior Academic back into the hearing and will state that the decision is not available. The Chair will also give an indication to those present of when the decision will be available and that a written decision will be sent to all those concerned, by post save for to the student when the letter will be sent by guaranteed next day delivery or by personal delivery.

12 PROCEDURES FOLLOWING THE DECISION OF THE APPEAL PANEL

- 12.1 Where the appeal by the student has been upheld in part and the variation of penalties is to be considered, the Chair of the Panel will convene immediately a second meeting, to determine the penalties to be applied. The student and his/her friend or representative and the Senior Academic will be advised of the opportunity to wait and hear the determination of the penalty after the second meeting.
- 12.2 In all cases, the Chair will complete a form giving details of the Appeal Panel's decision and the reasons for it. This form shall state that the form will be circulated in the event of any further proceedings. The student, the student's representative and the Senior Academic or the Chair of the Panel, as appropriate, shall sign the form. This form and details of any relevant arrangements in relation to the penalty imposed shall be sent to the student, their representative, the Senior Academic and the University Secretary & Registrar.
- 12.3 Where the appeal is dismissed or upheld in part, a copy of the letter and the form will be placed on the student's file for either a specified period of time or until the student has completed their studies, as specified by the Chair of the Appeal Panel.

12.4 Where the appeal by the student has been upheld in full, the record of the original allegation will be removed from the student's file and sent to the University Secretary & Registrar's office.

13 RIGHT OF AND PROCEDURE FOR AN APPEAL AGAINST THE DECISION OF A PANEL OR AN APPEAL PANEL

13.1 The student has the right of appeal against the Panel or the Appeal Panel's decision which must follow the procedure set out in this Regulation.

13.2 Where a student is appealing against the decision of a Panel or an Appeal Panel, the procedure in Regulation 11 must be followed save that the request for an appeal should be sent to the Clerk to the Board of Governors and that the same Senior Academic can investigate the basis of an appeal against a Panel's decision.

13.3 The Clerk to the Board of Governors must reject any appeal against the decision of the Panel that has not been lodged in accordance with the time period set out in Regulation 11.1 or which does not comply with Regulation 11.3. In that event, the Clerk to the Board of Governors will send a letter to the appellant as soon as possible giving his or her decision and the reasons for it.

13.4 Unless the appeal is rejected under Regulation 13.3, the Vice-Chancellor shall review the Appeal as set out in Regulation 10.3, unless the appeal is against the decision of a second panel convened following a previous review by the Vice-Chancellor.

13.5 If the Vice-Chancellor refers the appeal to the Appeal Committee of the Board of Governors, the Clerk to the Board of Governors will, as soon as practicable arrange for the appeal to be heard by a committee consisting of three members of the Board of Governors excluding the Vice-Chancellor, the staff governors and the student governors (the "Appeal Committee").

13.6 The Appeal Committee shall follow the procedures set out in Regulation 11.6 save as set out below:

- (a) the Appeal Committee shall receive written submissions from the appellant, the relevant Senior Academic and the Chair of the Panel, as relevant. All documentation in relation to the hearing will be made available upon request.
- (b) The Appeal Committee shall hear oral submissions from the appellant and, at its absolute discretion, any other persons whose evidence may be relevant.
- (c) If the appellant does not attend the hearing then the provisions of Regulation 7.8 shall apply.

- 13.7 Following the completion of the Appeal Committee's investigation, the Committee may decide:
- to dismiss the appeal: or
 - to order the Chair of the Panel or the Senior Academic to reconsider his/her decision.
- 13.8 The Appeal Committee's decision will be final.
- 13.9 The Clerk to the Governors will confirm the decision of the Appeal Committee by letter to the student and the Chair of the Panel and a record will be kept of the proceedings.
- 13.10 As soon as possible after the hearing, the Clerk to the Board of Governors will send a Completion of Procedures Letter to the student confirming their right of referral to the Office of the Independent Adjudicator (OIA).

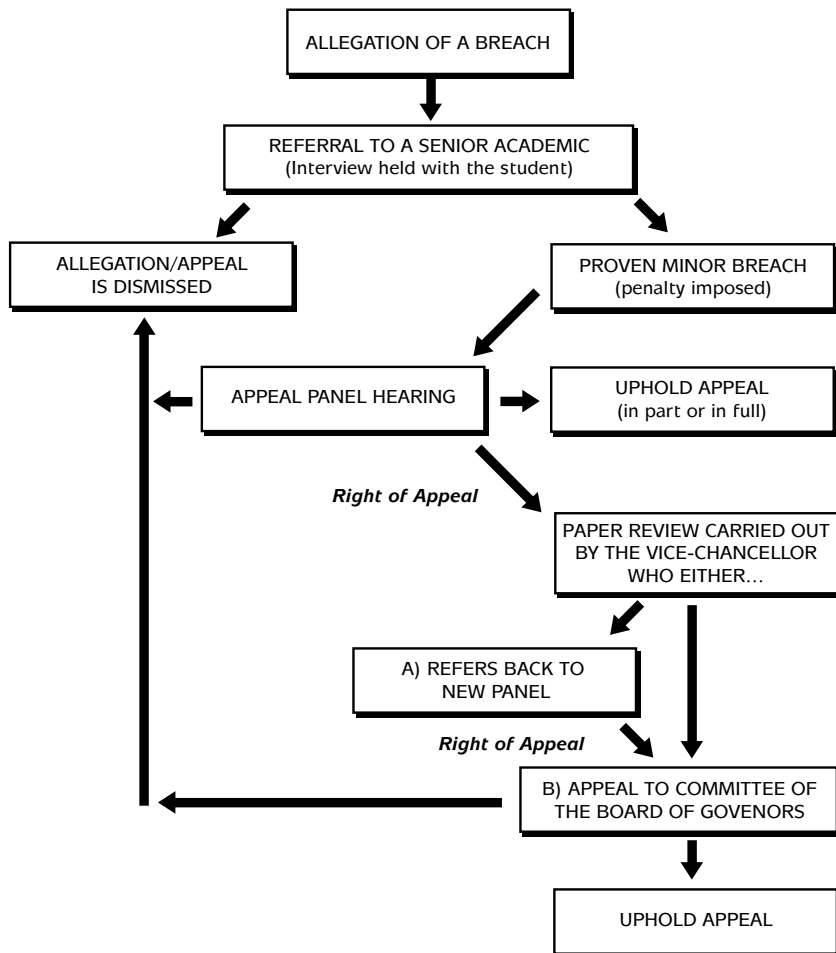
REFERRAL BY THE STUDENT TO THE OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

The student may refer their case to the OIA. Further information on the procedure to be followed can be found on the OIA's website: www.oiahe.org.uk

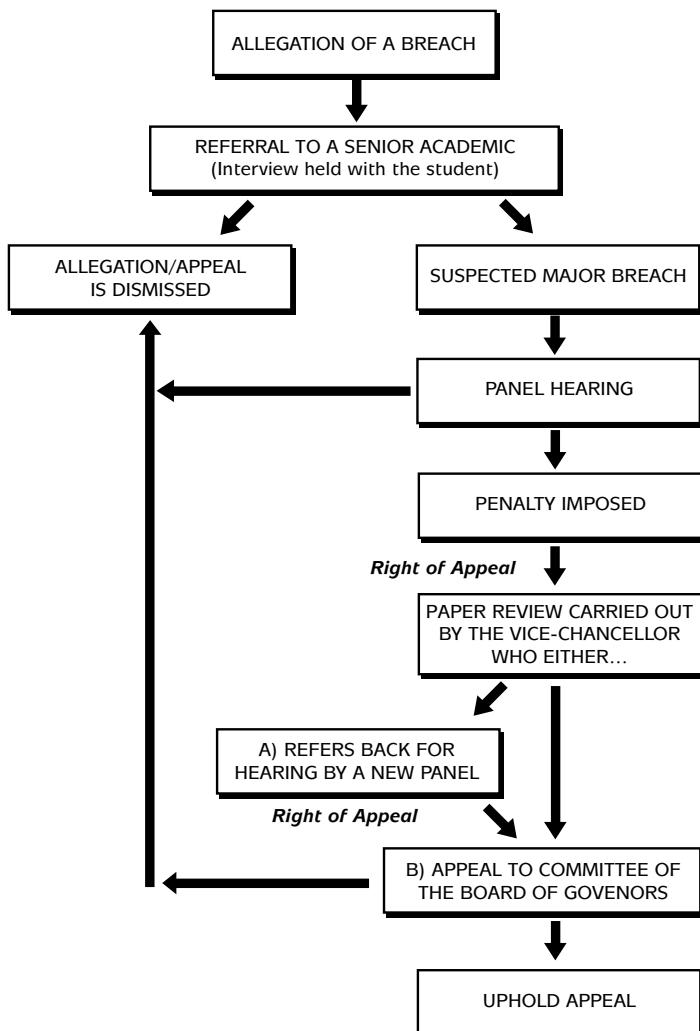
These Regulations were approved by the Academic Board on the 11th June 2008.

THE FLOWCHARTS OVERLEAF ARE FOR GUIDANCE ONLY.

Outline of Procedures following allegation(s) of MINOR breaches of the Students’ Code of Conduct (academic and non-academic)



Outline of Procedures following allegation(s) of MAJOR breaches of the Students' Code of Conduct (academic and non-academic)



Students' Mitigation Policy

Students studying FE awards, or those accredited by Professional Bodies may be bound by alternative and/or additional policies. This policy applies to Internally Assessed Programmes including those validated by Thames Valley University and delivered at other locations.

1 Definition

Mitigation is the taking into account of any circumstances that were not within the foresight and control of the student and which the University believes might adversely affect the academic performance of a student.

2 General Principles

- 2.1 For any academic award the University must be satisfied that the student has provided sufficient evidence that the required learning outcomes, as laid down in the module specification and programme requirements have been met.
- 2.2 A student presenting a case for mitigation must provide appropriate evidence in the form of medical certificates, statements from professionals etc.
- 2.3 The consideration of any student claim is on the basis of supporting the best interest of that student, within the framework of the University Regulations.
- 2.4 It is not automatic that unforeseen circumstances will result in any special consideration of a student.
- 2.5 Information regarding personal circumstances of students should be treated as confidential. Knowledge of the detail of a student's circumstances should be restricted.
- 2.6 The professional view of external authorities (e.g. counsellors, doctors) and internal authorities (e.g. counsellors, nurses) should be respected.

3 Mitigating circumstances

Circumstances that could lead to a successful mitigation plea include the following:

- i Ill-health – physical or mental
- ii Severe financial hardship i.e. over and above that experienced by all students
- iii Emotional/personal difficulties – e.g. bereavement

- iv Special needs i.e. where the student's disability comes to light for the first time at assessment
- v Unavoidable absence from TVU – e.g. requirements of employer
- vi Unavoidable absence from domicile – e.g. eviction
- vii Other serious circumstances which could not be foreseen by the student

4 Consistency

Consistency can be assured by three means: the involvement of as few people as possible in making judgements; judgements taking place on the basis of overt evidence supplied by the student; and ensuring that all mitigation boards follow the policy, regulations and guidelines laid down by the University.

5 Mitigation Timing

Mitigation may need to be taken into account at various stages of a programme. Mitigation must be submitted by due dates which will be published annually. The student's circumstances will be taken into account at the Award Board and Student Progress Committee.

6 Mitigation Results

Mitigation can result in:

- i extension of submission deadlines
- ii altering assessment requirements e.g. allowing further resits/resubmission
- iii changing assessment type
- iv awarding aegrotat passes

Mitigation Regulations

Regulations governing mitigation are contained in the Supplements to this Handbook (Undergraduate, Health and Human Sciences (Nursing and Midwifery) and Postgraduate).

Guidance on Mitigation Procedures

If you need to request consideration of extenuating circumstances affecting the submission of work for assessment and academic performance, further information and guidance can be found on the TVU website at

http://www.tvu.ac.uk/current/extensions_and_mitigating_circumstances.jsp

Student Complaints Procedure

General Principles

- 1.1 The University seeks to maintain high standards in its provision of programmes, services and facilities to students. The University has established its student complaints procedures to deal with legitimate complaints from students in a fair, prompt and efficient manner.
- 1.2 Complaints will be addressed through a two stage process. Stage I: Informal Resolution of Complaints and Stage II: Formal Complaints Procedure.
- 1.3 All complaints will be dealt with without recrimination and no student will be disadvantaged on account of raising a complaint. A complaint made by a student that is shown to be frivolous, vexatious or motivated by malice may result in disciplinary action against the student for breach of the Code of Conduct. Students may complain individually or collectively, where appropriate. Complaints will be investigated objectively. Anonymous complaints will not be accepted.
- 1.4 All complaints will be dealt with constructively and the student will be informed of the outcome. Where a complaint is upheld, the University will make an appropriate response including taking any necessary corrective action. Means of redress include an explanation of actions taken or planned and written or oral apologies.
- 1.5 All complaints will be dealt with in confidence with the proviso that any person about whom a complaint is made shall be supplied with a copy of the complaint. A student may be asked to attend an interview with the member of staff investigating their complaint.
- 1.6 A record of Stage II complaints received from students and the means of resolution will be kept by the University Secretary & Registrar and reported annually to the Academic Board as part of the University's monitoring and quality assurance processes. No information that will identify any individual will be available within the report.

- 1.7 A student may seek advice from the Students' Union when making a complaint and may be accompanied by another TVU student or a representative, for example an officer of the Students' Union, in any meeting that takes place in connection with a complaint he/she has lodged. However, under no circumstances may the student be represented by an external organisation. Under no circumstances shall the costs be reclaimable save for expenses in exceptional cases.
- 1.8 For students under 18 or vulnerable adults additional support may be provided.
- 1.9 Advice on whether the complaints procedure applies and how it operates may be sought from the Dean of Students or their nominee, or the Students' Union
- 1.10 Where a complaint is upheld the University will reimburse the student upon production of receipts for incidental expenses (e.g. travel and subsistence) that have been necessarily incurred by the student in the resolution of their complaint. If a complaint is not upheld the student will be informed of the reason(s) for that decision. The University may in its discretion reimburse the student upon production of receipts for incidental expenses necessarily incurred by the student in putting forward their complaint if satisfied that the complaint was made in good faith.

2 Scope of the Complaints Procedure

- 2.1 This procedure is designed to deal with complaints arising from:
 - i provision of academic services described in the University's publications including teaching, content of programmes, support for learning
 - ii incorrect or misleading information about services provided by the University
 - iii provision of other University services described in literature published by the University
- 2.2 The student complaints procedure does not cover the following:
 - i any matters relating to examination and assessment procedures or academic appeals

Information regarding the Appeals System is published in the Student Handbook
 - ii disciplinary issues

Information regarding breaches of the Code of Conduct is published in the Student Handbook

- iii admissions procedures prior to enrolment as a student of the University

Information regarding complaints about the Admissions Process is published on the website

http://www.tvu.ac.uk/files/The_University/Governance_and_legal_framework/Legal_status_and_framework/Admissions

- iv complaints about the Students' Union

Information regarding complaints about the Students' Union is published on the Students' Union website

<http://tvusu.co.uk/>

- v complaints about student accommodation that is not University owned and/or controlled

Information about how to make a complaint can be obtained from the University Accommodation Service

- vi complaints about the behaviour of other students

Information regarding breaches of the Code of Conduct is published in the Student Handbook

- vii unacceptable behaviour of University staff

- 2.3 If a student wishes to make a complaint about the behaviour of another student or about unacceptable behaviour of University staff, this should be addressed to the University Secretary & Registrar in the first instance. The University Secretary & Registrar shall consult as appropriate and shall determine the correct student or staff procedure or policy to be followed. Such determination shall be final. (See also Section 6 below)

The student may seek guidance from the Dean of Students and/or the Students' Union.

- 2.4 This procedure applies to all students of Thames Valley University unless students are studying programmes in other institutions, which are franchised or accredited by Thames Valley University, these students should use the procedures that are in place in that institution. Once the student has exhausted the procedures in place at their institution, they may raise a formal complaint with the University. (See Stage II below).

3 Stage I: Informal resolution of complaints

- 3.1 If a student requires advice or wishes to discuss the matter before making a complaint he/she should consult his/her personal tutor, a student representative or an officer of the Students' Union.
- 3.2 The complaint may be made orally or in writing, normally within ten working days of the incident or action from which the complaint arises, or in any event as soon as possible.
- 3.3 Most complaints will be resolved informally by an appropriate member of staff.
- 3.3 The member of staff to whom the complaint is made will investigate or refer the complaint and a response will be made to the student either orally or in writing, normally within ten working days.
- 3.4 If the student is dissatisfied with the outcome of this informal procedure, then they should follow the procedures described in the formal complaints procedure below.

Stage II: Formal complaints procedure

- 4.1 A complaint under this procedure should be made to the University Secretary & Registrar, in writing, normally within twenty working days of the incident or action from which the complaint arises, or the outcome of the informal resolution.

The following details must be provided:

- a full statement of the complaint
- brief details of the steps already taken to resolve the complaint
- reasons for the student's dissatisfaction with the attempts to resolve the complaint
- What the student would like done
- What remedy the student is seeking
- a copy (not original documents) of any documentary evidence the student wishes to submit
- the student's name and TVU student ID number
- Full contact details for the student (including preferred method of contact e.g. email)
- Whether the student has representation and if so whom

The complaint should be addressed to the University Secretary & Registrar, TVU, St Mary's Road, London W5 5RF or university.secretary@tvu.ac.uk.

- 4.2 The University Secretary & Registrar will determine whether all the necessary information has been provided and may contact the student requesting additional details and evidence. In all cases, the University Secretary & Registrar will acknowledge receipt of the complaint.
- 4.3 The University Secretary & Registrar will forward the complaint to the appropriate area(s) who will investigate the complaint using the information provided by the student in their written statement of the complaint. A response will be sent to the student in writing within twenty working days of the full complaint being received by the University. The response sent to the student must be copied to the University Secretary & Registrar and all relevant parties (including the Students' Union where applicable).
- 4.4 In instances where it has not been possible to resolve the complaint within 20 working days for a legitimate reason, the relevant area investigating the complaint shall write to the student and inform them of:
- The name of the person investigating their complaint
 - The reason for the delay
 - The date by which the student will be notified of the outcome

The letter sent to the student must be copied to the University Secretary & Registrar and all relevant parties (including the Students' Union where applicable).

- 4.5 If the student is dissatisfied with the written response they have received, and Section 5 below does not apply, the student may refer their case to the Office of the Independent Adjudicator (OIA). Further information on the procedure can be found on the OIA's website: www.oiahe.org.uk. Guidance can be sought from the Students' Union.

5. Review of the handling of a complaint

- 5.1 If a student has reason to believe that his/her complaint has not been handled fairly, objectively or in accordance with the procedures described above, he/she should write to the Deputy Vice-Chancellor (Academic) within twenty working days of the date of the outcome letter, setting out his/her reasons. On the instruction of the Deputy Vice-Chancellor (Academic), his/her nominee will act as University Ombudsman and review the handling of the complaint in the light of the student's written statement and report in writing to the Deputy Vice-Chancellor (Academic) within fifteen working days. The Deputy Vice-Chancellor (Academic) may confirm or rescind an earlier decision in the light of this report. The Deputy Vice-Chancellor (Academic) will send a written reply to the student within twenty working days of receiving the request for the review of the handling of the complaint.
- 5.2 Dissatisfaction with the outcome of a complaint will not constitute in itself grounds for a review.

- 5.3 Following review, there will be no further opportunity to pursue the complaint within the University.
- 5.4 The student may refer their case to the Office of the Independent Adjudicator (OIA). Further information on the procedure can be found on the OIA's website: www.oiahe.org.uk. Guidance can be sought from the Students' Union.

6. Other procedures

- 6.1 Should the student raise a complaint under 2.3 above or should the investigation of any complaints reveal information which appears to show that staff or students have acted in breach of University regulations, the matter will be investigated through the relevant procedures.
- 6.2 This includes, but is not limited to, assault or threatening behaviour, victimisation, sexual harassment or abuse, racist, sexist, homophobic or anti-disabled activity or behaviour; actions likely to cause injury or threaten safety; and unauthorised disclosure of confidential information.
- 6.3 If a complaint results in a hearing under another procedure or policy, the complainant may be asked to give evidence at a hearing. In instances where the complainant is not willing to give evidence, the University may not be able to proceed with the case.

Notes:

- 1 In these procedures a working day is any day when the University's offices are normally open. This excludes Saturdays, Sundays, all Bank Holidays and any other designated periods of closure.
- 2 Where a student who is under 18 wishes to make a complaint and wishes a parent/guardian to act on their behalf, the student will be required to give the University written permission to disclose all relevant details to that parent/guardian in accordance with the Data Protection Policy.
- 3 The member of staff responsible for investigating a complaint at any stage described in the procedure may request the complainant to attend an interview as part of the investigative procedure. The member of staff will agree a date, time and location with the student and confirm this in writing. The complainant has the right to be accompanied by a friend or representative, for example an officer of the Students' Union, and must give notification in advance of the meeting of the name of the person who will accompany them at the interview.
- 4 Any member of staff involved in the complaint who is also to attend the interview must be identified in advance to the complainant. The member of staff may also be accompanied by a representative.

Appeals System

ACADEMIC APPEALS

(Internally Assessed Programmes, including those validated by Thames Valley University and delivered at other locations).

1 Definition of an Appeal

- 1.1 An appeal is a request from a student that a decision of a University Assessment Board should be reviewed because it is believed that an injustice has occurred.
- 1.2 An appeal may only be made against a published assessment result that has been confirmed by an Award Board/Student Progress Committee.
- 1.3 A successful appeal will result in the Award Board/Student Progress Committee reviewing its decision in the light of the new information provided by the student; the original decision of the Award Board/Student Progress Committee may not necessarily be changed, however.

2 Grounds for appeal

- 2.1 A candidate may appeal against a decision of the Award Board/Student Progress Committee on the following ground only:
 - a) that there was evidence that the assessment(s) were conducted in a way that was not in accordance with the Regulations as published, e.g. that the method(s) of assessment and/or examination differed in a significant manner from that set out in the Programme Handbook or module study guide.
- 2.2 There are prescribed procedures for students to report mitigating circumstances that they wish to be brought to the attention of the Award Board/Student Progress Committee. An appeal against the decision of the Mitigation Board should be brought under the Mitigation Regulations (published in the supplement to the Student Handbook).
- 2.3 Where a student believes that his/her academic performance has been affected adversely through failings in the provision of a programme of study or an academic service, he/she should submit a complaint following the procedures set out in the Students' Complaints Procedures, page 143. No appeal will normally be considered unless these procedures have been followed and
 - i the case of the complainant has been upheld and
 - ii no adequate steps have been taken to mitigate the effects arising from the matter of complaint.

- 2.4 An appeal cannot be considered where matters of academic judgement are involved. These remain the exclusive responsibility of the relevant Assessment Board/Award Board/Student Progress Committee.
- 2.5 An appeal will not be considered for any of the following reasons:
- a) The student did not understand or was not aware of the published assessment regulations and procedures for a module, programme or award programme.
 - b) The student was not aware of the published procedures for presenting mitigating circumstances to the Award Board/Student Progress Committee.
 - c) No valid reason has been submitted as explanation for not submitting mitigating circumstances to the attention of the Award Board/Student Progress Committee.
 - d) The student suffered disturbance or illness during an examination and did not report the circumstances to the Invigilator before leaving the examination room nor did he/she report the circumstances in writing to the Programme Leader before the Award Board/Student Progress Committee met.
 - e) The appeal is a disagreement with the academic judgement of an Award Board/Student Progress Committee in assessing the merits of academic work, or in reaching a decision on progression, or on the final classification of an award, which has been reached in accordance with the published regulations.
 - f) The appeal is on the grounds that the provision of teaching, supervision or guidance affected academic performance. In such circumstances a student must submit a complaint in accordance with the Student Complaints Procedure, page 143.
 - g) The appeal is received without good cause after twenty working days from the date of the publication of the Pass List.
 - h) The appeal is judged to be vexatious or frivolous.

3 Procedures

- 3.1 Before making a formal appeal, a student should make every effort to contact his/her Programme Leader to discuss the issue and ascertain if it can be clarified or resolved without resort to formal procedures. The Chair of the Award Board/Student Progress Committee may be able to advise the student on the procedures of the Award Board/Student Progress Committee and how a particular decision in the individual's case was determined.
- 3.2 Any appeal must be submitted to the Faculty Registrar in writing, together with supporting evidence, as soon as possible and in any case not later than twenty working days after publication of the Pass List. The written submission must set out in full the reasons for making the appeal and will be treated as the definitive statement of the appellant's grounds for appeal. Students are advised that they should consider using recorded delivery as proof of posting.
- 3.3 The Faculty Registrar will acknowledge receipt of the appeal in writing within ten working days. If the appellant has not received an acknowledgement within this time, he/she should contact the Faculty Registrar immediately.
- 3.4 The Faculty Registrar will, in consultation with the appropriate Programme Leader and Head of Subject, evaluate the evidence presented in each case to determine whether the case falls within the Appeals rubric, and whether the evidence presented constitutes grounds for appeal (see paragraph 2 above). In the light of this evaluation they will determine whether the case shall be submitted to the Appeals Committee.
- 3.5 The Faculty Registrar will send written notification within fifteen working days of the appeal being received to the student of the reason(s) why an appeal will not be considered. The Appeals Committee will receive from the Faculty Registrar a record of any appeal received which will not be considered to the Appeals Committee together with a statement of the reasons for disallowing it.
- 3.6 The Faculty Registrar, having carried out the procedure under Paragraph 3.4 above and having established the validity of the grounds for appeal, shall refer the appeal to the relevant Dean. The Dean shall review the case and may either recommend action to the Chair of the Appeals Committee under paragraph 3.7 below or refer it to the next meeting of the Appeals Committee.
- 3.7 The Chair of the Appeals Committee is empowered to take executive action in respect of a given case if in his/her opinion delay for consideration by the full Committee might act to the detriment of the appellant. All such executive action must be endorsed by the full Committee as soon as practicable thereafter.

- 3.8 The Appeals Committee will receive, as a matter of report, the list of appeals received but not referred to them for consideration upon which executive action was taken and will receive details of how these cases were resolved.
- 3.9 Where the case is to be referred to the Appeals Committee, the appellant will be informed in accordance with the procedures set out in Paragraph 5 below.
- 3.10 The appellant may request a personal hearing and be accompanied by a friend or representative, for example an officer from the Students' Union, who may speak on his/her behalf.
- 3.11 The Appeals Committee will determine whether a case warrants reference back to the relevant Award Board/Student Progress Committee with a request to reconsider the case in the light of evidence, which will be stated.
- 3.12 Should the Appeals Committee decide that a case does not exist in an appeal against a decision of the Award Board/Student Progress Committee, resulting in the exclusion of the appellant from the University or the programme, the appellant shall have the final right of appeal to the Board of Governors, or a committee thereof. The appellant must enter this appeal within ten working days of notification of the Appeals Committee's decision. In exceptional circumstances, e.g. absence abroad or prolonged illness, the student will have the right to enter an appeal out of time.
- 3.13 The decision of the Award Board/Student Progress Committee on any case referred to it for reconsideration by either the Appeals Committee or the Board of Governors (or a committee thereof) will be final except that where any such decision affects a result already reported to an awarding body, the revised decision will be subject to confirmation by that body.

4 Composition of the Appeals Committee

- 4.1 The Appeals Committee shall consist of:
- The Deputy Vice-Chancellor or his/her nominee (Chair)
 - Three members from Faculties as appropriate (excluding the Chair of the relevant Award Board/Student Progress Committee)
- 4.2 A quorum to be three and the Chair (or his/her nominee).
- 4.3 The University Secretary & Registrar will nominate a Clerk to the meeting.
- 4.4 Anyone who is directly connected with the appellant, his/her programme, or the preparation of his/her case shall not be eligible to serve.
- 4.5 The Appeals Committee has authority to make decisions without reference to the Academic Board but must report its decisions to the Board annually.

5 Appeals Procedure

5.1 The Chair of the Appeals Committee will:

- i determine the composition of the Appeals Committee;
- ii determine the date of the meeting;

The Clerk of the Appeals Committee will:

- i advise all those concerned of i) and ii) above;
- ii send all members of the Appeals Committee copies of supporting evidence arising from paragraph 5.2. iii below marked CONFIDENTIAL, together with any other relevant documentation.

5.2 The Chair of the Appeals Committee shall give at least five working days notice in writing to the appellant by way of personal delivery or recorded delivery to his/her last recorded address, such notice stating:

- i the membership, date, time and place of the sitting of the Appeals Committee
- ii that he/she has a right to be heard at the hearing accompanied, if he/she so wishes, by a friend or a representative, for example an officer of the Students' Union, who may also be heard
- iii that he/she has a right to submit a written statement or written evidence for the consideration of the Appeals Committee
- iv that responsibility for informing witnesses that he/she proposes to call of the details of the sitting of the Appeals Committee and for securing their attendance at the hearing rests with him/her
- v that the Clerk of the Appeals Committee should be informed as soon as possible of the names of the witnesses he/she proposes to call and, if he/she wishes to be accompanied by a friend or representative, the name of the person who will be accompanying her/him
- vi that the appellant is expected to acknowledge receipt of the notification and that any objection to the place, time or membership of the Appeals Committee must be lodged immediately stating the grounds of the objection, but that any change to the arrangements will be solely at the discretion of the Chair of the Appeals Committee
- vii a warning that if the appellant fails to attend the hearing, the meeting of the Appeals Committee will normally proceed in his/her absence.

6 Hearing

- 6.1 The Clerk to the Appeals Committee shall keep a record in the form of decision Minutes of the proceedings.
- 6.2 Evidence shall be taken in the following order:
 - a The appellant
 - b Witnesses in support of the appellant
 - c The Chair of the Assessment Board/Award Board/Student Progress Committee, or his/her nominee
 - d Witnesses in support of the Chair of the Award Board/Student Progress Committee
- 6.3 Members of the Appeals Committee shall have the right to put questions to any persons attending the hearing.
- 6.4 The appellant, his/her friend or representative, for example an officer of the Students' Union, and members of staff who are concerned in the appeal, shall have the right to be present during the taking of the evidence. The appellant or his/her representative and the Chair of the Award Board/ Student Progress Committee shall have the right to put questions to the witnesses and to each other through the Chair of the Appeals Committee and at his/her discretion. Furthermore, any person whose conduct is called into question in the written statement of the appellant shall have the right to speak at the Appeals Committee.
- 6.5 The papers of the Appeals Committee will be strictly confidential to the participants in the hearing, save in exceptional circumstances where the Appeals Committee, with the agreement of the appellant, decides otherwise.
- 6.6 Where the appellant does not appear at the hearing, the Appeals Committee may proceed to deal with the appeal in his/her absence, provided the Appeals Committee is satisfied that the appellant has been properly notified of the sitting of the Appeals Committee in accordance with the procedures described in Paragraph 5 above.
- 6.7 In considering its decision, the Appeals Committee shall sit in private and may have the Clerk present.
- 6.8 The Appeals Committee shall inform the appellant, if he/she is present, of its decision at the end of the hearing. In any case, within five working days the Chair shall notify him/her in writing of the decision.
- 6.9 Within five working days of the hearing the Chair of the Appeals Committee shall write to the Chair of the Assessment Board concerned informing him/her of the decision and the action he/she must take, if any (see Paragraph 3.11 above). Such actions, where required, will normally be completed within thirteen weeks.

- 6.10 Where an appeal is upheld, the University will reimburse the student upon production of receipts for incidental expenses (e.g. travel and subsistence) that have been necessarily incurred by the student in attending the appeal hearing.

7 Appeals to the Board of Governors

- 7.1 In the case of rejection of his/her appeal by the Appeals Committee, the student shall have the right to appeal to the Board of Governors.
- 7.2 Appeals may be brought on one or more of the following grounds:
- a that the formal procedures set out in Paragraphs 3 to 6 above were not properly carried out and that any such procedural defect could have been expected materially to have affected the decision of the Appeals Committee
 - b that the findings of fact in support of the Appeals Committee's decision were manifestly perverse
 - c that the finding of the Appeals Committee was not commensurate with the published regulations governing the student's programme of study
 - d that new evidence has been brought forward which was not available at the hearing and which could have been expected materially to have affected the decision of the Appeals Committee
- 7.3 The Clerk to the Board of Governors will determine whether a case warrants a referral back to the Appeals Committee with a request to reconsider the case in the light of evidence, which will be stated.
- 7.4 The Clerk to the Board of Governors must reject any appeal against the decision of the Appeals Committee which has not been lodged within ten working days of the decision of the Appeals Committee (see paragraph 3.12 above) or which does not show one or more of the grounds specified under 7.2 above. In that event the Clerk will give written notification to the appellant within ten working days of his/her decision and the reasons therefore.
- 7.5 The Appeals Procedure and Hearing shall then be as for the Appeals Committee (Sections 5 and 6 above) save that:
- Paragraph 5.1 shall read:
- "The Chair of the Appeals Committee shall report the appellant's request to the Clerk to the Board of Governors who shall inform the Chair of Governors of the appeal and the Chair shall authorise the Clerk to convene the Board of Governors Appeals Committee to hear the appeal at a date appointed."

Paragraph 5.2 shall have an addition to clause iii):

“and that this written statement shall include any new evidence not presented to the Appeals Committee”.

The Clerk shall then proceed in the manner laid down in the Appeals Procedure from paragraphs 5.2.i.

7.6 The membership of the Board of Governors’ Appeals Committee shall not include any Governors who are either staff or student Governors.

7.7 The decision of the Board of Governors’ Appeals Committee shall be final.

The student may refer their case to the Office of the Independent Adjudicator (OIA). Further information on the procedure can be found on the OIA’s website: www.oiahe.org.uk. Guidance can be sought from the Students’ Union.

8 Progression of an appellant pending the outcome of an appeal

8.1 The decision of an Award Board/Student Progress Committee remains in force until it is formally notified to have been rescinded. Any student awaiting the outcome of an appeal must

- i observe any requirements following referral by the Award Board/ Student Progress Committee for resubmission of work or resitting an examination;
- ii take responsibility for failing to comply with any of these requirements.

8.2 A student will normally be allowed to progress within the regulations of the University Modular Credit Accumulation Scheme pending the outcome of an appeal unless there are circumstances preventing it.

8.3 The right to progress is intended solely to ensure that there will be no academic disadvantage to an appellant arising from the outcome of an appeal that has been upheld. A failed student whose appeal is not upheld by the Appeals Committee or whose assessment outcome is not changed as a result of appeal shall have no rights to continue further on the programme following the outcome of the appeal where the regulations of the University’s Modular Credit Accumulation Scheme prohibit this.

8.4 Fees will not be payable by a student who is allowed to continue studies only pending the outcome of an appeal and who has not otherwise met the requirements for progression within the University’s Modular Credit Accumulation Scheme. Where such a student is allowed to continue his/her studies following the decision of the Appeals Committee, the appropriate fees will become due immediately.

Note:

- 1 In these procedures a working day is any day when the University's offices are normally open. This excludes Saturdays and Sundays, all Bank Holidays and any other designated periods of closure.
- 2 In the absence (e.g. leave or illness) from the University of any person holding a post identified in these procedures, a nominated member of the University staff will deputise.

Student Concern Procedure

For FE students only

1 Introduction

The University staff will identify causes of concern with student performance and offer appropriate additional assistance. This will particularly relate to attendance, punctuality, engagement with and completion of work, or behaviour affecting the student's learning or that of others.

2 Process

- 2.1 If there is not the necessary improvement within a reasonable period of time (this will be determined by the member of teaching staff concerned), a concern note will be issued by the member of staff that will be forwarded to the student's Personal Tutor.
- 2.2 The student's Personal Tutor will arrange to meet with the student. The Personal Tutor will try to help the student to resolve the problem and the student will receive a copy of the concern note outlining the action points and target dates for improvement.
- 2.3 If the problem persists, or if more concern notes are raised the student will be asked to attend a meeting with a Faculty Manager and also where appropriate his/her Personal Tutor. A student may be accompanied by a representative, e.g. from the Students' Union. Under no circumstances may the student be represented by an external organisation. If the student is under 18, a letter will be sent to the student's parent/guardian informing and inviting them to attend the meeting. Every effort will be made to offer the student further help or counselling to enable him/her to continue on his/her programme. The outcome of this meeting will be recorded as a mutually agreed action plan.
- 2.4 Another meeting will be immediately arranged between the student, a Faculty Manager and also where appropriate his/her Personal Tutor and/or

representative if:

- The student makes no attempt to act on the concerns raised within the agreed timeframe
- The student receives a further concern note.

2.5 If, after a second meeting with the Faculty Manager no progress has been made, then a senior Faculty Manager will be notified and if the student has not fulfilled the obligations set out in his/her mutually agreed action plan then, the student will be regarded as having withdrawn him/herself from the programme.

3 Review

3.1 Where a student has reason to believe that her/his case has not been handled fairly, objectively and in accordance with the procedures described above, s/he should write to the University Secretary & Registrar setting out his/her reasons. On the instruction of the University Secretary & Registrar, the Deputy Director of Further Education or her/his nominee will act as University Ombudsman and review the handling of the concern in the light of the student's written statement and report in writing to the University Secretary & Registrar within fifteen working days. The University Secretary & Registrar may either uphold the original process and outcomes or set corrective actions in motion. S/he will send a written reply to the student explaining this within twenty working days of receiving the request for a review. Such decision shall be final.

3.2 The student may consult a representative of the Students' Union for advice and guidance on this procedure.

Declaration by Occupational Health and Safety Management For Thames Valley University relating to Safe Learners

Thames Valley University accepts its legal duties and responsibilities with regard to health, safety and welfare of its staff and students.

Whilst providing accessible and effective academic learning through a range of methods provided on and off site such as:

- work based learning,
- extended work experience,
- adult learning,
- placement,
- educational visits and other vocational learning,

The University seeks to provide a safe, secure, healthy, supportive and quality environment for its diverse learners whether they are on or off site.

To further this aim, the concept of a “Safe Learner” is fundamental to the University’s teaching and learning process.

The definition of a Safe Learner is set out in Annex 1 of this document.

The University has established an Occupational Health and Safety (“OH&S”) Management System (as defined by the HSE – HSG65), which sets the objectives, responsibilities and performance criteria concerning its obligations with regard to Health and Safety to help ensure that each learner has the opportunity to become a Safe Learner.

This declaration is to reinforce the OH&S management system through the declaration that the University aims to:

- ensure that students are equipped with information, instruction, training and supervisory support necessary to ensure they become ‘Safe Persons’;
- obtain evidence from off site providers and employers that their arrangements for Health and Safety are suitable and sufficient for ensuring a safe working environment for learners (‘Safe Place’);
- work in partnership with the relevant organisations to ensure continued improvement in Health and Safety standards;
- provide regular employer and learner monitoring taking appropriate and necessary action when expected standards are not maintained;

- promote the Health and Safety principles as a course requisite ensuring the teaching of risk education and awareness ('Safe Systems') is embedded in the learner culture;
- empower the learner to demonstrate they are capable to carry out work activities in their chosen working environment in a safe manner.

These aims foster a secure health and safety culture that allows learners to achieve their full learning potential, becoming safe, healthy workers. In compliance with the OH&S Management System, this declaration is reviewed constantly and annually audited to ensure it reflects the required standards.

Annex 1

Safe Learner, Safe Person, Safe Place

The safe learner concept has become embedded in the Learning and Skills Council's approach to learner health and safety. In addition, the concept has wide support - including the DfES and the HSE.

The 'safe learner' is an evolving concept, but in simple terms means that learners, through the quality of their learning experience, gain an understanding of the importance of health and safety, the identification and control of risk, and develop a set of, safe behaviours - i.e. learners play an active part in the process and develop a practical, transferable skill from their experience.

The primary duty of care for health and safety of learners and staff is the responsibility of 'the provider' organisation contracted with the Learning Skills Council (LSC) to deliver adult and community learning through a funding agreement.

The University through its contract with the LSC must secure the concept of the safe "learner", "safe place" and "safe person" in respect of health and safety on LSC funded programmes. It is made clear in this agreement that should an accident occur it is the University that is liable not the LSC through the contracted commitment to the LSC concepts (declaration).

Integrating the safe learner concept into induction and learning programmes should enable the University to demonstrate that they are adding value to the learning experience.

Research has identified key influences on behaviour of the learner and supervisor tutor and the skills needed by an effective supervisor/tutor. To summarise, the overriding difficulty is not in giving health and safety messages or training to learners, it is in ensuring a satisfactory transfer of learning to the workplace and an impact on safe behaviour (Safe Person).

All providers who are contracted to provide learning to people must declare that they will ensure through their own health and safety policies, procedures and guidance that steps have been taken to achieve the objectives of their training contract with the LSC and that they will:

- provide and maintain high standards of health and safety for learners and staff, (Safe Place).
- Provide learners, through the learning experience, an understanding of the importance of health and safety, so that they develop a set of safe behaviours, (Safe Learner).
- By the time they leave the University they must have been properly trained and behave in a way that ensures safety, they are then said to be competent, (Safe Person).

The term 'provider' is taken to mean a University, college, community group, employer offering training, organisation that contracts and sub-contracts for education and training, school, training company, or voluntary organisation.

Data Protection Policy

General Policy Statement

In order to operate and to fulfil its legal obligations, the University needs to collect and use certain types of information about people with whom it deals. These include current, past and prospective students, suppliers, and others with whom it communicates. This personal information must be dealt with lawfully and correctly however it is collected, recorded and used – whether on paper, in a computer, or recorded on other material. All information containing personal data must be carefully classified and protected against unauthorised access, accidental loss or destruction, modification or disclosure.

The University regards the lawful and correct treatment of personal information as important to successful operations, and to maintaining confidence between those with whom we deal and ourselves. To this end we are committed to the principles of data protection, as stated in the Data Protection Act 1998 ("the Act").

For further information, please see the Data Protection Policy
http://www.tvu.ac.uk/the_university/how_the_university_works/policies/governance_legal_and_finance.jsp

Freedom of Speech and 'No Platform' Policy

- 1 Any member of the University (staff and student) organising an event which is to take place on University premises must give advance notice to the Vice-Chancellor. Disruptive conduct aimed at denying anyone freedom of speech or denying anyone the normal use of the University on the grounds of their views or beliefs is prohibited. A Code of Practice on Freedom of Speech is available from the Clerk to the Board of Governors.
- 2 The University's 'No Platform' policy states that the University will not afford a platform to organisations or individuals who are likely to endanger the safety or liberty of any other member of the University community by virtue of their age, colour, creed, disability, ethnic or national origin, family responsibilities, gender (including gender reassignment), marital status, political beliefs, race, religion and belief, sex (including sexuality and sexual orientation), socio-economic background, or any other grounds of discrimination (current or subsequently enacted).

Student Equal Opportunities Policy

The Student Equal Opportunities Policy can be accessed via:

http://www.tvu.ac.uk/the_university/how_the_university_works/policies/equality_and_diversity.jsp

Fee Payment and Debt Collection

- 1 Introduction
- 1.1 This paper outlines the Credit Control Policy for Thames Valley University.
- 1.2 The University needs a policy towards its debtors, which takes account of both the needs of the student, and the University's need to ensure collection of debt in an efficient and timely manner.
- 1.3 The policy of the University covers all types of debtors that come under the following headings:
 - Self payers (i.e. those who pay all their own fees)
 - Full-time undergraduates from the United Kingdom ('home' students)
 - All students other than home full-time undergraduates
 - Fees paid by Local Authorities (LAs) and the Student Loans Company (SLC)
 - Fees and other work paid by organisations (e.g. employers)
 - Associate Modules
 - Housing Accommodation Rental
- 1.4 Students are personally responsible for their fees even if there is a sponsoring organisation.
- 1.5 The Government requires that no tuition fees be charged to 16-18 year old 'home' students on Learning and Skills Council (LSC) funded programmes. Students must be aged 16 years prior to commencement of a learning programme and under 19 years on 31 August in the calendar year the programme starts. Such students may be expected to pay for material or equipment.

2 Self Payers

- 2.1 All students other than home full-time undergraduates and full time overseas students.

Payment in Full

Students will be able to pay an early settlement fee if payment is made in full on the day of registration. This excludes fees of £250 or less, single modules and programmes lasting less than an academic year (less than 30 teaching weeks).

Instalment option

- 2.1.2 Students can pay under the TVU Payment Plan. Under this plan 50 per cent of the total fee must be paid on or prior to registration. The balance must be paid by a maximum of four monthly instalments, i.e. 12.5 per cent of the cost per instalment.
- 2.1.3 The instalments must be paid on the first day of each month. For example, a student registering in September would pay 50 per cent in September, followed by 12.5 per cent on 1 October, 1 November, 1 December, 1 January.
- 2.1.4 The instalment option is only available if the fee exceeds £250, i.e. fees of £250 or less, single modules and programmes lasting less than an academic year (less than 30 teaching weeks) must be paid in full on the day of registration.

Withdrawals / Refunds

- 2.1.5 The structure of refunds upon withdrawal will be as follows, based on the assumption that the fee has been paid:

- Official withdrawal during any part of the first month of the start date of the course, 50 per cent refundable
- Official withdrawal during any part of the second or third month of the start date of the course, 30 per cent refundable
- Official withdrawal after the third month of the start date of the course, no refund.

Official withdrawal is the receipt by the Faculty of a signed official withdrawal form, approval to amend fees can only be authorised by the Deans of Faculties or their nominated deputy. This function/authority cannot be further delegated for any reason.

- 2.1.5.1 An applicant is permitted one deferral only and that to be the next available enrolment date, unless mitigating circumstances are judged to apply by the PVC/Dean, or a person delegated to act on their behalf.

The structure of the refund for withdrawals after deferral will be as the refund policy previously stated.

- 2.1.6 There will be no refunds on Further Education short courses, single modules (including Associate modules), programmes lasting less than an academic year (less than 30 teaching weeks) or for fees of £250 or less other than when the University cancels a programme. Short courses are those designated as such by the University.
- 2.1.7 Where there are no refunds for students, but where there is a serious complaint, students should put their complaint in writing to the Faculty Registrar in the first instance.
- 2.1.8 There are no refunds on Associate Student Scheme modules unless the module is cancelled by the University.
- 2.1.9 Where a student enrolls on a language course for two terms, one term of 20 weeks followed by one term of ten weeks and then decides to withdraw the amount to be refunded will be as follows:
- Official withdrawal during the first term before the start of the second term, the full cost of one term to be charged and the balance to be refunded.
 - Official withdrawal during the second term, before the start of the third term, the full cost of two terms to be charged and the balance refunded.
 - Official withdrawal after the start of the third term no refund.

Where a student enrolls on a language programme for more than two terms, one term of twenty weeks followed by one term of ten weeks and then decides to withdraw the amount to be refunded will be as follows:

- Official withdrawal during the first term before the start of the second term, the full cost of a ten week term plus an administration fee will be charged.
- Official withdrawal during the second term, no refund.

The above does not apply to students who enrol and pay termly

Distance Learning

Where a student enrolls on a Distance Learning program and officially withdraws from the programme the full fee for all completed modules and materials dispatched will be non refundable. Materials will be deemed to have been received unless the university has been notified of non receipt.

Overseas students

- 2.1.10 All full-time overseas students will be required to pay a deposit equal to 50 per cent of the first year fee, payable in advance. The balance can be paid in full on or before stated enrolment date to qualify for an early settlement discount alternatively students can pay under the TVU payment plan. Under this plan the balance must be paid by a maximum of three instalments.
- 2.1.11 The instalments must be paid on the first day of each month. For example, a student registering in September would pay 50 per cent prior to enrolment, followed by three instalments 1 October, 1 November, and 1 December.
- 2.1.12 The instalment option is only available if the fee exceeds £250, i.e. fees of £250 or less, single modules and programmes lasting less than an academic year (less than 30 teaching weeks) must be paid in full on the day of registration.

Withdrawals / Refunds

- 2.1.11 The structure of refunds upon withdrawal will be as follows, based on the assumption that the fee has been paid:
- Official withdrawal during any part of the first month of the start date of the course, 50 per cent refundable
 - Official withdrawal during any part of the second or third month of the start date of the course, 30 per cent refundable
 - Official withdrawal after the third month of the start date of the course, no refund

Official withdrawal is the receipt by the Faculty of a signed official withdrawal form, approval to amend fees can only be authorised by the Deans of Faculties or their nominated deputy. This function/authority cannot be further delegated for any reason.

Deposits

- 2.1.13 Where a programme stipulates that a deposit is payable in advance such deposits are non-refundable or transferable unless the programme is cancelled by the University.

Sanctions

- 2.1.14 A student unable to complete the University's financial procedures will be unable to enrol on any programme under any circumstances, unless previously agreed by the Director of Finance or his nominated deputy.

- a Prior year debtors: a prior year debtor is a student who has attended the University during a previous academic year and whose fees, in full or in part, have remained unpaid. Prior year debtors cannot enrol on any programme under any circumstances until such time as all debts have been paid.
- b Students who have previously defaulted on a payment plan may be refused the opportunity to pay by instalments.
- c Where a student has not paid a 12.5 per cent instalment by the due date, the student must immediately contact the Credit Control section, located in the Finance Department, to advise the University why the debt has not been paid and avoid disconnection of their ID card. In exceptional circumstances only, it may be possible to reschedule the debt via a payment plan.
- d Should a student fail to contact Credit Control, avoid contact from the Credit Control section, or default on a revised payment plan a County Court Summons will be issued to recover all outstanding tuition fees. In the event of legal action being taken the student will be withdrawn from his/her programme and his/her ID card will be disconnected.

Completion of Financial Arrangements and Enrolment

- 2.1.15 To complete the enrolment process a student must have completed their financial arrangements with the University. Where the academic and administrative aspects of enrolment have been completed and the student admitted to a programme but the financial transactions with the University are incomplete, the student may in exceptional circumstances be granted an intermediate status with limited rights. For example, he/she will not be issued with an ID card and will only be allowed to attend the University by prior arrangement from Credit Control.
- 2.1.16 Where an existing student who has completed one stage of study on his/her programme and has completed the academic and administrative aspects of re-enrolment and been readmitted to a programme but has not completed his/her financial transactions with the University and has reached an agreement with the Credit Control section regarding their fees the student may be granted an intermediate status with limited rights. The intermediate status is time limited and agreed by Credit Control.
- 2.1.17 If a part-time student is unable to complete his/her financial procedures at the time of enrolment, he/she may in exceptional circumstances be granted an intermediate status with limited rights. For example, he/she will not be issued with an ID card and will only be allowed to attend the University by prior arrangement from Credit Control.

- 2.1.18 Full-time overseas students will be unable to enrol on any programme unless a minimum of 50 per cent of the fees has been paid on or before enrolment.
- 2.1.19 Full-time overseas students cannot have intermediate status.
- 2.1.20 Overseas deposits: all full-time overseas students will be required to pay a deposit equal to 50 per cent of the first year fee, payable in advance. Such deposits are non-refundable unless the programme is cancelled by the University or an entry visa into the UK is refused and proof of refusal is provided.
- 2.1.19 Once a student has finalised arrangements for the payment of his/her fees the student will be fully enrolled. An intermediate status is for a predetermined time. Any student who has not finalised arrangements for fees within the agreed period will be notified by the Finance Department that he/she has been withdrawn from the University.
- 2.2 Full-time Undergraduate Home (United Kingdom) Students

Payment

- 2.2.1 Until the University is shown an LEA/SLC letter stating that either part or full fee payment will be made on the student's behalf, the student will be invoiced for the full amount. Students not paying the full amount on registration will be required to complete a standing order mandate to pay the full fee in two equal instalments.
- 2.2.2 Invoices will be raised immediately for individual students, therefore students should provide the University with an LEA/SLC letter promptly.

Instalment Option

- 2.2.3 2009/10 Full-time Home Undergraduates will be able to pay by the following instalments:
- 2.2.4 Students commencing their programme of study prior to September 06 can pay their fees in full on or prior to enrolment alternatively if a TVU payment plan is set up at the time of enrolment fees may be paid in two equal instalments.
- The first instalment payable in November 2009
- The second instalment payable in January 2010.
- 2.2.5 Students commencing their programme of study after September 06 before September 08 can pay their fees in full on or prior to enrolment alternatively if a TVU payment plan is set up at the time of enrolment fees may be paid in three instalments.

£970.00 payable November 2009

£970.00 payable January 2010

£970.00 payable April 2010.

- 2.2.6 Students commencing their program of study in September 2008 can pay their fees in full on or prior to enrolment. Alternatively if a TVU payment plan is set up at or prior to enrolment fees may be paid in three instalments;

£1,075.00 payable November 2009

£1,075.00 payable January 2010

£1,075.00 payable April 2010.

- 2.2.7 Students paying by the instalment method will be required, when registering, to complete a TVU payment plan for payments by credit/debit cards or a standing order mandate, which will enable the instalments to be collected automatically on the due dates. A TVU payment plan must be set up at or prior to enrolment.

Withdrawals / Refunds

- 2.3 The structure of refunds upon withdrawal will be as follows, based on the assumption that the fee has been paid:

- Official withdrawal during any part of the first month of the start date of the course, 50 per cent refundable
- Official withdrawal during any part of the second or third month of the start date of the course, 30 per cent refundable
- Official withdrawal after the third month of the start date of the course, no refund.

Official withdrawal is the receipt by the Faculty of a signed official withdrawal form, approval to amend fees can only be authorised by the Deans of Faculties or their nominated deputy. This function/authority cannot be further delegated for any reason.

There will be no refunds for fees of £250 or less, single modules and programmes lasting less than an academic year (less than 30 teaching weeks) when the University cancels a programme.

An applicant is permitted one deferral only and that to be the next available enrolment date, unless mitigating circumstances are judged to apply by the PVC/Dean, or a person delegated to act on their behalf.

The structure of the refund for withdrawals after deferral will be as the refund policy previously stated.

Deferrals

Based on the assumption that the total tuition fee has been paid.

- 2.4 In cases where a self paying student defers his/her study to the next academic period prior to the end of the first month, 50 per cent of the total fee can be used as part payment against fees for that next academic period if the student returns to study within one year of the deferral date. The 50 per cent is not refundable or transferable should any student decided not to return. On return from deferral the current years fees will be charged to all students.

Deposits

- 2.5 Where a programme stipulates that a deposit is payable in advance such deposits are non-refundable unless the programme is cancelled by the University.

Sanctions

- 2.6 A student unable to complete the University's financial procedures will be unable to enrol on any programme under any circumstances, unless previously agreed by the Director of Finance or his nominated deputy.
- 2.6.1 A student who has attended the University during a previous academic year and whose fees, in full or in part, have remained unpaid cannot enrol on any programme under any circumstances until such time as all debts have been paid.
- 2.6.2 A student who has previously defaulted on a payment plan may be refused the opportunity to pay by instalments.
- 2.6.3 Where a student has not paid an instalment by the due date the student must immediately contact the Credit Control section, located in the Finance Department, to inform the University why the debt has not been paid (and avoid the disconnection of their ID card). In exceptional circumstances only, it may be possible to reschedule the debt via a payment plan. Should a student fail to contact the Credit Control section or avoid contact from the Credit Control section or default on a revised payment plan, a County Court Summons will be issued to recover all outstanding tuition fees. In the event of legal action being taken the student will be withdrawn from his/her programme and his/her ID card will be disconnected.

Completion of Financial Arrangements and Enrolment

- 2.6.4 To complete the enrolment process a student must have completed their financial arrangements with the University. Where the academic and

administrative aspects of enrolment have been completed and the student admitted to a programme but the financial transactions with the University are incomplete, the student may in exceptional circumstances be granted an intermediate status with limited rights. For example, he/she will not be issued with an ID card and will only be allowed to attend the University by prior arrangement from Credit Control.

- 2.6.5 Where an existing student who has completed one stage of study on his/her programme and has completed the academic and administrative aspects of re-enrolment and been readmitted to a programme but has not completed his/her financial transactions with the University will only be allowed to attend the University by prior arrangement from Credit Control.

3 Fees paid by Local Authorities (LEAs) / Student Loans Company (SLC)

- 3.1 Where the LA/SLC pays for a programme fee in part or full, the student must provide the original funding letter to the University.
- 3.2 The University will invoice the LA/SLC for its element of the cost, but the student is still personally responsible for any outstanding debt. Debts may be transferred to the student if the LA/SLC reduces or withdraws a student's eligibility. If this happens the student will be notified.
- 3.3 Students will be notified when there is a problem with the LA/SLC making the payment. LAs/SLC are aware of the due date by which payment must be made.

4 Fees paid for by other organisations

- 4.1 Home students
- 4.1.1 Where a programme fee is paid for in part or full by an organisation, the student must provide a sponsorship letter from the organisation on or before enrolment.
- 4.1.2 The University will invoice the organisation for its element of the cost, but the student is still personally liable for any outstanding debt. Debts may be transferred to the student, who will be notified.
- 4.1.3 Organisations will be invoiced following the enrolment of a student; payment of fees is due immediately. Students will be notified in the event that there is a problem with an organisation making the payment. The University will charge interest on any overdue debt each month until the debt is paid.

4.2 Overseas Sponsors

- 4.2.1 The University must have received full payment of all fees during or before registration from all overseas sponsors. An overseas student will be unable to enrol until such time as full payment has been received.

5 Associate Modules

Home full/part-time undergraduate students are unable to enrol on any Associate module that could form part of his/her degree pathway.

6 Housing Accommodation Rental

This policy applies to all students who occupy housing accommodation, the rent for which is payable to the University.

Any student with outstanding rent arrears from a previous academic year will not be allowed to sign a new tenancy agreement and occupy accommodation until all arrears have been paid in full.

Where a student is unable to pay the rent by the due date, the student must immediately contact the Credit Control Department or Student Services, with an explanation. In certain circumstances it may be possible to reschedule future payments over a short-term period to recover arrears.

Should a student fail to contact the Credit Control Department or Student Services or default on a previously agreed payment plan, a Notice Seeking Possession will be served on the student to vacate the accommodation. The Court will determine terms for the payment of the outstanding rent and court fees/costs. Any deposit paid by the student at the Commencement of the Tenancy against damage to the property or furniture and equipment to the extent that it is not applied to that purpose will be applied against the outstanding rent.

7 Right of Appeal

Any student may appeal on the grounds of exceptional circumstances against any sanctions taken against him/her for non-payment of a debt to the Deputy Vice-Chancellor. The decision of the Deputy Vice-Chancellor as to whether the student may be permitted to re-attend the University or not will be final.

8 Credit Control Policy

All outstanding debt is subject to normal credit control procedures, as well as specific sanctions stated in this policy. Further information may be obtained from the Credit Control Team, telephone 01753 697506 or 01753 697540.

9 Effective Date

This policy becomes effective from 1 August 2009.

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Published by Thames Valley University, Registry Services
Handbook Co-ordinator: Kathryn Mitchell PhD
Printed by DSI Colourworks

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