Welcome to the Faculty

1. The Faculty of Health and Life Sciences
2. Student Support and Guidance within the Faculty
3. Student Support and Guidance within the University

4. Essential Information for Undergraduate Students
   A. The Modular Framework
   B. Attendance
   C. Changes to your Individual Programme of Study
   D. Coursework Assignments
   E. Academic Dishonesty
   F. Plagiarism and how to avoid it
   G. Disciplinary
   H. Examinations
   I. What to do if you experience illness or other circumstances that affect your studies/exams
   J. Assessment Boards and Reassessment
   K. Awards and Classifications
   L. Reviews and Appeals
   M. Important Finance Information and Fee Implications
   N. Data Protection and Consent to Process Information

5. Student Representation

6. University Calendar

7. Health and Safety
Information and Communication
Throughout this document you will find numerous references to the Student portal. This document can only give you a summary of the University Regulations and Faculty Procedures.

You are strongly urged to consult both the ‘Faculty of Health and Life Sciences [https://students.coventry.ac.uk/HLS/Pages/Home.aspx](https://students.coventry.ac.uk/HLS/Pages/Home.aspx) Student Portal’ and your Course Web via ‘Moodle’ for more detail and further information.

You can also obtain copies of all the forms that you will need from the Student Portal [https://students.coventry.ac.uk/Registry/Pages/Home.aspx](https://students.coventry.ac.uk/Registry/Pages/Home.aspx).

All electronic communication will be via your University email account. You must check your University email account regularly. No communication will be sent to non-University accounts and we are unable to respond to any communications from non-University email addresses. If you have problems with accessing and/or activating your university email account please ask for advice at the IT Services Helpdesk in the Frederick Lanchester library, see ‘IT Services’ below.
Welcome to the Faculty of Health and Life Sciences

Welcome to the Faculty of Health and Life Sciences at Coventry University! I hope that your time with us will be rewarding both academically and socially. Our aim is to provide you with high quality education, and the Student Handbook makes a contribution to this by providing you with information you need to know about regulations and procedures.

Education is a two-way process requiring tutors to be supportive and facilitating in helping you take responsibility for your own education. Being a student demands effort, self-discipline and perseverance; there are deadlines to meet, readings to evaluate and presentations to prepare and deliver. Your time here will be busy, but I hope you will find your studies challenging, demanding and rewarding.

If things are not quite right we will do our best to sort things out. However, not everything may always be exactly as you wish. The staff in the Faculty are always willing to listen and recognise that they can learn from your experiences and observations.

I wish you every success in your studies.

Professor Rob James
Academic Dean
1. The Faculty of Health and Life Sciences

What is The Faculty of Health and Life Sciences?

Coventry University is organised around four Faculties, each representing a coherent set of courses and disciplines. Within the Faculty of Health and Life Sciences there are approximately 7300 students studying a range of courses and in a variety of study modes both full-time and part-time study.

The Faculty comprises the following schools:

- School of Life Science
- School of Nursing, Midwifery and Health
- School of Psychological, Social and Behavioural Science

You will be studying a course within one of these areas and will be taught by staff who are academically and professionally qualified within that area. However the nature of your course may mean that from time-to-time you will come into contact with staff from other discipline areas within the Faculty and indeed from elsewhere within University.

The Faculty is located within the Richard Crossman, Allison Gingell and Charles Ward buildings across campus.

The main reception and Student Information Point for the Faculty is located in the foyer of Richard Crossman building. If you are handing in a physical piece of coursework this is given in to the Assessment Handling Office (the ‘AHO’) which is next to the reception/information point in the Richard Crossman building.

2. Student Support and Guidance within the Faculty

Faculty Registry

The Faculty Registry Course Support Team manage your academic record at the University and can help answer course, module and assessment queries. We can also help you understand the University’s academic processes, rules and regulations (outlined in Section 4 of this handbook). We are responsible for authorising deferrals, extensions and authorised absence requests and can advise you about mitigation.

You can contact Registry teams via the reception desks/information points in the Richard Crossman, and Allison Gingell buildings; Monday to Friday, from 0830 – 1700. The Student information points can also help with general enquiries such as directions, where to obtain forms or how to access the other facilities and services the University offers.

You can contact the Registry team by phone between 8:30am and 5pm Monday to Friday on 02477655955 or you can email a question to us at registryeng.hls@coventry.ac.uk

You can also make an appointment to see your Course Administrator, either by phone, email or via the Reception Desk. This is a good idea if you feel you need to speak to someone in person but you don’t come into university every day.

When you email, you will be able to help us respond quickly by following these tips:
- The University can only respond to emails sent from Coventry University email accounts, so use your student email address.
- Put your name and SID number in the subject line of your email.
- Put your course at the beginning of your message e.g.
- Keep your email as short and concise as possible.
- If you haven’t noted the email address of your Course Administrator please email:

With best wishes for your time studying with us
Academic and Personal Tutorial Support

The academic staff will have particular responsibilities to ensure that your course of study operates as efficiently as possible to give you the maximum opportunity to benefit from your studies. Your course is administered by a Course Director and this information can be found in your Course Handbook via the course web within Moodle. If you have specific concerns about your study programme this is the person who you should consult. If you are a full-time student you will be allocated an Academic Personal Tutor (APT), who is a member of academic staff, to whom you may refer for advice and help on personal and general academic issues. Your APT can signpost you to the relevant support available for you. It is in your best interests to ensure that your personal tutor gets to know you as you may require your tutor’s help on a number of occasions.

It is important that you attend all taught sessions and the University does monitor attendance and can, if deemed appropriate, withdrew a student who they feel is not engaging with the course. If you are having difficulties attending for any reason then you must notify the office staff and your personal tutor. Attendance is monitored via the touchpoints so please ensure you swipe in to every taught sessions you attend. If you do not swipe in you won’t be recorded as being in attendance. You must ensure you have your Student ID card with you at all times.

Use of Social Networking Sites

Whilst the use of social networking sites has grown significantly in recent years, and can be a very useful tool for communication and learning as well as for online social interaction, students engaged in courses at Coventry University must be mindful of their responsibilities in relation to their behavior on social networking sites, such as Facebook and Twitter.

Some of our Schools already host Course Facebook sites, which are managed by academic staff, and these can be a very useful tool in relation to recruitment, retention and information-sharing.

We expect our students to behave responsibly, with care and respect shown towards others. Any student found to be behaving in an inappropriate way in their use of social media may find themselves subject to disciplinary action, and if they are students on a professional course may additionally face being called before a Professional Suitability and Fitness to Practice Panel.

Norms of conduct and behavior in relation to social networking sites are still evolving, but this guidance is designed to help you keep safe and to ensure you are not putting your own reputation, and that of the University, at risk.

All University staff and students must adhere to the Code of Conduct for the Use of ICT facilities at all times. Please ensure you are familiar with this Code of Conduct because failure to comply with it will lead to disciplinary action.

Social networking etiquette is relatively straightforward to observe:

- Remember that even with privacy restrictions the chances are that all your ‘friends’ will be able to view more than you think
- This is especially the case in relation to your Facebook Wall – all your ‘friends’ can view your comments and photos
- Be polite at all times
- Bear in mind that not everyone will share your sense of humor
- Ask before you ‘tag’ others in the photos you want to upload
- Ensure you respect the difference between personal and professional contacts
- Do not engage in heated arguments or trade insults (try to imagine your employer/mentor/tutor/mother is observing your online behavior)
- Try not to overload your ‘net friends’ with constant messages and updating
- Try not to put people in an awkward position by asking them to be your ‘friend’ when they may not be able to do so because of their profession/role (e.g. your tutor), and don’t take offence if/when they decline your invitation
- Ensure you do not bring the University’s reputation into disrepute.
Where social networking sites are used within modules, the purpose will be purely as a medium for learning. The behaviour of participants online must conform to classroom codes of conduct. Discussion and the posting of other material, such as photographs, will be monitored and unacceptable behaviour will be subject to University disciplinary procedures.

If you identify yourself as a health or social care professional on Facebook you must uphold the reputation of your profession, whether that be NMC or HCPC. Make sure you fully read and understand the code of conducts which apply to you.

You should protect your own privacy and think very carefully about what kinds of information you want to share and with whom, adjusting your privacy settings appropriately. However, remember that everything you post online is in some respects public so endeavor to respect confidentiality where you need to.

If you find yourself the target of abuse or inappropriate communication on a social networking site, or observe this happening to someone else, you should report this to your Course Director, and where necessary provide evidence.

**IT Support, including support for Moodle and Aula**

During the course of your studies you may make extensive use of information technology. There is an IT Support Desk in the library to help you make the most of these facilities. You can visit them in person, call them on 024 7688 7777 or email advice.its@coventry.ac.uk. Alternative visit their portal where you will find a wealth of information about open access rooms etc. (https://students.coventry.ac.uk/IT/Pages/Home.aspx).

---

3. **Student Support and Guidance within the University**

In addition to the support and guidance available in the Faculty, you also have access to a vast range of University services. These support services will provide advice and assistance on a wide range of issues and you should not be afraid of seeking advice. Many of these support services are located within the Hub (in Jordan Well) or the Student Centre (located close to Gulson Road and the Lanchester Library). From time-to-time you may wish to seek help from:

**Student Funding:**
- Advice on what types of financial support UK/EU home undergraduate and postgraduate students can apply for
- Assist with complex Student Finance cases where students are struggling to get their payments
- Assess students for scholarships
- Assess eligibility for emergency funds for students to help them to continue on their course

**Contact:** 024 7765 2040  
Email: fundingsupport@coventry.ac.uk  
Web: https://share.coventry.ac.uk/students/StudentFunding/Pages/Home.aspx

**FutureLets Student Accommodation:**
- ‘One Stop Shop’ for accommodation in private lets and University owned halls of residence
- Provide pastoral care for residents

**Contact:** 024 76 158 158  
Location: Charles Ward 145  
Private Lettings email: enquiries@futurelets.co.uk  
University Halls email: uniHalls@futurelets.co.uk  
Web: https://share.coventry.ac.uk/students/FutureLets/Pages/Home.aspx

**Careers**
- Access to a range of student events and opportunities to enhance student employability
- Lifetime service helping students into jobs throughout study and beyond university
- Practical help with CVs, cover letters and application forms/answers
- Provide interview preparation and mock assessment centre experiences
- Don’t know what to do or how to get into a particular field? We also provide 1:1 careers guidance interviews to help you recognise your available options
- Add+vantage scheme module selection, advice and support

Contact: 024 77652011
Location: The Hub – 1st floor (at the end of the Food Court)

Email contact: careers.ss@coventry.ac.uk
Add+vantage: add+vantage.ss@coventry.ac.uk
Web: http://share.coventry.ac.uk/students/Careers/Pages/CAREERS-HOMEPAGIE.aspx

International Experience and Mobility Service
- Support in finding study abroad opportunities
- Support in finding overseas work placements
- Information about Erasmus and Leonardo Programmes

Contact: 024 7615 2056
Location: Student Centre
Web: https://share.coventry.ac.uk/students/CGE/Pages/Home.aspx

TheHub Food Court:
- Meals for students living in halls of residence
- Campus convenience store and Costa Coffee
- Healthy eating choices to meet a range of dietary needs

Contact: 024 7688 8320
Location: theHub – 1st floor
Email: cater.ss@coventry.ac.uk

Nursery:
- Places for children aged three months to pre-school
- Early Years Foundation Stage framework

Contact: 024 7688 7305
Location: Alma Street
Email: nursery.ss@coventry.ac.uk
Web: http://www.coventry.ac.uk/life-on-campus/the-university/nursery/

Counselling and Mental Health:
- 1:1 support for emotional distress
- Stress management workshops
- Support groups
- On-going Support for students with mental health issues

Contact: 024 7765 8029
Location: theHub – 2nd floor (Jordan Well entrance)
Email: counsel.ss@coventry.ac.uk
Web: https://students.coventry.ac.uk/Counselling/Pages/newhome.aspx

Medical Centre:
- Medical care for registered students
- Access to all GP services including inoculations, contraception and prescriptions

Contact: 024 7655 1725 or 024 7659 2012
Location: theHub – 2nd floor (Jordan Well entrance)
Web: www.covunigp.co.uk

Welfare Support
- Health and wellbeing promotion
- General pastoral care
- 1:1 personal support

Contact: 024 7765 8029
Location: theHub – 2nd floor (Jordan Well entrance)
Email: welfare.ss@coventry.ac.uk
Web: www.coventry.ac.uk/cu/health/welfare

Disability
We support students who have sensory and physical disabilities, medical conditions, autistic spectrum conditions as well as those with specific learning difficulties (Dyslexia, Dyspraxia, etc.)

We offer:

- Advice and guidance on reasonable adjustments, general support, Disabled Students’ Allowance and anything else that we can
- Liaison with academic and professional staff as needed
- Specialist 1-2-1 study skills for students with disabilities and specific learning difficulties
- Various workshops
- Individual exam arrangements (the deadline for requesting exam arrangements is early in term 1)
- Opportunities to meet other disabled students

**Contact:** 024 7765 8029  
Location: thehub – 2nd floor (Jordan Well entrance)  
Email: disabilityadvisor.ss@coventry.ac.uk  
Web: https://share.coventry.ac.uk/students/Disabilities/default_oldHomePage.aspx  
Click to book an appointment with an adviser

**Spirituality and Faith Centre**

- Supportive listening for personal and faith concerns
- Calm space for reflection, companionship and refreshment
- Facilities for prayer and worship
- Yurt (tent) for mindfulness, meditation and relaxation

**Contact:** 024 7765 5296  
Location: thehub – 3rd floor  
Email: faith.ss@coventry.ac.uk  
Web: https://students.coventry.ac.uk/Spirituality/Pages/Home.aspx

**Sport and Recreation**

- Access to physiotherapy and sports therapy
- Advice on healthy lifestyles
- Exercise and stress management

**Contact:** 025 7679 5993  
Location: Whitefriars Street  
Email: sportandrecreation.ss@coventry.ac.uk  
Web: https://students.coventry.ac.uk/Sport/Pages/Home.aspx

For more information about student support services visit the following website

**The Hub**

It takes just 10 minutes to walk across the Coventry Campus – and in the centre you will find TheHub our spectacular student building, designed to ensure you live student life to the full.

TheHub is home to both Student Services and the Students Union and offers a wide range of specialist support services, volunteering opportunities and access to clubs and societies. In the evening, the building becomes a vibrant venue with a bar, a 3D cinema and performing arts space delivering an excellent student experience.

**Services in TheHub:**

- Careers and Employability Service
- TheFutureworks recruitment agency
- Institute of Applied Entrepreneurship
- Health and Well-being (including a Doctors’ Surgery and NHS Nurses)
- Spirituality and Faith Centre including a multi-faith lounge, chapel and prayer rooms
- Counselling and Disabilities Services
- Food and drink outlets including the University Food Court, a branch of Costa Coffee, grab and go food bars, pizzeria and a convenience store
- Informal learning spaces, many based in pods designed for group project work
- Coventry University Students’ Union, including the Advice Centre and Volunteering Services
A student bar and Square One 3D Cinema and entertainment venue.

**Student Information Points** – Information points are located across campus in each Faculty, The Student Centre and in TheHub. They are the first point of contact for all visitors for advice and guidance. If you see the ‘i’ sign you can get advice or support from one location. The aim of the Information Point is to respond to your queries from start to finish resolving any issues presented in one area.

You can visit the Information Point to receive advice and guidance on all support areas including:

- Accommodation
- International support
- Welfare
- Disabilities
- Counselling
- Sport and recreation
- Student funding/finance
- Spirituality and faith
- Exam queries
- Tier 4 signposting
- Assistance with producing status letters; production of letters for Pre-sessional English and Erasmus students
- Support for IT registration and Moodle
- Student records – including registration; enrolment; changing and accessing your record
- Obtaining replacement ID Cards and ID Card access including reprogramming the card
- Assignment handling
- Check student accounts in relation to balances, blocks or exclusions.

And many more enquiries.

**Location and Opening Times:**

**TheHub**
All year round: Monday to Sunday 8.00am – 8.00pm

**Faculty of Business and Law**
(William Morris/George Eliot/Jaguar)
All year round: Monday to Friday 8.30am – 7.00pm

**Health and Life Sciences**
(Richard Crossman/Alison Gingell Building)
All year round: Monday to Friday 8.30am – 5.00pm

**Art and Humanities**
(Graham Sutherland/Ellen Terry)
All year round: Monday to Friday 8.30am – 5.00pm

**Engineering, Environment and Computing**
(ECB)
Term time: Monday to Friday 8.30am - 7.00pm
Out of term: Monday to Friday 8.30am - 5.00pm
(John Laing)
All year round: Monday to Friday 8.30am - 5.00pm
Student Centre
All year round: Monday to Friday
8.30am - 5pm

For further assistance either telephone 024 7765 6565 or email: infopoint.ss@coventry.ac.uk

The Student Centre - As an International Student you will visit the Student Centre in your first few days at the University as this is where you will be enrolled.

International Students will be able to receive support and guidance from the International Welfare Office who are located here.

You can also receive advice and go to:-

- Enrol if you are a UK/EU student who has been unable to do this online
- Pay your tuition and accommodation fees in cash or through the on-line payment system
- Arrange appointments with the student funding team
- Meet the International Office team for all International and EU Welfare and enrolment issues
- Collect online orders from the Academic Registry Team.
- Visit the CGE Team

The Student Centre is situated at the rear of the Frederick Lanchester Library and here you can use the student Open Access area or the social space, which also includes a Wi-Fi network.

4. Essential information for all taught postgraduate students

This guide provides you with the key information you need whilst studying at Coventry University and explains what is expected of you.

You must read this thoroughly before starting your course and refer to it regularly.

CONTENTS:

A   The Headlines
B   Regulations
C   The modular framework
D   Changes to your individual modules
E   Attendance
F   Coursework assignments
G   Exams
H   Academic dishonesty
I   Plagiarism and how to avoid it: Citing sources and referencing in your academic writing
J   What to do if you experience illness or other circumstances that affect your studies/exams
K   Assessment boards, reassessment and results
L   Awards and classifications
M   Appeals
N   Graduation and references
O   Conciliation Scheme and How to make a complaint
P   Disciplinary procedures
Q   Important finance information and fee implications
R   The University’s ‘Prevent’ duty
S   Data protection and consent to process information
We will send all official e-correspondence to your University email account. You can find information on how to access this account from the IT Services section of the University’s Student Portal, or go to https://webmail.coventry.ac.uk.

We will not respond to emails which are not sent from a University email address.

You must check your University e-mail inbox regularly to keep updated with important information about your studies. If you do not, you cannot use this as a defence if you fail to meet any requirements.

We do not offer a forwarding service to personal e-mail accounts. Even if you had set this up in the past, it will not work anymore.

- You must read the information (available on your course Moodle/Aula page) so you know what is expected of you, especially when taking exams and submitting coursework assignments:
  - Your Student/Course Handbook;
  - Course Specification;
  - Module Guides relevant to your course.

The University has three online teaching and learning environments:

Aula: A new online learning environment for all courses across the University Group. Aula is replacing Moodle as our main online learning platform from September 2020.

Moodle: A virtual learning environment that has been used by the University for a number of years. We are currently migrating learning from Moodle to Aula for September 2020. Please note resit and deferred assessments will continue to be located on the Moodle platform in the original module web during the academic year 2020-2021. Some online assessments will also be on Moodle.

FutureLearn: FutureLearn is our learning platform for our fully online courses through Coventry University Online. Some modules may be located on the FutureLearn platform, but these will be linked through Aula or Moodle.

The University is introducing a new online learning platform, Aula from September 2020. Aula replaces Moodle for all courses across the Coventry University Group from September 2020. Aula is a simple to use, mobile-first teaching and learning experience platform. Interaction and conversation is built into Aula through the feed. The feed is where everyone on your course/modules can interact with each other, ask questions, share content and discuss topics. Aula is easy to navigate and wherever you are in Aula you are only ever one click away from the course and module information.

All courses have a course community space in Aula where your course director will provide essential course information and updates.

Every module within the University has a module space in Aula associated with it. To gain access to your Aula spaces you will need a username and password. You obtain your username immediately upon enrolment. Access to Aula is then available 24 hours after enrolling.

The online module spaces are a vital learning resource and it is essential to engage with your modules on Aula regularly through your mobile, laptop or desktop computer. The module spaces provide access to a wide range of resources and facilities together with the essential information for that module. Learning resources such as presentation slides or reading are generally made available by lecturers in advance of a teaching session.

The Aula Feed is central to your learning experience. You can contact the module leader and other students studying the module through the discussion Feed, and also take part in
activities, debates and discussion with other students. This is also the place where important announcements and notices are posted by the module leader.

Module assessment details and briefs are on Aula. Coursework is also submitted online through Aula. Online assessments and tests are also run through links in Aula. All in all, the module spaces are a vital learning resource and it is essential that you incorporate Aula into your learning routine. Please note, however, that just as different teachers have different styles, module leaders will use Aula in different ways.

Our online learning platforms such as Aula are designed to enhance your learning and for most modules the information provided is to be used in addition to attendance at face to face teaching sessions.

- You may also find it useful to read the ‘Study Skills for Students in HE’ guide on the Student Portal which contains information on how to organise your time, the learning experience and teaching methods at university, independent study, working with others, reading techniques, and much more.

- If you provide documentary information for any University procedure (e.g. evidence to apply for an extension to a submission date) and the original document is not in English, you will need a certified translation. It is your responsibility to obtain the certified translation.

- If you are an international student, you must attend a check of your immigration documents when requested, so that we can meet our joint UKVI obligations. We will send an email to your University email address explaining the documents we need to see, along with the date, time and location of the check. If you do not attend a check, this may put your visa at risk.

Please note that this information is not part of the formal University Regulations. In case of conflict of interpretation, the formal regulations take precedence.

---

**B REGULATIONS**

The regulations govern all courses of study at Coventry University. They contain rules and important information about being a student. They are part of the formal contract between you and the University.

At Coventry University, the Regulations are split into:

**Academic Regulations**
- Admissions
- Management of assessments
- Awards and classifications

**General Regulations**
- Your responsibilities during exams
- Code of Conduct
- Disciplinary matters
- Health and Safety

You should read the Regulations and refer back to them frequently so that you understand your responsibilities during your studies.

The information in this handbook explains and provides guidance on some of the most important areas of the regulations.

By enrolling at the University, you accept and agree to abide by the University’s Academic and General Regulations, codes of conduct and other provisions, and accept your responsibilities as a student. You also accept liability to pay fees at the appropriate level and by the due date.
C THE MODULAR FRAMEWORK

All Coventry University postgraduate degree courses are made up of a number of modules (units of study) at agreed credit values.

.1 Module levels and credits
Your course handbook/programme specification will give you full details of the requirements for each award.

The credit rating for each module is calculated according to the overall effort expected from a student in order to successfully complete that module. One credit normally represents 10 hours of total effort. Total effort includes all teaching activities and independent study.

Under the current curriculum framework 120 credits are required for the Postgraduate Diploma and a further 60 credits for the Masters award (180 total).

.2 Module Status
Your course will be made up of mandatory modules.

You must pass all modules to achieve your award.

.3 Information on modules offered
Each module has a Module Descriptor that sets out the aims and intended learning outcomes, the indicative content, method of assessment, essential and recommended reading and other information.

You can read the module descriptors for each module running in an academic year by checking the Module Information Directory.

.4 Timetabling
If you are a full-time student you can expect to complete a Postgraduate Diploma in a minimum of two semesters and a Master’s degree in three semesters (one calendar year). For part-time students the minimum is one calendar year for the Postgraduate Diploma and two calendar years for the Master’s degree.

D CHANGES TO YOUR INDIVIDUAL PROGRAMME OF STUDY

You must check that your course details are correct on our records by the Monday of the third week of teaching by checking the ‘Student On-line Academic Record’ system (SOLAR) which you can access via the Student Portal, https://webapp.services.coventry.ac.uk/Apps/Student/0/Login.htm.

Any errors after this date may cause problems with the scheduling of your exams and the processing of your results.

If your course includes optional modules, we expect you to make your module choices before the end of the previous academic year.

- If you wish to make any changes, you must discuss them with your course and/or module tutor as soon as possible. The University’s Careers Service may also be able to provide information and guidance to help you with your decision.
- If a change is agreed, your Tutor will complete a Module Change Registration form and ask you to sign it.
- We will then amend our records to show your new modules / course of study.
• Please check your course of study on SOLAR to make sure these changes have been made.

Where changes are permitted, you are expected to have completed this by the Monday of the third week of teaching.

• If you wish to change your module selection after the Monday of the third week of teaching in the semester in which your module is being taught, you must withdraw from your course or reduce your course of study for the year by withdrawing from a particular module or modules. However, you may only withdraw from modules before the date of the first assessment.

• Changing from full-time to part-time status will have funding and visa implications.

• If you wish to change from full-time to part-time study, or vice versa, you must notify your Faculty Registry Team immediately. If we approve the change, it normally only starts from the date your Faculty Registry Team was informed.

If you just stop attending a module and do not withdraw officially, you will be recorded as ‘absent’ and this will show as a ‘fail’ on your results. That fail will appear on your HEAR (Higher Education Achievement Record)

If you decide to withdraw from the whole course, you must discuss this with your Course Director. If you do not follow the procedure this may have serious consequences for the amount you will have to pay for your tuition fees and your student loan. You will also still be liable for your accommodation costs. Please read the University’s Refund and Withdrawal Policy for further information as well as making sure you understand how this might affect future SLC applications if you decide to pursue a different course in the future.

E ATTENDANCE

Students are expected to attend the classes for which they are enrolled punctually and regularly, and it is their personal responsibility to ensure that they do so. Students must meet all attendance requirements as specified for individual modules or as specified for their course overall in the programme specification. International students who have Tier 4 visa are required to meet the requirements of their Tier4 sponsorship with the University as their sponsor. As such, they have specific and required responsibilities in line with the Home Office guidance. Students should note that certain external agencies have the right to request information on their attendance (e.g. Student Loans Company, sponsoring bodies, professional bodies, Home Office etc).

Monitoring of attendance may take place at any point during a student’s enrolment and the use of academic facilities (e.g. Library, moodle) may also be monitored for this purpose.

All students must report their absence to the Faculty Registry team.

International Students only:
If you are an international student with a Tier 4 visa, you must meet the requirements of your Tier 4 sponsorship with the University. You have specific, required responsibilities as outlined by the Home Office Tier 4 guidelines. As a Tier 4 student you must report any absences to your Faculty Registry and you must not leave the UK or the University without notifying your Faculty Registry or the Tier 4 Compliance Team.

Status verification letters
Letters to confirm your enrolment, for the purposes of Council Tax, Visa extension etc., can be obtained from NOVA https://webapp.coventry.ac.uk/Nova/Login.aspx. You must make sure that the University has your most up to date address by updating SOLAR as and when necessary.

F COURSEWORK ASSIGNMENTS

‘Coursework’ = any type of assessed work that falls outside of the exam periods at the end of each teaching block. This may include essays, dissertations/projects, presentations, artefacts, laboratory/studio work, locally arranged phase tests etc.
You should access the ‘My Assessments’ area in NOVA to find out details of your submissions and also check submission information on moodle/Aula.

<table>
<thead>
<tr>
<th>Ethics</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you intend to conduct research, you <strong>must</strong> gain ethical approval <strong>before</strong> you start conducting your research. All research proposals must go through the University's Ethical Approval process via the University's online application and approval system <strong>before</strong> any research is conducted. Check your course handbook for specific instructions about what you need to do.</td>
</tr>
</tbody>
</table>

**You must submit written coursework via Turnitin.**

Turnitin is a service that helps lecturers and students check if a piece of work contains sections that are identical to work submitted or published elsewhere.

**Penalties may be applied for exceeding any word limit set.** Your tutor will let you know whether your writing within the word limit is part of the assessment. If the limit set is a maximum or a minimum, a penalty of 10% of the mark for that piece of work will be applied to submissions that exceed or are below the requirement by 10% or more.

<table>
<thead>
<tr>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must manage your time to meet coursework submission deadlines. If you submit an assessed piece of work late, without an authorised extension (see below), you will receive a mark of 0% for that piece of work.</td>
</tr>
</tbody>
</table>

**Extensions**

If **unforeseen circumstances** arise before the due date of the work, you may apply for an **extension** to the submission deadline of up to two calendar weeks.

**Extensions are only given for genuine extenuating circumstances and medical reasons. We do not grant extensions for bad planning of your time. Theft / loss of coursework or failure to keep back-up files are not valid reasons for an extension.**

You can apply for an extension using the [Deferrals and Extensions Application Form](#). The form **must** be accompanied by original documentary evidence (photocopies are not acceptable) such as a doctor’s note (but not online doctors) or some other official documentation (e.g. Mental Health Advisor’s report).

You must apply for an extension **before** the due date of the assessment. We will consider your request and, if it is accepted, you will be given a new date by which you must complete and hand-in your work.

The maximum extension period is two calendar weeks.

If your request is rejected, you may be able to appeal the decision - Section J below contains information about this process.

**Moderation and feedback**

We will mark your work and provide you with feedback explaining the strengths and weaknesses of your assignment. We internally moderate the marking of all assessed coursework tasks. Some assignments, projects and dissertations are double-marked; for other assessments, we will moderate a representative sample of marked work across the full spread of results. There may be comments on some of your assessed work which will indicate that it has been included in the moderated sample.
G EXAMINATIONS

When are exams held?

The exam periods will take place during week 13 of each semester. However, sometimes exams can be held at other times. Your Course Director will provide you with information about exams which fall outside of the standard exam periods. Further information about exam periods can be found on the Exams page of the Student Portal.

No holidays should be booked during semesters, including exam periods or study breaks. Academic dates/semester dates can be found on the student portal: https://www.coventry.ac.uk/life-on-campus/term-dates

The exam timetable is not closely linked to the teaching timetable. You could have two exams on the same day (including evenings) or on a Saturday.

You must make sure you read your exam timetable carefully and keep checking it as misreading the timetable is not a valid reason for missing an exam.

The exam process

The regulations for exams are in Appendix 1 of the General Regulations; this covers all aspects of the exam process, including general conduct before and during the exam and the procedures for dealing with cases of academic dishonesty. You must carefully read these regulations and ensure you follow them at all times. A quick guide to exam conduct has also been produced to help you make sure you don’t make a mistake.

Candidates must avoid taking any of the following into any examination room:
[Appendix 1 to General Regulations]

If you have brought any of the items below to the examination room, they must be left either in your bag or within the plastic bag provided (must not be kept in your pocket even if switched off). Place the plastic bag under your seat and make sure all electronic devices are switched off completely.

Please note that just taking these materials into an examination is an offence that can lead to penalties, even if a student is not caught in the act of using them to cheat or even if the item is not switched on.

- Any written materials, such as books, revision notes, papers (including bank, spare paper), calculator manuals
- Pencil cases
- Bags/brief cases etc
- Any electronic devices such as radios, Cassette/CD players/MP3 Players
- Mobile telephones and any other equipment with telecommunication facilities including watches, glasses which can connect to third parties via mobile signal, blue tooth etc. whether switched off or not;
- Any devices with alarms on such as phones, watches etc.
- Correction fluids e.g. Tipp-Ex
- Calculators which can store text (programmable); they will be confiscated and used as evidence of suspected exam misconduct. Please see Appendix 8 General Regulations
- Unauthorised dictionaries are not allowed. Please see Appendix 9 General Regulations

This list is not exhaustive.

Important information:

- Please make sure that you have your student ID card with you during all examinations. Replacement cards can be obtained via Information Points.
Wellbeing Contact for 
Appendix B of the
The University's policy and procedure relating to alternative assessments can be found
special
and/or long standing health conditions can be supported through reason
In
Welfare & Disabilities
permanent or temporary disability after
the number of applications and the need to produce the exam timetable. If
apply by the relevant deadline, we will not be
undergraduate degree
May 2021 for the August 2021 exams
for students starting in September 2020
evidence
apply to
Individual
arrangements/alternative assessments:
If you need special exam conditions due to illness or disability (physical or sensory) you must
apply to the University’s Welfare & Disabilities Office before the exam period, and submit
evidence. The deadline for special conditions requests is 12 October 2020 for the December
2020 exams for students starting in September 2020, 15 February 2021 for the April 2021 exams
for students starting in September 2020 or January 2021 and 14 June 2021 for students starting in
May 2021 for the August 2021 exams. The request will apply to all exams, for the duration of your
undergraduate degree so you need only apply once unless your conditions change. If you do not
apply by the relevant deadline, we will not be able to offer special conditions for the exams, due to
the number of applications and the need to produce the exam timetable. If you develop a
permanent or temporary disability after the deadline for notifying us has passed, contact the
Welfare & Disabilities Office at least one month before the scheduled exam date to discuss with them.

In some exceptional cases, we may vary a specific assessment task for a student. Most disabilities
and/or long standing health conditions can be supported through reasonable adjustments and/or
special exam conditions, without varying the assessment task itself.
The University’s policy and procedure relating to alternative assessments can be found under
Appendix B of the University’s Assessment and Feedback Policy

Contact for the Welfare Office: 024 7765 8029 welfare.ss@coventry.ac.uk, Health & Wellbeing – The Hub (2nd floor)
H ACADEMIC INTEGRITY

We expect all our students to act with integrity in the way they study and communicate with others, which means that you must always complete your academic work in an open, honest and responsible manner.

You will learn about academic integrity and gradually develop a range of academic skills throughout your studies. If you would like additional support in any aspect of your learning and development, you may book a place for regular workshops and tutorials provided through the library and from other support units (https://libguides.coventry.ac.uk/csessentials).

All academic work builds on the work of other people. In order to make clear to readers the difference between your own words, images etc. and the work of others, you must acknowledge your sources by appropriate use of referencing, as explained in section 1 below. Computer software is used to systematically check students' submissions of work for originality and authenticity. You may also have access to some of these tools for checking drafts of your work prior to submission. It is important that you understand how to interpret and benefit from the information provided by the software. (https://libguides.coventry.ac.uk/csessentials)

It is important that you understand what is expected of you and where to obtain support if you are unsure what to do or if you are accused of academic dishonesty. Academic dishonesty means any attempt by a student to gain unfair advantage (e.g. extra marks) for her/himself, or for another student, in ways that are not allowed. If suspicions arise that you have used unfair practices to gain an advantage in your academic work, then you will be invited to attend an academic misconduct meeting. If this happens to you then you are strongly advised to contact the Students’ Union Advice Centre at the earliest opportunity, to ask for guidance and support (suadvice@coventry.ac.uk, 024 7765 5200)

Here are some examples of academic dishonesty:

Collusion means two or more students, or students and other people, working together in the preparation and production of work, which is then submitted as individual work for academic credit. In cases where one student has copied from another, all students involved may be penalised. The line between acceptable co-operation and unacceptable collusion varies according to the type of work involved. The module leader will issue clear guidance on how much co-operation is acceptable. If you are not sure, make sure you ask.

Falsification is the presentation of false or deliberately misleading data in, for example, laboratory work, surveys or projects. It also includes citing references to sources that do not exist.

Deceit concerns misrepresentation or non-disclosure of relevant information, including the failure to reveal when work being submitted for assessment has been or will be used for other academic purposes.

Plagiarism happens when you include other people's words, images etc. in your own work without acknowledging the source. Examples include:
   a. Using the words of a published source in a written assignment without appropriate documentation/acknowledgement
   b. Presenting someone else’s original concepts, ideas, and/or arguments as your own
   c. Presenting someone else’s scientific research, case studies etc. as your own, without properly acknowledging the source of the material
   d. Submitting an assignment that you’ve not written yourself as your original work
   e. Copying answers or text from another student and submitting them as your own
   f. Using long pieces of text or unique phrasings without using quotation marks and acknowledging the original source
   g. Citing data without crediting the original source
   h. Proposing another author’s idea as if it were your own
   i. Submitting someone else’s computer programme or spreadsheet with minor alterations as your own

Contact for the Disabilities Office: 024 7765 8029 disoff.ss@coventry.ac.uk, Health & Wellbeing – The Hub (2nd floor)
j. Presenting another author's structure or sequence of ideas as your own without giving the
original author credit
k. Submitting an assignment that you did not write yourself (e.g. downloaded from a sharing
web site, provided by another student, written by a friend or relative especially for you or
bought from an "essay mill")
I. Resubmitting part or all of work for which you already had academic credit, without
acknowledgment or prior authorisation (self-plagiarism)

Exam Misconduct is any attempt to gain an unfair advantage in an assessment (including exams),
or assisting another student to do so. This includes taking unauthorised materials into exams,
copying from other candidates, collusion, impersonation, plagiarism, and unauthorised access to
unseen exam papers. Please take note that you are not allowed to take any electronic equipment
to an examination (including phones, smart watches and glasses) that could be used to
inappropriately communicate with others or to access information during the exam.

In the event that you are accused of academic misconduct you are advised to contact the Student
Union Advice Centre (SUAC) immediately after the incident (suadvice@coventry.ac.uk, 024 7765
5200).

It is the role of the university to ensure students have ample opportunities to learn and develop in
their academic practices. Instruction and advice will be provided to enable students to comply with
current academic conventions. It is only by following the academic process as defined in the
training and advice, that students will develop understanding of their particular academic field, they
will be able to produce good quality work of their own in a more coherent and consistent way,
thereby demonstrating that the required learning has taken place.

Your co-operation is expected in actively protecting the integrity of the assessment process. It is
your duty to observe high personal standards of academic honesty and integrity in your studies
and to report any instances of malpractice you become aware of (please send by email in
confidence to integritythreats@coventry.ac.uk or suadvice@coventry.ac.uk, 024 7765 5200)

Allegations that arise will be investigated under the University’s Academic Conduct procedures, as
outlined in Appendix 1 of the General Regulations
(https://share.coventry.ac.uk/students/Registry/Pages/Breaking The_Rules.aspx).

The maximum penalty for a proven case of academic dishonesty is expulsion from the University. If
you are found to have committed academic dishonesty, details of your actions will remain
permanently on your student record and beyond your period of enrolment. This may have
implications for you when applying to the University for a character reference or when registering
for professional qualifications. If academic dishonesty is proven against a student after graduation
they may have their academic award(s) withdrawn.

I. ACKNOWLEDGING SOURCES IN ACADEMIC WRITING

Gathering information from your reading of a variety of sources is an essential part of most
academic writing, and it is important that you cite and reference these sources in the required style.
All writers borrow ideas and concepts from other sources and building upon previous research and
developing new ideas from previous findings is seen as good practice. However these ideas and
concept must be attributed correctly through citing the source in your writing and including a full
reference for the material in your reference list. Whenever you use information from other sources
you must document the source in two ways:
* provide an in-text citation of the source in the main body of your writing;
* enter the source in the List of References at the end of your document.

You must cite and reference every piece of information that you borrow from another source
because it is the intellectual property of the individuals or groups of people who have produced it. If
you use any images, charts, graphs, statistics or quotations taken from other sources this must be
made very clear in your work. This is done by placing the words taken in speech marks (""") or citing
the source of any tables, graphs or images, together with page numbers. For more precise
instructions on how to treat "Quoted" sources in the referencing style used by your school check
with academic tutors and the Centre for Academic Writing. All statements, opinions, conclusions,
images, etc. which you have understood or read from someone else's work (books, journals,
lectures, videos, TV programmes, newspapers, internet pages, etc.) should be acknowledged,
whether the work is mentioned, described, reproduced, summarised, paraphrased or directly
quoted by you, regardless of whether the original source is in English or any other language.
**Why cite and reference?**

- Good referencing practice demonstrates to your tutors that you have read relevant materials and have understood the relevance, implications and effects of the concepts and ideas represented in those works.
- Good referencing practice enables students to build their ideas and hypotheses on the great works of authors in your discipline.
- Good referencing practice makes your writing scholarly and authoritative. It shows that you have researched your topic well, and shows your ability to follow academic standards.
- Good referencing practice displays intellectual honesty because the reader can see which elements of the writing are original, and which are borrowed. Clear in-text citations and a full List of References help a marker to credit originality in your work.
- Good referencing practice allows your readers to locate and consult the sources you have used and enables you to go back to consult sources you have used in previous papers you have written.
- Poor referencing practice means that your writing is not based upon clear evidence, so it is hard to persuade your reader that your arguments are well-founded. Also be aware that the quality of your in-text citations and List of References is taken into account when assignments are marked.
- Poor referencing practice can give an impression of intellectual dishonesty because it is unclear to readers which information has been borrowed from another source. In the worst case this is plagiarism (see section H above), which means presenting someone else’s work as your own. At Coventry University you will be penalised for plagiarism, whether it happens accidentally or deliberately. Therefore, it is important that you learn how to use and reference sources appropriately.

A number of referencing styles are in use at Coventry University. The majority of Coventry University uses the APA Referencing Style. If you started your course before 1st September 2020, you may continue to use the Coventry University Guide to Referencing in Harvard Style until you graduate. You must use one consistent style of referencing within an assignment. Some tutors and subject groups may require you to use an alternative referencing style, such as OSCOLA. If you are unsure, ask your module tutor. It is your responsibility to find out whether your tutor requires you to use a different referencing style.

Full guidance on using referencing styles is available through the Library’s online guides (https://libguides.coventry.ac.uk/referencing) or in person from the University Library and from the Centre for Academic Writing.

For more information or to book one-to-one support, please contact your Academic Liaison Librarian (ask-a-librarian.lib@coventry.ac.uk) or the Centre for Academic Writing (writing.caw@coventry.ac.uk).

---

**J  WHAT TO DO IF YOU EXPERIENCE ILLNESS OR OTHER CIRCUMSTANCES THAT AFFECT YOUR STUDIES/EXAMS**

If you are unwell and feel that the illness is affecting your ability to complete work or attend an exam, you should make an appointment to see your doctor and obtain certified evidence (e.g. medical certificate, doctor's note etc.). **This is a requirement of the procedures.** We do not accept medical evidence which has been obtained online, for example from Push Doctor.

If illness or other circumstances affect your ability to meet a deadline for handing in assessed coursework or your ability to sit an exam, you should consult the detailed guidance on the procedures for dealing with extenuating circumstances. These may be accessed from the Registry section of the University’s Student Portal. You will also find information about what are acceptable reasons for having an extension or deferral approved.

In brief, these procedures allow you to request:

a) an extension of a coursework deadline (up to a maximum of two calendar weeks from the original submission deadline);

b) a deferral of assessment for a coursework or an exam (to the next assessment period).
All requests:
- must be submitted before the hand-in date of the coursework or the date of the exam;
- must be accompanied by appropriate third-party evidence. Original copies of the evidence should be submitted (photocopies are not normally accepted) and all documents from medical practitioners must have a genuine practice stamp imprinted to confirm authenticity.
- It is not possible to accept retrospective evidence or late requests.

If you hand in coursework on time or attend your exam(s), this will be treated as confirmation from you that you were fit for the assessment. We will not accept any later claim for extenuating circumstances for that assessment.

Requests for an extension or deferral will be considered by an authorising officer in your Faculty.

Appeal of a Deferral or Extension request rejection:
If you have significant new evidence regarding the initial request which was not considered with the original application, or if you have a specific allegation of irregularity about the conduct of the approval process, then you may appeal an unsuccessful decision.

- You have 5 working days from the rejection to appeal against the rejection of an extension application.
- You have 7 working days from the rejection to appeal against the rejection of a deferral application.

Check Appendix 3 of the Academic Regulations for information on the criteria which the new evidence must meet.

K ASSESSMENT BOARDS, REASSESSMENT and RESULTS

After each assessment period your results will be considered by a Programme Assessment Board (PAB).

A PAB considers the results of each student on a course and makes decisions about progression and awards. Results are unofficial and subject to change until they are confirmed by a PAB.

External examiners (impartial subject experts from outside the University) are associated with each PAB. They attend these meetings and will consider a sample of students’ work undertaken as well as teaching material and other documentation which has supported the teaching of a module. This is part of a national system that ensures that standards are comparable across all UK universities.

External examiners (impartial subject experts from outside the University) attend each PAB meeting and consider samples of marked students’ work, teaching materials and other documents that have supported teaching. This is part of a national system that ensures that standards are comparable across all UK universities.

After the PAB has reached a decision about your progression on your course or your final award, your results will be released via the Student On-line Academic Record system (SOLAR). We will send an email to your University email account to tell you that your results are available. Final year students and students exiting their course will also be sent results notification letters in the post.

We also use Moodle to confirm some assessment results before they have been formally confirmed and released via SOLAR. Any results provided through Moodle remain provisional until they are approved by the PAB and released on SOLAR.

If you do not pass all of your modules at the first attempt, the PAB will automatically allow you to resit the failed components on those failed modules without attendance at the next available opportunity.
If you fail your resits, the PAB will allow you a third attempt at the failed component(s), as long as you have achieved a minimum module mark of 20% in the second attempt. The overall module mark for second and third attempts will be capped at 40% or the highest earlier module mark.

If you fail your third attempt you will then have exhausted all your attempts at the module. **If you have one or more resits at the June Assessment Board, you will not be permitted to attend the summer Awards Ceremony**

**Quick guide to attempts permitted**

- **First attempt**
  - If you fail any module, you get an automatic resit (without attendance) opportunity on all failed components.

- **Resit attempt**
  - If you pass second attempt, module mark is capped at 40% or original module mark if higher.
  - If you fail second attempt, PAB will allow a third attempt as long as you have achieved a minimum module mark of 20%, or PAB may terminate studies if a minimum module mark of 20% is not achieved.

- **Third attempt**
  - If you pass, the module mark is capped at 40% (or the highest earlier module mark).
  - If you fail, the PAB may terminate studies or inform you that you will not achieve the award that you originally registered for.

---

**L AWARDS AND CLASSIFICATIONS**

Awards of Master's, Postgraduate Diplomas and Postgraduate Certificates may be made with Merit or Distinction.

Thresholds for merit and distinction are normally 60% and 70% respectively. Calculations are as follows:

- a) A student who achieves an average of at least 70% in the 150 credits worth of level 7 modules with the highest marks taken in a Masters programme, shall be eligible for the award of a Masters degree with distinction;
- b) A student who achieved an average of at least 60% in the 150 credits worth of level 7 modules with the highest marks taken in a Masters programme, shall be eligible for the award of a Masters degree with merit;

If you have passed enough modules to be awarded a Postgraduate Certificate or Postgraduate Diploma, but intend to proceed to the next stage of your programme, you are normally not entitled to receive a certificate, or attend an awards ceremony, at that time. An award is only made when you have completed your programme of study and you have informed the University of your decision.

---

**M APPEALS AGAINST ASSESSMENT RESULTS**

If you want to appeal against the decision of a PAB, you must complete an appeal form which can be accessed at the following link: https://share.coventry.ac.uk/students/Registry/_layouts/15/WopiFrame.aspx?sourcedoc=/students/Registry/Documents/Academic_Appeal_Form.docx&action=default. You must provide full supporting evidence for why you are appealing. You should then send your form and evidence to ArgAppeals.reg@coventry.ac.uk, within 10 working days of the release of your results on SOLAR.

You may not appeal or request a review of your results simply because you disagree with the academic judgement of an Assessment Board about how it has assessed the merits of an individual piece of your work or about how it has reached a decision on your progression or final
grade. Also, if you think that your supervision or other arrangements were inadequate, this is not a valid reason to ask for a review and, if taken forward, it would be dealt with as a complaint.

The full details of how to appeal following the release of your results is available in the Academic Regulations, Appendix 2. The Registry Section of the University’s Student Portal provides a Student guide to Academic Appeals.

If you have an appeal that is in progress your award will NOT be formally conferred until the appeal has been concluded. This may mean you have to for your certificate until the next conferment board meets.

GRADUATION AND REFERENCES

<table>
<thead>
<tr>
<th>Graduation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Month</strong></td>
</tr>
<tr>
<td>Spring 2021</td>
</tr>
<tr>
<td>Summer 2021</td>
</tr>
<tr>
<td>Autumn 2021</td>
</tr>
</tbody>
</table>

* Any student who lodges a request to review their results (appeal) will not be able to attend a graduation ceremony until the case has been concluded.

** Any student with an outstanding debt at the close of registration will not be permitted to graduate. Once the debt has been cleared the student will be deferred to the next relevant ceremony.

Students cannot request to defer their ceremony.

For more information about graduation, see the Graduation FAQs on the Coventry University website.

**Higher Education Achievement Award (HEAR)**

HEAR is your electronic transcript of the course you have undertaken and grades achieved, overall result, level etc. You can access this throughout your course so you can use it as evidence of completing each stage of your course. You can share it with employers if you are going for job interviews, agencies etc. You can access your Higher Education Achievement Report (HEAR) by registering at the following link: https://www.coventry.ac.uk/the-university/key-information/registry/higher-education-achievement-report/. A HEAR does not include attendance data, or comments about suitability for a specific role and is not an academic reference.

It is important you do this whilst you are a student and then set it up using your personal email address as you will then be able to keep accessing it once you are no longer a student with us. You will not be set a hard copy of this document so it is important that you do register for it. Please follow the link above which gives lots of useful information about the HEAR.

Verification of Awards
Coventry University subscribes to HEDD, Higher Education Degree Datacheck. HEDD is the UK’s official service for verifying academic degrees, course dates, graduation etc. and authenticating universities used by employer’s/Council’s/Embassies and Agencies. It will not contain attendance data or personal comments about suitability for a specific role etc. You will need to request an academic reference for this information.

If you are applying for a job, visa application or further study and you are asked for verification of your award please direct the organisation to HEDD at the following: www.hedd.ac.uk. They should follow the instruction to make a verification request, pay the appropriate fee and then the request will be processed as appropriate by HEDD.

Academic References

If you need an academic reference you have to request this form your tutor/course director. You should seek permission in advance of using their name to make sure they are happy to do this and to also give your written consent to share data with a third party. Please refer to the student guidance about requesting a reference at the following link: https://share.coventry.ac.uk/students/Registry/Pages/A-Z.aspx#S – References – A guide for students.

O THE CONCILIATION SCHEME AND HOW TO MAKE A COMPLAINT

We work hard to ensure that our students and staff create a positive and responsible community. However, there may be occasions when you want to raise concerns.

THE CONCILIATION SCHEME

You should always try to resolve your concerns informally within your Faculty before pursuing the formal procedure (as outlined in Appendix 10 of the General Regulations). Please raise any concerns or queries you have at the earliest opportunity so that they will be easier and quicker to resolve. Relevant staff in your Faculty (your tutor, the Course Director, Head of School or an administrator) should be able to help you resolve the majority of problems or concerns, unless you would prefer to seek impartial advice and support.

We have a Conciliation Scheme to provide students with an informal, supportive route to resolving complaints, dealing with concerns and applying for requests to review results (see M above). We have several Conciliators and you are encouraged to approach any one of them for impartial advice and assistance when seeking to informally resolve a complaint or other concern. This can often provide a quicker resolution to any problems or issues you are facing, and enable you to focus on your studies. The conciliation meeting is confidential. A list of University Conciliators can be found in the Conciliator Scheme document on the Complaints and Appeals section of the University’s Student Portal.

HOW TO MAKE A COMPLAINT

If you want to make a formal complaint, the University’s complaints procedure is outlined in Appendix 10 of the General Regulations.

There are two stages to the formal complaints procedure:

a) Stage 1: this is dealt with by the Faculty or department concerned. Complaints should be submitted to complaints.reg@coventry.ac.uk using form available on the University website.

b) Stage 2: if you are unhappy with the outcome of your stage 1 complaint, you may escalate your complaint to the Vice-Chancellor’s office using the complaints.reg@coventry.ac.uk email address.

The Complaints Procedure does not apply to complaints about academic marks, grades or awards – you would need to follow the appeals procedure instead. Section M refers to Appendix 2 of the Academic Regulations and the grounds to request a review.
P DISCIPLINARY

You are an important member of the community of Coventry University. As a member of that community we expect you to:

• respect the rights and property of other students and of the wider community
• behave politely
• be tolerant of the views of others
• act like a responsible citizen, and
• respect where you live.

If you behave inappropriately (called an ‘act of misconduct’), this will be dealt with under the Student Disciplinary Procedures (please refer to Appendix 7 of the General Regulations for the full procedure).

You must not behave in ways that will cause actual or potential damage or harm to the University or others (including reputational damage or harm). You must not prevent or interfere with the functioning, activities or operation of the University nor with the work, studies or activities of those who are connected with the University (including those who work at, study at and visit the University). You must also behave appropriately when you are away from the University but in a University context, for example on a placement, field trip or study abroad programme, or in situations where there is some link to the University or its reputation.

If you break our Code of Conduct or any of our rules and regulations about behaviour, we are likely to take disciplinary action.

Misconduct includes, but is not limited to:

• conduct that is also a criminal offence
• causing damage to University property or to property that belongs to someone else
• threatening, racist and/or abusive behaviour
• conduct that causes or could cause physical or mental damage, harm, alarm or distress to others
• inappropriate behaviour via social media
• failure to follow all University rules and regulations, codes of conduct or codes of practice
• behaviour on or off campus that damages or could damage the reputation of the University

You can find more examples of the types of conduct which are unacceptable and likely to lead to disciplinary action against you in Section 7.6.2 of Appendix 7 to the General Regulations: Student Disciplinary Procedures.

If you are found to have committed an act of misconduct, a penalty can be imposed. This is in addition to other outcomes such as a Written Warning.

Details of any disciplinary action taken as a consequence of an act of misconduct will remain permanently on your student record and beyond your period of enrolment.

Read Appendix 7 of the General Regulations to ensure you are familiar with the full procedure, as well as Section 2 of the General Regulations which refers to the Code of Conduct.

Q IMPORTANT FINANCE INFORMATION AND FEE IMPLICATIONS

Payment of Tuition Fees / Payment Instalment Plans
All self-funding students paying a full course fee (including part time fees paid over 2 years) are entitled to pay fees by termly instalments.
Instalment plans require a one-time set up where the payment card will be automatically charged on the termly due dates.
Recurring card payment plans can be set up by students or the fee payer using the secure payment link https://payments.coventry.ac.uk/open you must have a student id to enable completion.

Overdue and Unpaid Tuition Fees
You must pay your tuition fees on time, failure to do so will result in your system access being blocked and may ultimately lead to exclusion and withdrawal from your course. Students are encouraged to contact Finance at the earliest opportunity if they are having difficulty meeting their financial obligations. Unpaid fees may be transferred to external third party agents who will follow a lawful process of recovery that may lead to legal action in the event of non-payment.

**Withdrawing from your course**
If you completely withdraw from your course within 14 calendar days from completing online enrolment, or within 14 calendar days from the official course start date, you won’t be charged any tuition fees. After 14 days you will be liable for a proportion of course costs in accordance with the liability points in the terms and conditions policy document. Withdrawal requests must be completed in writing and failure to follow the correct process may incur tuition fee charges if the withdrawal is delayed. Withdrawals cannot be backdated. Contact your Faculty Registry team immediately if you are thinking of withdrawing from your studies.

For further details please read the full Withdrawal, Refunds and Tuition Fees Terms and Conditions document.

---

**THE UNIVERSITY’S PREVENT DUTY**

The Counter-Terrorism and Security Act 2015 introduced measures aimed at reducing the risk of terrorism and radicalisation. Universities must ‘have due regard to the need to prevent people from being drawn into terrorism’, known as the Prevent duty.

We are required to assess the risk of our students and staff being drawn into terrorism. We must have robust policies and procedures in place to reduce that risk. We pay particular attention to external speakers and events on campus, staff training, student welfare and pastoral care and IT policies. We will act in proportion to risk when ensuring that we meet our obligations under the Prevent duty.

We balance our Prevent duties against our other legal duties to ensure freedom of speech, academic freedom and protection of student and staff welfare.

If you have concerns that someone you know is at risk of radicalisation, you must report your concerns to prevent.ss@coventry.ac.uk.

If you have a query about the University’s implementation of the Prevent duty, please contact Kate Quantrell, Registrar & Secretary (k.quantrell@coventry.ac.uk; 02477658336)

---

**DATA PROTECTION AND CONSENT TO PROCESS INFORMATION**

**Fair processing statement - Data Protection Act 2018**

The personal data the University Group collect from you will be used for the following purposes:

1. In relation to your academic development and engagement with learning opportunities
2. Where there are concerns about the health, safety and wellbeing of you or others
3. For professional conduct purposes
4. Disciplinaries

**Sensitive Data**

The University may hold information about you which constitutes *sensitive data* as defined in the legislation, such as details about your ethnicity, disability or criminal (or alleged criminal) offences, which you have supplied to us.

Any ethnicity information supplied will be used to comply with the requirements of Higher Education Statistics Agency (HESA) and equal opportunities legislation.

Health and disability information supplied may be shared with relevant staff of the University in order to provide you with the best possible support for your studies and assessments.
**External Disclosure**

Information about you may be disclosed to other organisations outside of the University Group as required by law (including information about your post university work or study situation), for purposes including but not limited to:

1. Crime prevention or detection purposes
2. To comply with our obligations as a sponsor of migrants licensed by the United Kingdom Visa and Immigration Service (UKVI) and any successor to it
3. Supporting your academic development and engagement with learning opportunities
4. Government agencies pursuant to a valid request and where required by the law and HESA
5. Sponsors, agencies or bodies funding your programme of study
6. Your country’s high commission, embassy or consulate
7. For purposes concerning your academic progress if your education is sponsored by your government or
8. In the event that there is serious concern about your welfare, such information that is reasonably necessary to help safeguard your wellbeing
9. organisations providing or facilitating workplace, research or studies forming part of your course, professional bodies where courses are accredited

**How we may contact you**

Please note that the University may contact you by post or by electronic means including telephone, text messages, email or any other suitable electronic method in connection with purpose as above.

**Processing of your personal data**

We will endeavour to keep your information accurate and up to date and not keep it for longer than is necessary.

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access, loss, theft or disclosure.

**Your Data Protection Rights**

Under the Data Protection Act 2018 and the General Data Protection Regulation 2016 you have the right to

1. make a data subject access request and this includes being provided with a copy of your personal data held by the University.
2. apply to the University for the rectification, blocking, erasure or destruction of inaccurate personal data relating to you.
3. exercise your right to apply for erasure of your personal data from the University Group’s electronic and manual systems provided that the University does not have to retain the data for legal reasons

For more details concerning these and your other rights please refer to the Information Commissioner’s Office website.

If you wish to make a Data Subject Access enquiry of the University, please contact dsar@coventry.ac.uk or see our website.

If you have any a complaint concerning any data protection issues please contact the Data Protection Officer via enquiry.igu@coventry.ac.uk.

---

5. **Student Representation**

Student representation is a key element of academic life at Coventry University. Your views contribute to the design, running, quality and future shape of your course. You will meet your Representatives (“Reps”) soon after you begin your studies.
Student Voice Forums
Courses of a similar nature and material are grouped and represented in Student Voice Forums. There are a series of meetings that take place during the academic year, in which Reps and staff meet and discuss students' experience of their courses. Minutes taken at these meetings are shared with the relevant Board of Study.

Course Reps
Course Reps gather feedback from their peers about their academic experience. They represent students’ views at Student Voice Forum meetings, voicing students’ concerns to the relevant members of staff. A student can become a Course Rep at any time in the academic year and places are limitless. To apply, please visit www.coventry.ac.uk/rep-application

Senior Course Reps
Senior Course Reps lead ordinary Reps from their Forums, chair and take minutes for their Forum meetings, and attend Board of Study meetings. Students can apply to become a Senior Course Rep at certain times in the academic year. Spaces are limited to two Senior Course Reps per Forum, but successful applicants receive a £100 volunteer payment at the end of the academic year.

School Reps
School Reps represent the views of members of their School within a Faculty. They work with Senior Course Reps, keeping an eye on what has been raised in Forum meetings. School Reps attend Faculty Board meetings alongside the Faculty Rep. One School Rep for every School is elected during CUSU’s Easter election period. School Reps receive a volunteer payment of £125.

Faculty Rep
The Faculty Rep speaks on behalf of all students in their Faculty. They are expected to support all other Reps in the Faculty, attend Faculty-level meetings and liaise with senior academic staff. The four Faculty Reps are elected in CUSU’s Easter elections. They sit ex officio on the Executive Committee of the Students’ Union. For their services, Faculty Reps receive a volunteer payment of £900.

CUSU Vice President of Education
The Vice President of Education is a student elected to a year’s paid tenure as a Sabbatical Officer of the Students’ Union. This officer attends a number of high-level meetings and functions around the University, collaborating with senior members of academic and management staff across campus to support the representation of all students.

Board of Study
Boards of Study are responsible for the effective delivery, evaluation and revision of modules, courses and the students’ programmes of study within each School of the Faculty. The Board’s meetings are by Faculty staff, Senior Course Reps and the School Rep. Boards of Study report to the Faculty Board.

Faculty Board
Meeting once a term, the Faculty Board is the governing body of the Faculty. The Board’s meetings are attended by the most senior members of the Faculty, the Faculty Rep and all School Reps. The Faculty Board reports to the Academic Board, one of the highest committees in the University.

Service Reps
Service Reps speak up for Coventry students and their experience of the University’s IT services and the Lanchester Library. Like Course Reps, there is no limit to the number of Service Reps at Coventry University; and like Senior Course Reps, there are also Senior Service Reps, who will receive a volunteer payment of £100 on completion of their duties.

Queries
If you have any queries about the Rep system, contact the Reps staff of CUSU at reps.su@coventry.ac.uk.

Academic Societies
Are you looking to join people from your own course, attend events and share your passion about your studies? You may consider joining an academic society. This will give you an opportunity to meet students from all years of study, sharing stories and experiences about your time at university. Visit www.cusu.org for our list of academic societies. If you can’t find an academic society for you, why not set it up yourself? Contact CUSU at societies.su@coventry.ac.uk for more information.

6. University Calendar
There are a number of important dates that you may wish to add to your diary such as term/semester dates/ exam dates etc. and these can all be found on the registry portal as follows:
https://share.coventry.ac.uk/students/Registry/Pages/Registry%20Supporting%20Your%20Academic%20Journey.aspx

7. Health and Safety Information

- To access buildings
  You will normally be able to gain card access from 0800h to 2100h, Monday to Friday. These hours are normally reduced to 0900h to 1700h during vacations
  The buildings are closed during weekends, vacations and bank holidays
  There are open access computer labs available across the campus – refer to ITS Services for information

- Health and Safety & Our Commitment to You
  Under the requirements of the Health and Safety at Work Act 1974, the University has a duty to ensure, so far as reasonably practicable, the health, safety and welfare of all persons affected by its undertaking. The University is very committed to fulfilling these duties. Coventry University undertakes to provide:
  Safe access to and from all buildings owned or controlled by itself
  Safe study areas
  Equipment, furnishings and fittings which are safe for the purpose provided
  Any necessary information, instruction and training, where relevant.

- Health and Safety Your Responsibility
Students are expected to:
Act in a responsible and sensible manner to ensure their own safety and that of other persons who may be affected by their actions
Co-operate with the University by complying with any policies or procedures implemented in the interests of health and safety
Not to interfere with, or misuse, anything provided for health and safety
Report any conditions or faults considered to be a hazard

- Health and Safety Issues

Any issues that you may have regarding health and safety at the University may be raised in the following ways:
With your tutor
At your Student Forum
At the Student Union Advice Centre, The Hub
With the University’s Health & Safety Office (in the Estates Department, Alma building)

- Fire Alarm

All fire alarms in the University are tested between 0830 and 1000 every Friday morning and will sound for some 5-10 seconds.
If the alarm sounds at any other time, or if it continues to sound at this time on a Friday then:
EVACUATE THE BUILDING

- Emergency Evacuation

If you discover a fire:
Sound the alarm by breaking the glass of a call point (red box). These can be found at entrances and on all landings.
Leave the building by your nearest exit and report to the assembly area. Inform a member of staff or a Protection Officer of your actions.
If the alarm sounds:
Leave the building by the nearest exit
Do not congregate at the entrances but move to the assembly area:
  - Alison Gingell Building either the courtyard next to the Sports Centre or the car park opposite the revolving doors (main entrance) in Whitefriars St
  - Charles Ward building: paved area between CW and swimming pool
  - Richard Crossman building: grassed area in front of Sir John Laing building

If you are aware of the reason for the alarm, inform a member of staff or a Protection Officer, at the assembly point

Do not return to the building until authorised to do so

When the fire alarm sounds, all electronic locks within the building and all exit doors should release automatically. If they do not do so, break the glass in the green Emergency Door Release boxes beside the door & the lock will be released

If you do have to break the glass in any of these boxes, please inform a Protection Officer so that it can be replaced immediately.

Disabled Persons:
If you can use the stairs slowly, wait for the main body of people to pass then make your way down the stairs
If you can’t use the stairs, wait in a Refuge area (any floor within the stair wells – after they have cleared). Make sure that someone knows your location to report it to a Protection Officer

- First Aid

Any student needing first aid treatment should:
Report to Information Points and a first aider will be called, OR
Report to a lecturer or technician (if in a laboratory) who will call a first aider, OR
Contact a first aider if known. Lists are displayed in each building by stairs and lifts, OR
Contact a Protection Officer – Tel: 657363 (internal) 02477 657363 (external)

- **Accidents**
  
  All accidents should be reported on the University Accident Report Form, available from departmental offices or first aiders

- **Emergencies**
  
  In an emergency, contact the Protection Service on: 655555 (internal) 02477 655555 (external)

- **Doctors**
  
  All students not living at home should register with a doctor as soon as possible and not wait until they are ill.
  The University’s Medical Centre is in The Hub – see Welfare information on the Student Portal
  NHS Walk-in Centre, Stoney Stanton Road, open 0800-2200 Monday to Sunday (including Bank Holidays) Tel: 0300 200 0060
  NHS Direct, 24 hour advice line 111

- **Smoking**
  
  It is against the law to smoke in University buildings, nor is vaping permitted.
  This includes the immediate vicinity of doorways, windows or other areas where smoke or fumes may cause a nuisance or discomfort to others.

- **Take Care of Your Environment**
  
  Please remove all litter from rooms at the end of each session and dispose of it in the waste bins provided
  Please be especially careful with chewing gum (wrap it and bin it)
  Damage to property such as graffiti on desks and walls will result in disciplinary procedures

- **Faculty Facilities and Health and Safety Issues**
  
  If you have any concerns to raise, please contact the facilities team facilities.hls@coventry.ac.uk or speak to staff at the Information Points (AG, RC and The Hub).
Appendix 1

Faculty Registrar
Matthew Hodgkin
RC110

Assistant Faculty Registrars
Sarah Nabbs
Mary Dowdeswell

Cross Faculty Support
Georgina Palmer* – RCA
Stevie West/Leigh Ashby – QAC
Geovanna Molina – QAC
Vacant – CA
Hannah Hampton (p/t) – CA
Luke Ally – CA

(*includes ACO, Deferral Panels, DBS Panels, PSP/FTP/Disciplinaries)

Psychological, Social and Behavioural Sciences
Adam Puzey - SRCO
Vacant - SRCA
Simrit Shergill - RCA
Helen Brooks - RCA
Debbie Ruffledge (p/t) RCA
Charlotte Prescott – SCA
Kimberley Williamson - CA

Life Sciences
Sam Maddams - SRCO
Jacqueline Carrier/Amy Wintle – SRCA
Amy Abrahams - RCA
Ayesha Khanom – RCA
Elijah Storer - CA

Nursing, Midwifery and Health
CPD/CC:
Angela Sanderson – SRCO
Vacant - SRCA
Steve Shaw - SCA
Nuala Briody (p/t term time only) – CA

Pre-Reg Nursing/Associate Nursing/Midwifery (NMC):
Lin Heal – SRCA
Jenny Froggatt - RCA
Amarith Bhambra - RCA
Tina Solanki – SCA
ODP/Paramedics/OT/Physio/Dietetics (HCPC)
Michelle Lloyd– SRCO
Joy Sweatman – SRCA
Sukey Cheema – RCA
Adam Kathawala – SCA

Key:
Assistant Faculty Registrar (grade 7)
Senior Registry Course Officer (RCO) – grade 6
Senior Registry Course Administrator (SRCA) – grade 5
Quality and Accreditation Coordinator (QAC) – grade 5
Registry Course Administrator (RCA) – grade 4
Senior Clerical Assistant (SCA) – grade 3
Clerical Assistant (CA) – grade 2**

** Primary role is the assessment office but managed under schools/cross Faculty