



SCHOOL OF HUMANITIES

PROGRAMME HANDBOOK

MA AND MRES

2018/19

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Welcome to Keele

Life as a student at university is an exciting time associated with a range of new experiences, environments and opportunities. It is also associated with a number of changes and new challenges that can include living and learning more independently, managing your time effectively and getting to grips with a variety of new learning environments and assessment types.

In order to help you settle in and to ease your transition into life at university, Keele provides an extended induction programme for all new students that focuses on your social life and wellbeing, your academic programme, and your future careers and employability. This handbook is designed to provide information and guidance of relevance to your time at Keele on issues that include:

- Communication - staying in touch
- Key University policies and regulations
- Key learning resources available to you as a student
- Study and assessment in Higher Education
- Student Support

Welcome to the School of Humanities

Hello and welcome to your Humanities Masters programme! You have embarked on a programme that will develop your academic skills, provide you with research training and help you produce original work. I want to assure you that you will be supported every step of the way throughout your Masters programme. This handbook is packed with information on most aspects of your academic programme as well as a guide to resources and support you have access to as a student at Keele.

You are now a member of the school of Humanities, which is part of the Faculty of Humanities and Social Sciences. Each discipline (History, English, etc.) also has its own PGT Programme Director who will oversee their respective MA and MRes modules. You will also be assigned a Personal Tutor from within your subject team, this is usually your Programme Director. It is likely that you will have most contact with the Supervisor of your dissertation. Throughout your degree you will record your progress and each supervisory meeting in your Personal Development and Learning Plan (PDLP), which should be stored and shared with us on Google Drive. The Research Training Coordinator is Dr. Rebecca Bowler; she oversees the two core modules (HIS-40017, Research Skills in the Humanities in semester 1; HIS-40016, Reflective Practice in the Humanities in semester 2) which are taken by all MRes students as well as MA students from English Literatures, Music, Creative Music Technology and History. For further information, consult more detailed module documentation on the website or through eVision. If you need to apply for an extension or to register exceptional circumstances you should contact your personal tutor. I am also available to discuss more general issues around your Masters programme and to act in the role of independent advisor. For more information on other staff involved with the programme, see below. I wish you every success in your studies.

Dr Shalini Sharma

PGT Director September 2018

Contacts:

2018/19		
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MA Creative Writing	Mr James Sheard (sem1) Emma Henderson (sem2)	j.r.j.sheard@keele.ac.uk e.l.henderson@keele.ac.uk
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MA History	Dr Rachel Bright	r.k.bright@keele.ac.uk
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MA Music	Prof. Alastair Williams (sem2)	a.williams@keele.ac.uk
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Communication

The School(s) and other University services will contact you throughout your studies with important information.

The primary channel for communication will be your Keele email address. We expect you to check your Keele email regularly, ideally on a daily basis, and you are responsible for reading University emails and taking action if appropriate.

Secondary channels of communication include the KLE (more below), social media, phone and post. Please ensure that you keep your phone number and address details up-to-date in eVision.

You can find links to all Keele social media accounts by visiting <https://www.keele.ac.uk/social-media/>. In particular, you will find it useful to follow the 'Keele University Student Services' page on Facebook, as this is a one-stop-shop for support and information services available to you at Keele.

eVision - You will also need to make yourself familiar with eVision. eVision provides an opportunity to:

- View your current and previous module marks
- View and update your personal information and contact details
- Request a course change
- View your credit requirements
- View your absence record
- Re-register for your course each year

You can access eVision through the [student login](#) on the Keele homepage. Once logged in, go to 'The Office' tab (top right), and select 'e:Vision' from the secondary tab list which appears.

Keele Learning Environment (KLE) – The KLE, or Blackboard, provides every student and member of staff with a personal teaching and learning workspace that can be accessed through the Internet.

The KLE gives you access to information, activities and resources associated with the modules you are studying. These might include resources such as lecture notes and slides, pictures and other materials, and interactive features too, such as discussion groups. The KLE is also a useful place to find information about student support and activities happening on campus.

You should regularly access the KLE, ideally on a daily basis, because it provides the most accurate and up-to-date information with regard to your modules.

You can get KLE help and support from the IT Department. Details here: <http://www.keele.ac.uk/it/itservicedesk/>

Timetabling

Information on how to access your timetable and where to go to resolve any timetabling issues can be found at <http://www.keele.ac.uk/timetabling/>

IT Services

IT Services are responsible for your IT systems and networks throughout the University. Their services include the wireless network, printing service, IT Suite and Labs, Laptop Loan and Laptop repair service. They provide help and advice using Keele systems such as the KLE, eVision, office software or Google Mail and Apps and advice when connecting to the wireless network (eduroam).

Remember when using Keele University IT systems that you are bound by the IT Conditions of Use, a link to which can be found on <http://www.keele.ac.uk/it/>. It is important that you familiarise yourself with these to ensure that you use the systems within the terms of the Acceptable Use Policy.

Keep yourself safe whilst online:-

- Make sure that before connecting to the network your antivirus, web browser and operating system are all up to date.
- Protect your personal information; secure your account by changing your password to something that is memorable but secure, a combination of capital and lowercase letters.
- Ensure that your online presence, particularly in social media, has the security set to a level you are comfortable with.
- If you receive an email or message that sounds too good to be true you are probably best deleting it. Do not give out personal information to a non-accredited website or link.
- Never share your Keele Username and Password.
- Always be suspicious of emails asking for your Username and Password, never respond to them and report them to IT Services.

If in doubt about staying safe whilst online check with someone you can trust like IT Services.

IT Connect is the first point of call for anything IT-related. It is based in the Campus Library and is open 7 days a week throughout the semester.

The online Self Service portal is also available 24/7 servicedesk.keele.ac.uk and connects you with services across the University.

You can contact them by phone 01782 733838 or by email it.service@keele.ac.uk or check out www.keele.ac.uk/it

Links to University policies and regulations

Student Agreement: <https://www.keele.ac.uk/student-agreement/> - *this sets out both yours and the University's responsibilities regarding your studies at Keele.*

University regulations:

<https://www.keele.ac.uk/sas/academicsservices/governance/actcharterstatutesordinancesandregulations/universityregulations/>

Regulations on examinations and assessments:

<http://www.keele.ac.uk/regulations/regulation8/>

Key University dates: <http://www.keele.ac.uk/keydates/>

University Policy on Late Submission of Assessed Work:

<https://www.keele.ac.uk/sas/academicsservices/policies/lateandfailuretosubmitwrittenwork/>

Library

Our Libraries offer fantastic facilities, a choice of study spaces, free WiFi, excellent support, and access to extensive print and online resources.

We have two Library sites: the main Campus Library and the Health Library at Royal Stoke University Hospital. Both Libraries are open seven days a week with the Campus Library open 24/7 during semester. Full details are available from the [Library website](#).

We provide academic collections online and in print, subscribing to over 20,000 e-journals, 300,000 e-books and there are over half a million items on our shelves. You can access the majority of online collections anytime, anywhere, both on and off-campus. Use Library Search, our discovery service, to search for and access items from our collections. You can borrow books for two weeks, one week or three days, and they will be renewed automatically unless requested by another borrower, in which case fines will be charged for overdue items. Use our online reading list service to view and access module readings.

There are over 1,100 study spaces for you to work in groups, on your own, or in silence. Both group and individual study rooms are available to book. There is Wi-Fi access throughout both sites and a refreshment area in the Campus Library.

Library staff will help you at any time and for more subject specific support you can book an appointment with a Librarian at either the Campus Library or Health Library. We also provide a range of training workshops to help you develop your information research skills including sessions such as finding journal articles for your assignment and reference management (using RefWorks). In addition, an online resource 'Getting Started with the Library: from beginner to expert in seconds' is available on the KLE via the Academic and Professional Toolkits module.

For further information and to access all our resources go to the [Library website](#).

Student Support and Wellbeing

While we know that you will have a great experience at Keele, there are likely to be times when you need support, advice or just somebody to talk to. We have specialist and professional student support and wellbeing services in place to offer you support, if and when you need it.

Please take the time now to familiarise yourself with these services, and if at any point you feel like you need some help or want somebody to talk to, then don't hesitate to ask – that's what we're here for.

Student Services Centre - The Student Services Centre should be your first stop for any queries, including academic advice, exams information, timetabling queries, electives information, money support, support in accommodation, disability and dyslexia support, international student support, critical incident support, and personal issues, i.e. bullying, homesickness, etc. Staff in the Centre are experienced in dealing with a wide range of issues and will work with you to resolve issues or concerns that you have at any point during your time here at Keele. We offer drop-ins every weekday:

- Monday and Friday 10-12pm
- Tuesday, Wednesday and Friday, 2-4pm
- Evening drop-ins every Tuesday, 5-7pm (term time only)

Visit: <https://www.keele.ac.uk/studentservices/>

Email: student.services@keele.ac.uk

Call: 01782 734481

Counselling and Mental Health Support - Your mental health is something that we take very seriously. Please make contact with us if you want to discuss how we might support you during your time at Keele. Our team of mental health professionals are all committed to providing effective, appropriate support within an academic environment.

Visit: www.keele.ac.uk/studentcounselling/

Email: counselling@keele.ac.uk

Call: 01782 734187

Disability and Dyslexia support - Our support team provides ongoing, holistic support for individual student needs. If you have a physical and/or sensory disability, severe mental health issues, or are on the autistic spectrum, please contact us as soon as possible.

Visit: <https://www.keele.ac.uk/disability/>

Email: support.dds@keele.ac.uk

Faith and Chaplaincy - Our chaplaincy team are here for those of all faiths and none, and run lots of events and activities throughout the year which everyone is welcome to take part in. We have Christian and Muslim chaplains, and faith advisers from other religions who can offer you support and guidance.

Visit: <https://www.keele.ac.uk/faith/>

International students - We have a dedicated International Student Support team to support all International, EU and EEA students. They are trained to provide specialist help and advice with visa or immigration queries, information on working in the UK, and assistance with any personal or academic queries you might have. If English is not your

native language, then the Language Centre (keele.ac.uk/lc) is here to support you throughout your studies.

Visit: <https://www.keele.ac.uk/internationalstudents/>

Keele Mentors scheme - The team in the Student Services Centre also co-ordinate the Keele Mentors Scheme, which is open to all new students. For more information about Keele Mentors and to sign up online, visit:

Visit: <https://www.keele.ac.uk/keelementors/>

Nightline - We are very proud of the way our students support one another throughout their university experience. Nightline is our student-led information and listening service, offering confidential support from other students by phone, Skype, text, email or online chat. The service is available to all students from 9pm to 3am every night during term-time.

Visit: <https://keelenightline.co.uk/>

Advice and Support at Keele (ASK) - ASK delivers independent advice on a whole range of issues, including academic, health, family, wellbeing, accommodation, finance, legal, international and employment. The advice and support that ASK offers is free, confidential, non-judgemental and impartial. Our trained Education and Welfare Advisors are here to help, just ASK. We are open Mon-Fri 10am-12pm and 1pm-4pm, and are on the ground floor of KeeleSU.

Visit: www.keelesu.com/advice

Email: su.ask@keele.ac.uk

Call: 01782 734800

Student Learning

[Student Learning](#) can work with you to improve your academic skills and practices, such as critical thinking, essay writing, and giving presentations. You can make use of the following services:

- [Write Direction](#) are one-to-one coaching sessions.
- [HOW 2](#) are a series of workshops.
- Academic and Professional Toolkits is an online learning module found under the 'learning' tab on the KLE.

Careers and Employability - Whilst starting a career may seem a long way into the future, the Careers and Employability Team can help you to find work experience, internships, graduate opportunities and can support you to think through your career plans. If at any stage you want to get your CV looking great, want to meet employers, or are just uncertain of what to do after you graduate then get in touch with us and talk things through. Look out for our events, Careers Fair, coffee with employers and 'how to' workshops Visit:

<http://www.keele.ac.uk/careers/> or pay us a visit in the Library, where we are based.

Personal Tutoring

Your Personal Tutor is a first point of contact for general guidance on academic and career development and, in consultation with yourself, may refer you to specialist academic support services within the University. Your Personal Tutor can also provide advice, support and general guidance on non-academic issues or, again, in consultation with yourself refer you to pastoral support services within the University, where necessary.

Every student is allocated a Personal Tutor at the very beginning of their studies and he or she will normally meet with you on a one-to-one basis to discuss your academic development throughout your time at Keele. Where possible, you will have the same Personal Tutor throughout your studies. Arrangements will be made for you to meet your Personal tutor during your first few days at Keele. You must attend scheduled meetings with your Personal Tutor as required.

You must ensure that you notify your Personal Tutor promptly if you are having academic, health or personal problems that are affecting your academic work and must be an active participant in finding a solution to the problem. Your Personal Tutor's contact details are available through eVision. You share a joint responsibility with your personal tutor to arrange meetings. If you wish to meet up with your Personal Tutor outside their scheduled office hours, you should make an appointment with them directly. Students are entitled to change their personal tutor, with good reason. Contact the School Office for information.

You can find the University's Code of Practice for Personal Tutoring at:

[Link to Code of Practice on Personal Tutoring](#)

Language Centre and English Language Support

Modern Languages Electives – Languages for All

As language skills are increasingly seen as a 'must-have' in graduates, all Keele students are encouraged to learn a new language or enhance their existing language skills by taking one or more of the Language Centre's 15-credit elective modules in **BSL, French, German, Italian, Japanese, Mandarin Chinese, Russian and Spanish**, offered from absolute beginners' to advanced level. Students taking language modules can also join popular intensive summer immersion courses at partner universities abroad.

Students who take language modules as freestanding electives on their degree programme can work towards an **enhanced degree title** including the designation 'with competency in [Language]'.

Learning a language will not just help you to communicate with a wider range of people but it can be deeply transformative and life-enhancing. As employers have repeatedly pointed out, successful language learners demonstrate a highly valued willingness to adapt to new circumstances and to think differently. This is the most fundamental way in which we come to understand other cultures, and therefore achieve a deeper appreciation of our own culture and ourselves.

For further details please see keele.ac.uk/lc/modernlanguages or contact the Language Centre at languages@keele.ac.uk or stop by the [Language Centre](#) in the heart of campus, in CBB0.001 at the foot of Chancellor's Building B.

English Language Support for International students

The Language Centre provides individual and group language guidance and assistance to international students at all levels - from Foundation Year to PhD researchers, from beginners to near-native speakers. Credit-bearing Academic English modules help

international undergraduate and postgraduate students develop the skills essential to succeed with their studies, and year-round 'One-to-One' tutorials ensure as-needed, personalised English language support.

If you are an incoming non-native English speaking international student, you will take a diagnostic English language assessment during your first weeks at Keele, after which we will make personalised recommendations for modules or other forms of English Language support.

To contact us, email enl@keele.ac.uk, or for more information see keele.ac.uk/lc/academicenglish

To book a 30-minute 'One-to-One' see keele.ac.uk/lc/academicenglish/supportforinternationalstudents/.

Attendance and Engagement with Studies:

It is very important that you attend all your classes and supervisory meetings; any non-attendance will be monitored. If you have a valid reason for not attending a class then you need to notify your School as soon as possible. Any non-attendance without good cause will result in an informal warning from your School. If you continue to miss classes then the University will take this very seriously and it may result in you being withdrawn from your studies.

Information on University procedures for issuing academic warnings can be found at:

<https://www.keele.ac.uk/sas/academicservices/academicwarnings/>

There is an expectation that students will engage appropriately with all forms of University assessments. If you do not attend your exams or fail to hand in assessments then you may be affected by Regulation 1A Section 9: Appropriate Engagement with Studies. This regulation states that any non-engagement without good cause may result in you being withdrawn from your studies:

<https://www.keele.ac.uk/regulations/regulation1a/#d.en.19127>

It is therefore very important that if you miss an examination or are unable to submit your coursework that you follow the University's exceptional circumstances process (please see Section on Exceptional Circumstances).

<http://www.keele.ac.uk/ec/>

The Keele Approach to Education

'Your Keele Journey' explains the Keele approach to education, which covers not only your academic curriculum, but also all the opportunities Keele offers you to develop additional skills and knowledge alongside the subjects you are studying. The Keele approach to education provides you with an opportunity to design your individual student experience, in order to develop your knowledge, skills, attitudes and values and enhance your talents so you can make a difference to your world.

Your Keele journey will give you the opportunity to benefit from the highest quality research-informed academic experience. We will offer you the support that you need to

make the most of your education. The skills and attributes you develop will help to make you highly employable and able to make informed career choices about your future.

At Keele, we want you not only to fulfil your academic potential, but also be able to contribute effectively to the wider community. You will have the chance to engage in volunteering, sports and other activities so that you can develop as a person, try new things and give something back.

We will also support you to become well-informed about the issues surrounding the sustainability of our planet's natural systems and its inhabitants, so that you can use your knowledge and skills to create a more sustainable world. As a Keele student, you will join an international academic community, and we will help you to play your part in a globalised society.

As a Keele graduate we want you to leave us clear about who you are and what you want to be, and be equipped to achieve your goals. It's little wonder the Keele educational approach is considered an amazing foundation for life. It's the Keele difference. You can find more information on the Keele Approach to Education here:

<http://www.keele.ac.uk/journey/>

(NB - the section on the KUSP has been deleted)

Generic assessment criteria

Assessment criteria are used by staff to mark assessed work. The generic assessment criteria are a reference point used to define standards of achievement across all subject areas. Where appropriate, separate criteria are used by schools specific to a programme or assessment type and these will be provided in module guides. The generic criteria can be found here:

<https://www.keele.ac.uk/policyzone/viewbyowner/studentandacademicservices/name,198228,en.php>.

Proofreading guidance:

If you decide that you would like someone to proofread your work or you wish to use a proofreading company it is very important that you read the document 'Proofreading - a Guide for Students.' Failure to follow the guidance in this document, if you have your work proofread, could result in you being found guilty of academic misconduct due to you having unpermitted assistance. The proofreading guidance document can be downloaded from the website at: <http://www.keele.ac.uk/studentacademicconduct/>. If you have work proofread, you must keep a copy of the draft work that you give to the proofreader, the changes that the proofreader suggests, and all communication with the proofreader. You will be asked to provide this evidence if the marker is concerned that the work has not been written by you and you are asked to attend an interview about your work.

Examinations:

You can find information relating to all aspects of sitting examinations at Keele, including timetables, personalised examination arrangements, the University policy on the use of calculators in examinations and a link to frequently asked questions, at the following webpage:

<http://www.keele.ac.uk/recordsandexams/examinations/>

You must make yourself available to sit examinations for the entire published examination period. All examinations must be sat at the Keele University campus. Holidays or other social commitments will not be accepted as a reason for missing an examination. If you miss an examination without good reason, you will be recorded as absent and will lose an attempt.

We have produced a short video, which we hope will help you as you prepare to sit your examinations and ease any pre-examination anxiety you may have about examination regulations, what to expect when you arrive at the examination venue, how to complete your examination answer book etc. This is especially important if you are new to Keele and have not sat examinations here before. You are strongly encouraged to watch the video which is available here: <https://www.youtube.com/watch?v=GgxexwN3BQk>

Programme requirements

Assessment Attempts

What happens if I fail a module?

Provided you have engaged appropriately with your studies during the academic year, you would normally be allowed one reassessment opportunity to pass the module, normally to be completed before the start of the next academic year, with the reassessment mark capped at a maximum of 40% (or 50% for Level 7 modules).

Module condonement

For Integrated Masters students, the limits on condonement are as follows (noting that condonement at Level 7 for failed modules requires a mark of at least 40%):

- a maximum of 80 credits of condonement across a 4-year programme, with
- a maximum of 45 credits of condonement across Levels 4, 5 and 6, provided that no more than 30 credits are used at any one level, and
- a maximum of 35 credits of condonement at Level 7

The Regulations for Integrated Masters programmes can be found [here](#).

Degree Classification

To find out how your final degree classification is calculated, please visit:

<https://www.keele.ac.uk/sas/academicservices/degreeclassification/>

PGT dissertation resubmission fee

There is a standard, non-refundable fee of £200 which is applicable to all students who are required to resubmit their PGT dissertation.

Exceptional Circumstances (ECs)

If your personal circumstances are affecting your studies then you should speak with your Personal Tutor or School as soon as possible to see if any arrangements can be made. If it is deemed necessary then you may have to submit a claim for exceptional circumstances.

It is in your best interests to speak with someone as quickly as possible, and certainly before any assessment deadline or exam. If you leave it too late then it may be more difficult to give you the necessary help. You should also not wait until you receive your end of year results and then decide to ask for exceptional circumstances to be taken into account as this will not be allowed.

Detailed information on exceptional circumstances criteria, the claims process and evidence requirements can be found on the University web pages at: <http://www.keele.ac.uk/ec/>

Deadlines for ECs

The deadlines for submission of exceptional circumstances are set by the School and will depend on the date of your assignment hand-in. Your EC should be submitting by the assessment deadline.

Leave of Absence

If you feel you need a break from your course for personal, financial, medical or other reasons, it may be possible to take a Leave of Absence, which usually lasts for a semester or a year. Further details are available here:

<https://www.keele.ac.uk/studiesandcareer/leaveofabsence/loa/>

Academic Appeals

Your final module marks, and your eventual degree classification, are confirmed by a Board of Examiners. It may be possible, in exceptional circumstances, to appeal against the outcome using the Academic Appeals process. The reason for your appeal must be based on one of the following:

- a procedural irregularity in the conduct of the assessment or the academic warnings procedure;
- exceptional circumstances, providing that these circumstances were not already considered by an Exceptional Circumstances Panel, that these circumstances can be substantiated in accordance with University guidelines of admissible evidence, and that there is a reason deemed valid by the University for not notifying the relevant Exceptional Circumstances Panel by the specified deadline in accordance with the relevant provisions of Regulation 13.

For more information, please visit <http://www.keele.ac.uk/appeals/>

Academic Misconduct

Academic Misconduct refers to a number of situations where you might attempt to gain an advantage for yourself and/or another student by doing something that goes against University Regulations. This could refer to your conduct during assessments, coursework, and exams. We take any breach of the regulations seriously, and in a minority of cases students are permanently excluded from Keele. It is important that you understand the University's guidelines (<http://www.keele.ac.uk/studentacademicconduct/>). You should speak with your Personal Tutor if you have any queries.

Exam Regulations

It is important that you are familiar with the exam regulations. If you don't follow the regulations, you may be found guilty of academic misconduct and be given a penalty, which could impact on your marks and your degree classification, and in some instances may lead to permanent exclusion from Keele. The exam regulations concern all aspects of cheating in exams, including: taking unauthorised notes into exam halls; using unauthorised calculators and other equipment; talking during exams; having or using a mobile phone or other communication device during exams. You will be found guilty of academic misconduct in an exam if you are found to have unauthorised material or electronic devices in your possession. We do not have to prove that you have used the unauthorised material or device.

For more guidance, please read the information on examination conduct at:
<http://www.keele.ac.uk/studentacademicconduct/>

- **Plagiarism**

Plagiarism, which is the most common type of academic misconduct, occurs when the work you are submitting is not your own, but in fact somebody else's.

<http://www.keele.ac.uk/studentacademicconduct/>
<http://www.keele.ac.uk/turnitin>)

- **Commissioning**

Commissioning is a very serious form of academic misconduct. If a marker is concerned that the work has not been written by you, you will be asked to attend an interview where you will be asked questions about the content of the work to demonstrate that you understand the work. You will also be asked to provide evidence of how you prepared and wrote the work. This may include copies of any drafts of the work, the articles/books that you read and the notes you made from them. If the work was proofread you must bring copies of the work before and after it was proofread, along with any communication between yourself and the proofreader. So when you submit work to your School, you must keep everything you used to produce the work in case you are asked to demonstrate that the work is your own.

Process for Investigating Alleged Ethics Offences at School Level (regarding research projects/dissertations)

If your project/dissertation involves the participation of human subjects, it must not be undertaken without the prior approval of your School's Student Project Ethics Committee (See Regulation 8.11.5 <https://www.keele.ac.uk/regulations/regulation8/#d.en.19989>). If you do not get ethical approval for your project, the offence will be considered by either your School's Student Project Ethics Committee (minor offences) or the Academic Misconduct Committee (major offences). A penalty for the offence will be imposed.

The process for investigating alleged offences at School level can be accessed at <https://www.keele.ac.uk/raise/researchsupport/projectassurance/researchethics/> (section 4)

Undertaking research that involves access to and/or storage of security sensitive material

The University's guidance note is for all students and their supervisors who engage in or supervise security sensitive research. It is available via the following link: <https://www.keele.ac.uk/media/keeleuniversity/res/RIG-QMS-GUI01%20-%20Guidance%20document%20for%20undertaking%20research%20involving%20SSRM%20V1-0%20docx.pdf>

External Examiners

External Examiners are experienced academics from other institutions or professional practitioners with significant expertise in their field. Their role is to provide an independent assessment that appropriate standards are maintained in Keele's academic awards in comparison with other universities in the UK.

Their duties involve approving examination papers, checking that marking has been carried out consistently and within the regulations, advising on changes to programme content and writing an annual report. Schools share the reports with students, usually in Student Staff Voice Committee (SSVC) meetings, and you can find the latest reports, along with a response from the School, here:

<http://www.keele.ac.uk/qa/externalexaminers/reportsandresponses/>.

NB: you must not contact external examiners directly as they have no remit in relation to individual students.

The list of current External Examiners for each subject can be found here: <http://www.keele.ac.uk/qa/externalexaminers/currentexternalexaminers/>

Student Representatives

Student feedback is important at Keele and there are a number of opportunities for you to get involved. You are also encouraged to speak with staff informally if you have any suggestions for improvements or to seek advice regarding issues with your programme.

- **Student Voice Representatives**

All students have the opportunity to stand for election as a Student Voice Representative, with at least two reps per year per programme. Each School also has a lead representative. Student Voice Representatives represent the views of other students on their programme, gathering feedback and attending Student Staff Voice Committees to discuss items raised by their peers and developments to the programme. It is an important role, which is recognised by being HEAR-recordable. There are even awards each year to celebrate the achievements of those who have gone above and beyond the standard duties of a student rep. Look out for further information publicised by KeeleSU, including details of elections, which are held online at the start of the year. More information can be found here:

<http://keelesu.com/yourunion/>.

- **Student Staff Voice Committees**

These meetings provide a forum for discussion between Student Voice Representatives and staff on the programme about programme issues. They are held at least once a semester. The meetings are normally chaired by a student rep and act as the principal means for staff to be made aware of the collective opinion of students. Their success depends upon students getting involved, either as reps or by supporting the reps by providing them with your feedback.

- **Module Evaluation**

At the end of each module students are invited to complete an evaluation form. These are done anonymously and give you an opportunity to have your say on the content and delivery of modules. A summary of the results are considered by the Student Staff Voice Committee and other School committees, and also form part of the annual review of the curriculum, known as CARD (Curriculum Annual Review and Development).

Keele also takes part in the Postgraduate Taught Experience Survey (PTES), which is a national survey run by the Higher Education Academy.

Complaints

If you are not satisfied with a service provided by the University, whether academic or non-academic, you must let us know as soon as possible so that we can look into the problem for you. We have a set process for dealing with concerns and complaints from students. As part of this process you must let us know about a problem as soon as possible and at least within eight weeks of it happening. It can be difficult for us to help you with a problem if you do not let us know about it soon enough.

First, please explain the problem to the member of staff who is most directly involved as they can often provide an immediate explanation or solution. If this does not lead to a solution, or you believe it is not appropriate to discuss the problem with the member of staff, you can contact an Early Resolution Officer. Every School and Service in the University

has an Early Resolution Officer and their role is to look into concerns and complaints from students. The Early Resolution Officer for the School of Humanities is Dr Ian Atherton and he can be contacted by email: earlyresolution.humanities@keele.ac.uk

Early Resolution Officers will acknowledge your email to them within two working days, and will provide a response to your concern or complaint within two weeks of their acknowledgement. If you have contacted an Early Resolution Officer and they have not replied within these timeframes, please let the central Complaints team know on complaints@keele.ac.uk.

Email addresses and contact details for all Early Resolution Officers are listed at: <http://www.keele.ac.uk/studentcomplaints/> in the section titled "Early Resolution"

As mentioned above, **you must contact an Early Resolution Officer normally within eight weeks of the problem happening**. If there is no valid reason for making your problem known after eight weeks your complaint will not be dealt with.

If an Early Resolution Officer has looked into the problem but you believe their response was not right you can submit a formal complaint to explain why. **You must submit a formal complaint within ten calendar days of the end of your Early Resolution complaint.**

You can also submit a formal complaint if you believe the problems you are experiencing are serious or complex, such as a problem that involves more than one part of the University.

If you are submitting a formal complaint without first going through Early Resolution you must submit your complaint within eight weeks of the problem having taken place. We may decide to reject your complaint if you submit it more than eight weeks after the problem happened.

For all formal complaints, we will look at whether there is a way to solve the problem sooner. This can include dealing with it at the Early Resolution stage instead of a full formal investigation. There are also rules on what can be dealt with through a formal complaint. If your complaint is not eligible, we will tell you this.

Guidance on the complaints process and details on how to submit a formal complaint are provided here: <http://www.keele.ac.uk/studentcomplaints/>

Student Discipline

You are expected to conduct yourself in a manner that is responsible and respectful to others. This includes other students, members of staff, visitors to the University and members of the local community. We treat discipline offences very seriously and penalties will be given for proven cases, including permanent exclusion from the University for very serious or repeat offences. Information on the types of behaviour that will not be tolerated and the student discipline procedure can be found at:

<http://www.keele.ac.uk/studentdiscipline/>

USEFUL PROGRAMME DOCUMENTS

It is important that you consult the School's website and KLE at regular intervals. Other key documentation can be found as follows:

Programme specifications are the definitive, formal document summarising the structure and content of your programme. Link:

<http://www.keele.ac.uk/qa/programmespecifications/>

The Module Catalogue provides an overview of all core and elective modules. You can find more information here: <http://www.keele.ac.uk/recordsandexams/az/>

Reading lists for your modules can be found here: <http://lists.lib.keele.ac.uk/index.html>

Visas and Immigration

If you are a student who needs or has a visa to be in the UK (including if you have a Tier 4 Student Visa) you must comply with the UK Immigration rules.

If you change, repeat or extend your programme of study; for example an additional year for a work placement or international year, it is likely that you will need to apply for a new Visa from outside the UK at your own cost.

We have a regulation for Visas and Immigration, this is regulation 6 which can be found online here: www.keele.ac.uk/regulations/regulation6/

You must also be aware of the University's Regulations and that we must let the UK Home Office (UKVI) know about your student status, progress and if you breach your Immigration Conditions or the UK Immigration rules.

Examples of what we have to tell the UK Home Office (UKVI) are:

- if you do not: enrol, attend your classes, supervisory meetings, checkpoints and meetings with Officers of the University;
- If you choose to repeat or change your programme of study;
- if you do not pay your fees on time;
- if you do not make satisfactory progress on your programme of study;
- if you do not provide documentation when requested by us;
- if you do not keep your UK contact address up-to-date;
- if you take a leave of absence or intermit from your programme of study;
- if you leave the University during your programme of study;
- if you exceed your working limits as stated on your visa;
- if you withdraw or are withdrawn from your programme of study.

If you are withdrawn from the University we have to let the UK Home Office know which will cancel your Visa. This is because your Tier 4 Visa is linked to the programme of study at the University, which the Visa that was given to you for (when you applied for it with your CAS).

We must also comply with the UK Immigration rules, and what we have to do can change. For example. with changes to UK Immigration Law and what we must do as a UK Home Office (UKVI) Sponsor.

You can find out more information on the immigration pages on the Keele University website here: www.keele.ac.uk/visa

Equality and Diversity Statement

As a leading example of an open and integrated community Keele University strives to be a place where learning, living and working is a positive experience for all. Equality and Diversity is a core value underpinning the University's mission.

Our equality and diversity vision is for a University and community that strives for:

- Equality of educational opportunity;
- Valuing the rights, responsibilities and dignity of individuals through our commitment to equality and diversity;
- Valuing probity and ethical behaviour.

These values will underpin everything that we do, helping to ensure that equality and diversity is mainstreamed across the University and is evident in our day to day practice. Further details of our work on Equality & Diversity can be found on the University website via: <https://www.keele.ac.uk/equalitydiversity/>

The equality objectives support all three aims of the general duty (to eliminate unlawful discrimination, advance equality, and foster good relations) and are specific and measurable. The four equality objectives are listed below and they are further detailed in our Equality, Diversity and Inclusion (EDI) Strategy. Work to ensure relevant action is taken and monitored is carried out by our Directorates EDI Action Group together with EDI groups in academic departments. Strategy is driven by the EDI Steering Group with oversight from a committee including members of Council and UEC (the EDI Oversight Group).

Equality Objectives:

1. Inclusive leadership and decision making at all levels of the organisation.
2. Inclusive student experience/student lifecycle.
3. Accessible and inclusive campus.
4. Progressive, informed, diverse and supported workforce.

Dignity & Respect Framework

Dignity and respect are at the heart of the core values of the University. Keele is a diverse, inclusive and professional community that respects individuals and enables them to strive for success in order to contribute positively and sustainably in the local region, wider society and national economy.

The purpose of the Dignity and Respect Framework is to translate these strategic commitments into everyday working practice at Keele. There is a need to define, in fairly flexible terms, what dignity and respect feels like and looks like. The Framework aims to promote positive relationships by helping to focus and interpret these mutual expectations within a complex and diverse organisation.

<https://www.keele.ac.uk/equalitydiversity/dignityandrespectframeworks/>

Programme Information

All programme information such as module catalogues, assessment dates etc can be found on the KLE. All Humanities students will have access to the PGT Humanities Noticeboard. You should check this space at regular intervals.

DISCLAIMER

Every effort is made to ensure that the information contained in this Handbook and in all other documentation provided by the School is correct at the time of publication.

The Handbook does not replace the entries in the University Regulations, which are authoritative statements. In the case of a contradiction or other discrepancy between information in this Handbook and the Regulations, the Regulations shall be authoritative, unless approval has been given for a variation. We would however, be grateful to you for drawing any sources of contradictory information to our attention.

The University will do all it reasonably can to provide the programme as described in this document. Given the duration of the programme, circumstances beyond the University's reasonable control may mean that it cannot deliver the programme as described. In addition to the other information provided, the University seeks to identify below the circumstances in which it may be required to make changes. Where any such changes are made, the University will notify the relevant students as early as reasonably possible and will take all reasonable steps to minimise any disruption which may result, for example, by delivering a modified version of the programme, affording the opportunity to withdraw and providing help to transfer to another institution or, where relevant, by providing alternative optional modules.

It may be helpful to remember that Schools sometimes operate different procedures and you are advised to refer to the relevant School Handbook for modules being taken in another School.