



School of Geography, Geology and the Environment Student Handbook 2018-2019

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.

If you require the Handbook or any other materials in an alternative format, please let us know. On request, we can provide you with a printed copy, enlarged print on coloured paper, audio recording or Braille version.

Last Updated August 29, 2018

School of Geography, Geology and the Environment

Student Handbook 2018-2019

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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:

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1. Welcome to Geography, Geology & the Environment at Keele University.

Welcome to the School of Geography, Geology and the Environment (or GGE as we call it). This handbook provides the information relating to communication, timetabling, IT services, University regulations, student support, the Language Centre, your Keele Journey and many other things. Please take the time to read it, it contains most of the answers to the queries you might have.

Your discipline (Geography, Geology, Environment or Natural Sciences) will provide you with a separate handbook containing the details of your particular course, its structure and the modules that you will take, but it makes sense to put all of the information that is common to our programmes, here, all in one place.

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. You will need to take detailed notes, read around your subject, project manage your assignment work load, check and respond to emails at least once a day, and learn to play hard but work harder.

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 (Sections 3-5)
- Key University policies and regulations (Section 23)
- Key learning resources available to you as a student (Sections 6, 8, 9)
- Study and assessment in Higher Education (Sections 11-17, 25).
- Student Support (Sections 7, 18-21).

We hope you will enjoy your time here. This is a small and friendly School and you have been allocated your own Personal Tutor who will be a common point of contact throughout the whole course of your degree. If you have a question, just ask; if you have a problem, we cannot help until we know about it.

*Dr Steven L. Rogers
Senior Tutor*

2. Key Geography, Geology & the Environment Staff

Name	Responsibility	E-mail/Room
Chris Fogwill	Head of School	c.j.fogwill WS 1.03
Elaine McFarlane	School Manager	e.mcfarlane WS 1.11
Steve Rogers	School Learning and Teaching Director Senior Tutor	s.l.rogers WS 1.33A
Ian Stimpson	Geology and MGeology Course Director	i.g.stimpson WS 1.02
Peter Knight	Head of Geography Programmes Physical Geography Course Director	p.g.knight WS 1.40
Alex Nobajas	Human Geography Course Director	a.nobajas WS 1.41B
Richard Waller	Geography Course Director	r.i.waller WS 1.31
Ian Oliver	Environmental Science and Environment & Sustainability Programmes Course Director	i.oliver WS 1.11A
Adam Moolna	Natural Sciences Course Director	a.moolna WS1.24
Alix Cage	MSc Geoscience Research & MSc Geographical & Environmental Research Courses Director	a.g.cage WS 1.14
Sharon George	MSc Environmental Sustainability and Green Technology Course Director	s.m.george WS 1.19
Stef Everill	MSc Geoscience Research and MSc Geographical & Environmental Research Courses Administrator	s.everill WS 0.04
Fern Johns	Geology and MGeology Courses Administrator	f.johns WS 0.04
Cerys Jones	Geography Courses Administrator	c.jones WS 0.04
Emma Harvey	Environmental Science, Environment & Sustainability and Natural Sciences Courses Administrator	e.harvey WS 0.04
Karen Babb	MSc Environmental Sustainability and Green Technology Course Administrator.	k.a.babb WS 0.04
Full staff list:	www.keele.ac.uk/gge/people	

3. Communication

E-mail

GGE 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. E-mail communication with staff must be via your Keele email account, not a personal one.

Secondary channels of communication include the KLE (see 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

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<http://www.keele.ac.uk/it/itservicedesk/>

Noticeboards

Noticeboards relating to both your programme (and your specific year where relevant) can be found on the ground floor of the William Smith Building and in the Sustainability Hub for MSc ESGT students. We usually use these to confirm the dates and locations of the first module sessions, tutorial and practical splits, and the dates and locations of your exams.

4. Timetabling

Your timetable is accessible via 'The Office' tab on the KLE. Please note that at the start of the semester this can be provisional and liable to change at short notice. During this period, you should check your timetable and Keele email often to see if there have been last minute changes. Information on where to go to resolve any timetabling issues can be found at <http://www.keele.ac.uk/timetabling/>

5. 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 Keele Learning Environment, 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 here: <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 per 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

6. 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 at <http://www.keele.ac.uk/library/using/open/>.

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 at [reading list service](#).

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](#) .

7. 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: <https://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://www.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: <https://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.

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

The Geology Careers Liaison Officer, Dr Ian Stimpson, and Geography and Environment Careers Liaison Officer, Dr Antonia Law are also available to give general advice on careers. They liaise with the University careers staff to organise careers talks and pass on information.

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. If you wish to meet up with your Personal Tutor outside their scheduled meetings, you should make an appointment with them directly or consult them during their office hours. Students are entitled to change their personal tutor, provided there is 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](#)

8. Study Abroad Opportunities

Studying abroad in Year 2 (Level 5) during 2018-19

Who is eligible to go on exchange?

Students, both international and UK, of virtually any subject area can apply to study abroad on exchange for the first (or second) semester of Year 2 at the discretion of their schools. Students must attend all compulsory sessions presented by the Global Education Team and be supported by their Personal and Subject Tutor(s). Students must also be in good academic standing in order to be confirmed and have an overall average in Level 4 (Year 1) of 60% (2.1).

When do I need to apply?

Students considering exchange in Year 2 need to apply in Semester 1 of Year 1 after attending the Global Education Fair in October and attending a compulsory Information Session. In addition to Information Sessions, students should meet with their Subject Tutor(s) and seek guidance from Peer Advisors to gather the information that they need to select the appropriate University and make a successful application. Exchange in Level 5 requires students to match modules at their host university with the modules that they would have taken at Keele University in the same semester. Grades will be converted to Keele grades and will impact on your overall degree classification.

International students studying at Keele should also highlight early in the process the passport that they hold to the Global Education Team who will follow it up with the Immigration and Compliance Team depending on the UKVI rules at the time.

Due to the intensive field course nature of some of the Keele second year programmes, you may be restricted to either taking the International Year option

(see below) or, a semester study abroad. It is important that you find a university course that provides similar content, including fieldwork, to that you would miss at Keele so there are no gaps in your knowledge when it comes to the third year.

Studying abroad between Years 2 and 3 of an undergraduate degree ('International Year')

The International Year option provides complementary study to the main degree area and provides additional skills leading to personal development and employability. This opportunity is available to students enrolled on the majority of undergraduate programmes and to both Single & Combined Honours students. Students should attend the Global Education Fair in October and must also attend all compulsory sessions and be supported by their Personal and Subject Tutor(s). Applications are completed in Semester 1 of Level 5 (Year 2). Students must also be in good academic standing in order to be considered and must have an overall average in Level 4 (Year 1) of 60% (2.1) to apply.

Students will have the option of studying at one university for the year or to split the year with two different universities and/or destinations. A requirement of 40% of your Keele degree area must be studied while abroad with 60% of your study complementing your degree. This could include language study, a research project or an internship, in addition to modules that have been discussed with the Global Education Team and their Subject Tutor(s).

Students passing the additional year of study will receive a degree title that recognises the international year of study.

If you are on a Visa to study at the University, we recommend that you talk to Immigration Compliance in the Student Services Centre as early as possible. This is because they will need to check if you are able to take an 'International Year' on your Visa or not. The UK Home Office change the rules on student Visas and so the options will be different for each student. The information and options will be specific to you and your circumstances.

Students are encouraged to find out more from the Global Education Team and Peer Adviser Resource Room early in their first semester (Ground floor of IC2- International Office) for both options.

<http://www.keele.ac.uk/studyabroad/keelestudentsstudyingabroad/>

Erasmus+

Exchange: Students who elect to go on a European exchange placement will be eligible for Erasmus funding in 2017/18. Information on Erasmus will be available at the Global Education Fair and Information Sessions.

Summer placements: Students who elect to go to Europe for a language placement of 12 weeks or an approved work placement of no less than 8 weeks will be eligible for Erasmus funding.

Traineeships: Students can elect to do a traineeship in Europe up to a year after graduation, as long as the placement is approved and arranged before

graduation. Erasmus funding is available for this opportunity. More information is available from the Global Education Team – Lisa Stoker (l.j.stoker@keele.ac.uk).

9. Language Centre:

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 [Academic English](#)
To book a 30-minute ‘One-to-One’ see [Support for international students](#).

10. Attendance & Engagement with Studies

It is essential that you attend all lectures, tutorials, practical classes, field courses and personal tutor meetings, and meet all course submission deadlines in order to progress successfully through your degree programme. Attendance will be monitored throughout the academic year. It is your responsibility to sign the attendance register at classes. You will be recorded as absent without good cause if you do not sign the register and you will be required to explain any absences. You must not sign in for anyone else.

If you have a valid reason for not attending a class, then you need to notify the School Office as soon as possible. Self-certification as a reason for absence will only be accepted if the School Office is informed on or before the day of the absence, with a valid reason for the absence. For absences of seven days or more, you must also provide a doctor's note. Persistent self-certification may also result in requiring further medical evidence such as a doctor's note.

If you continue to fail to attend, then you will be issued with academic warnings that can ultimately result in your withdrawal from the university. After initial informal discussion the School will issue you with a formal warning. If you do not comply with the terms of the warning within two weeks you will be issued with a second formal warning by the School. If you still fail to comply, you will be subject to a third and final warning, issued by the University, before being required to withdraw from the course. If you abide by the conditions of a warning but at a later date begin to disengage again, you will get a warning that you risk receiving the next level of warning if your attendance/engagement does not improve again.

Additionally, non-attendance at field courses will automatically generate a mark of zero for any assessment related to that course. For several modules with field course components this will result in failure of the whole module with no reassessment opportunity available until the field course is run again the following year. Consequently, this may also prevent progression to subsequent years of the degree programme, possibly even having to repeat a year or withdraw from the university.

Information on University procedures for issuing academic warnings can be found at: <https://www.keele.ac.uk/sas/academicervices/academicwarnings/>

There is an expectation that you 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 C3 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/regulationc3/>

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/>

11. 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 is the Keele difference. You can find more information on the Keele Approach to Education here: [My Keele Journey](#)

12. Higher Education Achievement Report (HEAR)

The HEAR will provide you with a comprehensive record of all your university achievements, including some of your co-curricular and extracurricular activities, both during and upon completion of your academic studies at Keele. It is an extended academic transcript and will contain detailed information about your learning and achievements and, along with your degree certificate, will support applications for employment and further study.

HEARs will be issued to all undergraduate degree students studying at Keele and graduating from July 2014 onwards, currently excluding students studying for a

Medical degree. Keele is working in partnership with Gradintelligence to produce your HEAR. You will receive a registration email from Gradintelligence during your studies at Keele and must complete your registration with them so you can access your HEAR. Your HEAR is a secure, digitally signed document and when logged into Gradintelligence you can share your HEAR with employers, employment agencies or other universities.

For more information on what will appear in your HEAR, and the benefits of having one, please visit [HEAR](#).

Note that although Level 4 module marks do not count towards your degree classification, they do appear on the HEAR so you should try to attain the maximum amount of marks possible from the start of your time at Keele to make your HEAR appear attractive as possible to potential employers.

13. Assessment

Assessments are of two types:

Formative Assessments are designed to inform you of your progress in the course. They are structured to provide you with feedback on the work that supports the module.

Summative Assessments are used to return a formal assessment mark and contribute to the overall module mark. They are normally derived from an examination at the end of the module and continuous assessment of coursework throughout the module. Summative assessment marks from the Level 5 and 6 (and Level 7 for Integrated and Postgraduate Masters) count towards the final degree score. These assessments are listed in the module catalogues. You only get one attempt at a module with an uncapped mark. If you fail a module, then you may be given a chance of reassessment of failed components but the overall module mark will be capped at 40% (50% for Level 7). There is no reassessment for final year undergraduate modules unless you fail to attain an honours degree overall.

Most of our assessments are a combination of both formative and summative. For the regulations on examinations and assessments see:

<https://www.keele.ac.uk/regulations/regulationd1/>

Generic assessment criteria:

The University's generic assessment criteria are designed as a reference point for staff and students in defining standards of achievement of written work across all subject areas. They describe student achievement in four areas: Knowledge, Understanding and Application; Analysis and Argument; Use of Research-Informed; Communication Skills. These University-wide criteria form the basis for all subject-specific assessment criteria. The University Generic Assessment Criteria can be found here: <https://www.keele.ac.uk/sas/academicservices/assessment/markingscheme/>

14. Coursework Deadlines and Submission

Submission of Coursework

Although there is indication of coursework requirements in the module descriptions in the module year catalogues, the definitive deadlines for the submission of assignments will be indicated by the module tutor during initial classes.

Module tutors will also indicate whether coursework should be submitted electronically via the Keele Learning Environment (KLE) and/or in the assigned drop boxes on the first floor of the William Smith Building (on the upstairs landing). All non-electronically submitted work should be submitted with a completed submission form (available at the submission drop boxes) unless informed otherwise. Work will be removed from the drop boxes at 12:00 (midday) on the final submission date, any work submitted after this time or after the designated KLE deadline will be considered late. **Work submitted late but within one week of the deadline will be marked to a maximum of 40% (50% for FHEQ Level 7). Work submitted more than one week late will be given a mark of zero.**

Note that the normal deadline is midday on the day of submission unless otherwise stated. Do not email or post your written work or leave it in a staff pigeon-hole unless specifically instructed to do so, as you will have no proof of submission. . If you are unable to submit work in the drop boxes by the deadline, you must submit your work to the School office.

Please see the University Policy on Late and Failure to Submit Written Work:

<https://www.keele.ac.uk/policyzone/viewbyowner/studentandacademicservices/name,79396,en.php>

Extensions to deadlines

Requests for extensions to deadlines should be made in advance of the coursework deadline using the university's Exceptional Circumstances Form and supported by appropriate evidence. However, you should be prepared to submit what work you have done by the original deadline if the Exceptional Circumstances Panel deems your case not to be valid or exceptional.

Exceptional circumstances include medical problems, recent bereavement, major personal disruptions, or factors for which the University is responsible. Extensions of more than two weeks are only granted under very exceptional circumstances and extensions beyond four weeks are not permitted.

Marking processes

Work is marked on a percentage scale corresponding to your overall degree classification. 100-70% represents a first class mark, 69-60% an upper second, 59-50 a lower second, 49-45% is third class, 44-40% a pass and below 40% a fail. Essay-style work will be marked on a [24 point marking scale](#).

The University has generic descriptors for work, which is given a mark that falls within the range of marks in each class. You can find the descriptors on the University's website at [Generic Marking Criteria](#). The mark, which each piece of your work will be given, depends on the extent to which it satisfies the elements in the generic descriptors.

The person marking your work will consider it alongside the generic criteria to decide which class of performance the work falls into. The marker will then determine the extent to which your work meets the criteria in order to arrive at a judgment about the position (high, mid, low) within the class. The work will be awarded the mark assigned to the relevant position in the class. As an example, for work which meets the descriptors of the upper second class in most respects, it will be a 'high 2:1' and be awarded mark point 68%.

If an essay-style assessment contains more than one item, the mark for each item is determined using the 24 point mark scale and then the marks are averaged, taking account of each items' respective weightings, in order to produce the overall mark and therefore is not limited to one of the marks on the 24 point scale.

In order to ensure that the marking is fair and equitable, the assessment of work submitted that contributes to your final degree classification is moderated by a second marker. A selection of this student work will also be reviewed by an External Examiner who will check whether the marking is consistent within and between modules and is equivalent with the standards at other universities. **Marks indicated on returned work are provisional and subject to change until ratified by the appropriate examination board.**

Return of coursework

All coursework will be returned either via the KLE if electronically submitted or during classes. If you are absent from class, you will be able to collect your work from the student pigeon holes located next to the coursework submission drop boxes. Pigeon holes will be grouped in alphabetical order and you will be required to ensure all work is collected and not left in pigeon holes. You must not remove another student's coursework from their pigeon hole without their express permission. Geoscience masters students have returned work pigeon holes in the masters laboratory.

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 here:

<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.

Except where it is an explicit assessment of a draft piece of work, staff do not have time to proofread your work prior to submission. For dissertations, individual subjects have specific guidelines on what staff can assist on, such as style, layout, omissions, etc., but generally they cannot give detailed comment beyond a sample chapter.

15. Academic Feedback

Feedback is a general term that describes all the different types of comments, information and advice that you get back from academic staff in response to work that you have done. Feedback can take many forms, and might be in the form of a mark, a comment or a conversation. Whilst it usually involves comment on an assignment related to a range of assessment criteria, it can also involve a personal meeting with a lecturer, announcements by e-mail or on the KLE, or a group discussion in a lecture. Taking advantage of feedback is a vital part of the learning process. It enables you to identify things that you are doing well and areas where you can improve.

Feedback on partially completed work may be offered to provide an opportunity for you to improve the quality of your work prior to it being submitted for summative assessment. Staff are happy to look at a provisional plans or drafts of your work so long as you complete this well in advance of the deadline. **While you are working on an assignment, you should only seek formative feedback on it from one staff member, ordinarily the tutor who set the work. Do not simultaneously seek advice from different staff members without getting permission to do so from the person who set the assignment.**

Staff will endeavour to return marked coursework with detailed feedback to you within three working weeks and, where possible, will also provide more immediate general feedback whilst the assessment is fresh in your mind. If you are unsure about the reason behind a mark awarded, or simply want to discuss your assessed work in more detail, please feel free to arrange a meeting with the staff member who marked your work. **However, please note that you cannot appeal a mark on the grounds of academic judgement, only on the grounds of procedural irregularity** (e.g. you have evidence that the marker has missed something, not that you just think it was worth more).

16. 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>

The dates and times of examinations will be published by the University Examinations Office. Autumn semester modules are examined in January/February with resits in June; Spring Semester modules are examined in April/May with resits in August. It is your responsibility to be available at these times.

17. Assessment Attempts

FHEQ Level 4 & 5

Provided you have engaged appropriately with your studies during the academic year, you would normally be allowed one reassessment opportunity to pass a failed module, normally to be completed before the start of the next academic year (but failure through non-attendance without good cause of a field course cannot be retrieved until the following year when the field course is next run), with the reassessment mark capped at a maximum of 40%. Core modules must be passed within the maximum allowed two attempts in total, but failed elective modules may be replaced with an alternative elective module.

FHEQ Level 6 & Integrated Masters FHEQ Level 7

Reassessment of FHEQ Level 6 & 7 modules is not offered until degree results have been classified, except where Exceptional Circumstances have been approved (see Section on Exceptional Circumstances). Normally, only if you fail to achieve a bachelor's degree or are only awarded a pass degree at the first attempt will you be offered reassessment of failed FHEQ Level 6 modules capped at 40% or Level 7 modules capped at 50%. You will remain eligible for an honours degree if reassessment is successfully completed to the standard required for an honours degree.

If you are an Integrated Masters student who has achieved the progression requirements to proceed to Level 7 but still have failed Level 6 modules, only then will you be allowed a reassessment opportunity of the failed Level 6 modules, capped at 40%.

Undergraduate Module Condonement

Students who, after undertaking reassessment, have failed modules with a mark of at least 30% may be entitled to have their module marks condoned, meaning that the credits will be awarded for the failed modules, subject to the limits outlined below. This is provided the failed module marks are not deemed to be qualified fails, where one or more assessment components within the modules have not been completed to a specified standard. The limits on condonement are:

- a maximum of 60 credits of condonement across a 3-year programme, with
- a maximum of 30 credits of condonement across Level 4 and Level 5, and
- a maximum of 30 credits of condonement at Level 6.

For more information on reassessment of failed modules, see the University's Regulations C.3 <https://www.keele.ac.uk/karp/indexofacademicregulations/>

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: [Integrated Masters Regulations](#).

Postgraduate Masters Modules and Dissertation Resubmission

Postgraduate students who fail a module will be allowed one attempt to retrieve the failed components of that module.

Where after reassessment a student fails a module or modules with a mark in the range 45-49%, the student shall be awarded the credit for such module(s) provided that: the failed module(s) comprise(s) no greater than 20 of the total credits for the stage; and the student has attained a mark of at least 55% in one or more modules in the stage at least equivalent to the credit value of the failed module(s). This provision shall not apply to the Masters degree stage.

A student who has failed one or more modules on two occasions shall be required to withdraw from the course.

Where a student has failed the dissertation module and is entitled to resubmit, the student will have a maximum timeframe of 10 months to resubmit and there is a standard, non-refundable fee of £200 which is applicable to all students who are required to re-submit their PGT dissertation.

The regulations for postgraduate masters courses can be found at:

<https://www.keele.ac.uk/regulations/regulationc7/>

18. Progression

FHEQ Level 4 & 5

The guidelines used by Examination Boards can be found here. Please speak to staff, such as your Personal Tutor, if you need help understanding the information. [University Level 4 and Level 5 Progression Guidelines \(UG Years 1 and 2\)](#)

Integrated Masters FHEQ Levels 5 & 6

To proceed to Level 6 Integrated Masters, you must attain the usual Level 5 progression requirements and also have an average of at least 50% over all Level 5 modules. You will be required to transfer to the equivalent Bachelors programme if you fail to meet these criteria.

To proceed to Level 7 of the Integrated Masters, you must at least satisfy the requirements for the award of a Bachelors Degree in the Lower Second Class Honours category and have 120 Level 5 credits. It is possible to attain a Lower Second Class degree equivalent with only 90 Level 6 credits but you will need at least 105 Level 6 credits for the Integrated Masters. However, you can only resit any failed Level 6 modules once you have met the progression requirements for Level 7. If you fail to satisfy these requirements, you will revert to back to a Bachelors Degree.

Postgraduate Masters Progression

Students must attain all 60 credits to proceed from the Postgraduate Certificate to Postgraduate Diploma stage (semester 1 to semester 2).

Students must attain all 120 credits to proceed from the Postgraduate Diploma to Masters Degree stage (semester 2 to semester 3).

19. Degree Classification

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

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

Undergraduate Courses

Module marks from Level 5 (year 2) and onwards count towards your degree classification, but all marks from Level 4 onwards are recorded on your HEAR transcript.

Bachelors Degrees

For Bachelors Degrees, modules at Level 5 are weighted half that to those at Level 6.

Integrated Masters,

Modules are weighted in the following proportions: Level 5 20%; Level 6 30%; Level 7 50%.

Note that if you fail to attain at least a lower second-class classification at the end of Level 7 you revert to the BSc degree that you would have attained at the end of Level 6.

Postgraduate Courses:

In order to obtain an MSc degree, students are required to obtain 180 credits, including a 90 credit dissertation/project for MSc Geoscience Research or 60 credits for MSc Environmental Sustainability and Green Technology. To be eligible for the award of a Merit a student must also have an average mark of 60% over all FHEQ Level 7 modules and a mark of at least 60% in the Masters dissertation. To be eligible for the award of a Distinction an average mark of 70% over all FHEQ Level 7 modules and a mark of at least 70% in the Masters dissertation is also required.

For MSc Geoscience Research and MSc Geographical & Environmental Research a Postgraduate Certificate (PGCert) will be awarded to students who have failed the dissertation module but successfully complete 60 credits (of which 40 credits must be at FHEQ level 7). A Postgraduate Diploma (PGDip) is available to students who pass the Dissertation module (90 credits) and successfully complete 120 credits. For MSc Environmental Sustainability and Green Technology successful completion of the modules in term 1 leads to the award of a PGCert and successful completion of semester 1 and semester 2 modules leads to the award of a PGDip.

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.

20. Exceptional Circumstances

You will need to adhere to all your assessment deadlines. Sometimes however, circumstances beyond your control can affect your ability to submit work or attend a lecture, practical class, field course or examination and the University has a policy of taking into account some circumstances which have affected your academic study. These "exceptional circumstances" are defined as:

*'A circumstance that is beyond your control and could not have reasonably been foreseen and acted upon that will **prevent** you from completing an assessment at or by the specified time or will have a **significant** negative effect on your performance in that assessment.'*

If your personal circumstances are affecting your studies, then you should speak with your Personal Tutor or School Office 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 required help. You should also not wait until you receive your end of semester/year results and then decide to ask for exceptional circumstances to be taken into account, as this will not be allowed.

The following are generally considered acceptable exceptional circumstances, providing that they are supported by appropriate evidence:

Acute serious illness or injury; Extended serious illness or injury; Acute serious illness of another person; Bereavement; Significant domestic and/or personal problems; Court Attendance; Unforeseen representation of County or Country at Sport; Active Exercise of Citizenship; Unforeseen Major Transport Difficulties; Victim of Criminal Activity.

There are a number of areas that are **not** considered as valid exceptional circumstances:

General pressure of academic work (as you are expected to have planned your work schedule); personal computer/IT device problems (as you are expected to have taken adequate precautionary measures e.g. backups and checking compatibility with University systems); Religious observance (as such issues are not unforeseen, you should instead discuss with the School whether a 'special provision' claim can be made for an assessment); Work commitments (as your degree should come first).

If exceptional circumstances occur and you anticipate that these will cause a delay in submitting your work or prevent attendance at an examination, you will need to submit an Exceptional Circumstances Claim together with appropriate evidence via eVision. You should submit your claim as soon as you become aware of the problem and preferably prior to the examination and/or coursework deadline. Accepting an exceptional circumstances claim is at the discretion of the Course Exceptional Circumstances Panel.

Please note that if your claim is successful, the standard course of action is to provide you with an extension to a coursework deadline or give you an additional examination attempt. We cannot award extra marks for a piece of work.

Examination attendance issues are considered by the relevant Course Exceptional Circumstances Panel but coursework deadline extension requests are often dealt with rapidly under chair's action. You will be informed of the decision at the earliest opportunity via eVision.

Advice and support in making a claim can also be sought from your Personal Tutor, School Office, Student Services and ASK at the KeeleSU.

Detailed information on exceptional circumstances criteria, the claims process via eVision and evidence requirements can be found at: [Exceptional Circumstances](#)

Deadlines for ECs

Claims may also be accepted within five working days of the coursework deadline or date of examination. Do not delay the submission of your form because you have to wait for a piece of evidence if this means that you will miss the School's submission deadline (though you will need to tell the School when you will be able to hand the evidence in). Also note that the University's EC system shuts off five calendar days from the end of the semester and claims cannot be entered on to the system after that date.

21. 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/leaveofabsenceloa/>

It is important to speak to your Personal Tutor or another member of staff in your School(s) about taking a leave of absence, as taking a break can affect your funding, and, if you are an international student, your visa and right to remain in the UK.

22. 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.

Note that appeals regarding marks received that do not have procedural irregularity or extenuation as a reason will be rejected, you cannot just ask for work to be remarked. For more information, please visit [Appeals](#)

23. 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 abide by 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 and collusion

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. Guidance is given on what constitutes plagiarism and collusion in the course as well as how to cite and reference sources of information in an appropriate manner. Cases of suspected plagiarism, collusion or other cheating will be investigated by the School or Academic Misconduct Officer depending on the severity of the allegation. The University's policy on academic misconduct and plagiarism can be accessed at: [Academic Conduct](#). For some electronic submissions we will use [Turnitin](#) software to check for plagiarism and/or collusion.

You can find a Guide to Academic Integrity which aims to teach how to avoid academic dishonesty, plagiarism and cheating here: [Academic Integrity](#)

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.

Research Ethics: 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 a relevant Research Ethics Committee (See Regulation D1 11.5 <https://www.keele.ac.uk/regulations/regulationd1/#D1.11>). If you do not get ethical approval for your project, the offence will be considered by the reviewing Research Ethics Committee and may be reviewed by the Academic Misconduct Committee. 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)

24. Research involving 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>

25. 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: [External Examiners Reports](#).

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

The list of External Examiners for each subject can be found here: [Current External Examiners](#)

Although marked assignments are returned to students to provide feedback, assessed work counts towards the final degree result has to be made available for consultation by the External Examiners. **It is your responsibility to retain all such work safely and in good condition, and resubmit it within a degree work portfolio at the end of the year/degree if you are requested to do so.**

26. Student Representation and Feedback

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 (SVRs)

All students have the opportunity to stand for election as a Student Voice Representative, with at least two representatives 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. The name and photograph of your SVRs can be found on your year notice boards.

Student-Staff Voice Committees (SSVCs)

SSVCs provide a forum for discussion between student voice representatives and staff about programme issues and are usually held once a semester. The meetings are normally chaired by a SVR and act as the principal means for staff to be made aware of the collective opinion of students. Their success depends upon you getting involved, either as a SVR or by supporting the SVRs by providing them with your feedback.

Module Evaluation

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

Final year undergraduate students also take part in the National Student Survey (NSS) between January and April, with results and comments carefully analysed at programme and School level. Keele also takes part in the Postgraduate Taught Experience Survey (PTES), which is a national survey run by the Higher Education Academy for postgraduate courses.

27. 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 Geography, Geology and the Environment is Dr Stuart Egan – email earlyresolution.gge@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/>

28. Discipline and Conduct: Code of Behaviour

You are expected to behave in a manner that does not disrupt the working environment of your fellow students or staff.

You are expected to conduct yourself in a manner that is responsible and respectful to others, whether they be other students, members of staff, visitors to the University or members of the local community. The University treats disciplinary offences very seriously and penalties will be given for proven cases, including permanent exclusion from the University for very serious or repeat offences. It is therefore very important that you are aware of Regulation B.1

<https://www.keele.ac.uk/regulations/regulationb1/>

Student Discipline and the types of behaviour that will not be tolerated. Information on the student discipline procedure can be found here: [Student Discipline](#)

We expect all students to be responsible members of the academic community and to follow the Code of Behaviour set out below.

Conduct in Lectures

You must not participate in any activities within lectures that might reduce the ability of others to engage with the learning process. You should avoid being late for lectures, as it is unfair to the whole class and shows a lack of respect for the member of staff delivering the lecture. Mobile phones should be in silent mode and personal music players should not be used. Laptops, tablets and smartphones may be used for taking notes, but not for other purposes unless expressly permitted by the tutor. Student contributions during lectures are actively encouraged, but distracting conversations are not permitted. You will be required to leave a lecture if your behaviour is a distraction to others.

Conduct in Practical Classes

Again, you must not engage in any activities, which might impinge on the ability of others to benefit from the learning experience provided. Mobile phones and personal music players must not be used within the laboratories. In general, students may temporarily leave practical sessions to obtain refreshments or in order to make or take personal telephone calls. Food and drink must not be brought into the laboratories. You will be required to leave a practical class if your behaviour is a distraction to other students and/or the teaching staff.

Conduct on Field Courses

You are expected to behave in a reasonable and responsible manner whilst on field courses such that you do not cause any disruption to other students, staff or the general public. If you, by thoughtless actions or rowdy behaviour, put the course, other students and the good name of the University in jeopardy, you will be immediately dismissed from the field course to face disciplinary procedures (see below). You are reminded that such a course of action may have serious implications for your ability to complete the degree course requirements. In addition, anyone causing damage to property belonging to the University or external organisations will be charged for the repair/replacement of the damaged items.

Keele University 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 Disciplinary Procedures

We adopt a 'zero-tolerance' policy to any student who causes disruption within classes or on field courses. Students who behave inappropriately will be dealt with immediately under the University's regulations on discipline and conduct, which may lead to the requirement to withdraw from the University.

29. Safety

You are expected to read the Geography, Geology and the Environment Safety Handbook. You are required to sign an agreement that they have read this Handbook, and that you will abide by the rules and regulations governing the efficient working, safety and welfare of all members both within the University and in the field.

You should provide your own fieldwork clothing including waterproof clothing, stout walking shoes and a day-sack. Further details are provided in the safety handbook and in field course safety briefings.

The Geography, Geology and the Environment Safety Handbook can be accessed from: [Safety Handbook](#)

30. Calculators

The University has an approved list of calculators that can be used in examinations. Any student who brings a non-approved calculator into an exam will have it removed by an exam invigilator. The Keele Students' Union Shop will have a stock of the approved calculators available for purchase. [University Policy on the Use of Calculators in Examinations](#)

31. 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 A.1 which can be found online here: <https://www.keele.ac.uk/regulations/regulationa1/>

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

32. 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.

33. Sustainability statement

Keele University aims to embed sustainability across all of its activities. This spans across; research, education, business processes, campus and community, as well as our external engagement with partners and business. Within GGE we embrace this outlook and are excellently placed to contribute to world-leading research in environmental sustainability, to educate our students on environmental issues and provide opportunities for you to put strategies into practice, and to provide leadership in application on these issues. We recommend that you familiarise yourselves with the United Nations Sustainable Development Goals and think about how they link to your course www.un.org/sustainabledevelopment/sustainable-development-goals/

34. 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/>

35. GeoSociety

You will undoubtedly gain a great deal from joining in the activities of our student GeoSociety, which is renowned for organising a full programme of social events. Joining the Society will help you to feel at home here and make new friends quickly. There has always been a great spirit amongst Geography, Geology and the Environment students.

36. Undergraduate Fieldwork

For many (if not most) of you, the fieldwork you undertake is the highlight of your degree. In fact, fieldwork is an essential part of a geography, geology and environmental science training and is intended to supplement and enhance formal class teaching and to develop the skills of observation and data recording.

For students starting their studies from September 2016 onwards, the School offers a field course pathway that involves no additional cost where the main costs of the field course are included* e.g. accommodation and travel costs. You will need to provide your own field course clothing and pay towards food for all field courses. Some programmes offer the opportunity to attend alternative destinations, which although still subsidised by the University will incur an additional cost by students for travel and accommodation e.g. Singapore, Iceland, USA. The total will be communicated to you by email after the start of term.

For students who started prior to 2016 a very substantial part of the cost of fieldwork is borne by the School. However, you will be required to pay some of the cost of each course. The exact amount payable will vary according to the programme that you are following and the field courses that you take. The total will be communicated to you by email after the start of term.

If you fail to attend a field course without good cause, not only are you likely to fail the module involved, you will have to pay for field course costs incurred such as transport and accommodation in order to retake that field course.

Students repeating a year, may be permitted by the Course Director to carry over the previous year's fieldwork marks, so as not to occur additional expense.

You are covered by University insurance for field courses but this cover does not include personal items such as cameras, phones or laptops and you are advised to have your own personal insurance for such items.

*Costs are dependent on module options taken by students and may be subject to change.

37. Dates of Sessions

Semester One: Monday 24 September 2018 to Friday 18 January 2019

Semester Two: Monday 21 January 2019 to Friday 07 June 2019

Christmas Vacation: Saturday 15 December 2018 to Sunday 06 January 2019

Easter Vacation: Saturday 06 April 2019 to Sunday 28 April 2019

Examinations

Semester One: 07 - 18 January 2019

Semester Two: 07 - 24 May 2019

Semester One Re-examinations: 03 - 07 June 2019

Semester Two Re-examinations 12 - 16 August 2019

Please see [Key Dates](#) for definitive list and future years.

38. Further information:

It is essential that students consult the course web site and KLE at regular intervals for definitive versions of the handbooks, online course materials, and programme and module specifications. This resource can be accessed at: www.keele.ac.uk/gge

Online learning and teaching materials related to individual modules are available on the Keele Learning Environment (KLE).

A list of other sources of useful information is provided in the Appendix to this handbook.

Appendix

School Documents

School Handbooks

School of Geography, Geology and the Environment Handbook:

School of Geography, Geology and the Environment Safety Handbook:

<https://www.keele.ac.uk/gge/students/>

Programme Specifications & Course Regulations:

Geography – All Routes

<https://www.keele.ac.uk/gge/students/geography/>

BSc Geology/MGeology

<https://www.keele.ac.uk/gge/students/geology/>

BSc Geoscience

<https://www.keele.ac.uk/gge/students/geoscience/>

Environmental Science

<https://www.keele.ac.uk/gge/students/environmentalscience/>

Environment & Sustainability

<https://www.keele.ac.uk/gge/students/es/>

MSc Geoscience Research

<https://www.keele.ac.uk/gge/students/mscgeoscienceresearch/>

MSc Environmental Sustainability and Green Technology

<https://www.keele.ac.uk/gge/students/mscenvironmentalsustainabilitygreentechnology/>

MA/MSc Geographical & Environmental Research

<https://www.keele.ac.uk/gge/students/mamscgeographicalandenvironmentalresearch/>

University Documents

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/academicservices/governance/actcharterstatutesordinancesandregulations/universityregulations/>

Regulations on examinations and assessments:

<https://www.keele.ac.uk/regulations/regulationd1/>

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

University Policy on Late Submission of Assessed Work:

<https://www.keele.ac.uk/policyzone/viewbyowner/studentandacademicservices/name,79396,en.php>

Reading Lists

<http://lists.lib.keele.ac.uk/index.html>

Module Catalogue

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

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

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

Quality Assurance Documents

Keele University Quality Assurance:

The School operates a range of procedures to assist the effective management and continuous enhancement of the quality of its teaching. These procedures include student evaluation of teaching, peer observation of teaching, regular meetings of the Staff-Student Liaison Committee, etc. The School Quality Assurance Officer and School Manager are responsible for monitoring and assuring the operation of quality assurance procedures as indicated by the University's Quality Assurance:

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

Quality Assurance Agency:

The primary reference points for the design and monitoring of the Geology Principal Course at National level are Quality Assurance Agency (QAA) Framework for Higher Education Qualifications in England, Wales and Northern Ireland:

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