

Student handbook

Class of 2013



If you need part or all of this publication in an alternative format, such as in Braille, in larger print or on tape, please contact:

Academic Registry

Senate House, Tyndall Avenue, Bristol BS8 1TH

Tel: (0117) 33 14223

Email: **academic-registry@bris.ac.uk**

Internal telephone system

All parts of the University are linked by an internal telephone system, and calls made on the internal system are free. All internal numbers have five digits (the final five digits of the relevant seven-digit external number).

For example, the internal number for 9281234 would be 81234. In this handbook telephone numbers are expressed in the form 92 81234, to make clear the distinction between external and internal numbers.

Emergencies

If you need to call the emergency services (Fire, Police, Ambulance) while on University premises, please alert Security Services, as security staff are likely to have resources nearby and can ensure a coordinated response to an incident. In some circumstances you may be asked to call the emergency services direct on **999**.

The University's security control room operates 24 hours a day, 365 days a year.

Tel: **(0117) 331 1223** or internal **112233**

Feedback

If you have any comments on this publication or suggestions for topics for inclusion in future editions, please email: **academic-registry@bris.ac.uk**.

Welcome from the Vice-Chancellor



Dear Student

After all the studying, examinations and hard work, here you are at one of the UK's most prestigious institutions, described by *The Sunday Times* as 'an academic powerhouse' with 'a worldwide reputation for excellence'. A warm welcome to you.

Places at Bristol are among the most sought after in the UK. The reasons are clear: its globally renowned high academic standards, its leading-edge research and its location in one of the most beautiful and exciting cities in Europe. But then you probably knew that already.

What you may not know is that there is extensive support available to you while you are at Bristol. This book gives you the details, plus a lot of additional information that will come in handy.

Your time at Bristol will be highly intellectually stimulating, exciting and memorable. This is your chance to challenge and stretch yourself, to meet people from a wide variety of backgrounds, countries and cultures and to build the foundations for your future successes.

My colleagues and I are very pleased that you are here with us. We hope that being part of the University of Bristol community is something you will always cherish.

A handwritten signature in black ink, reading 'Eric Thomas'.

Professor Sir Eric Thomas

Student handbook

Introduction

Purpose of this handbook

You will receive several other handbooks at the start of your studies, produced by your faculty and your school, setting out all the essential information regarding your programme of study and the academic requirements. The purpose of this handbook is to provide information about all the other aspects of University life – the sources of help and support available to you, the sporting and social opportunities, the catering and leisure facilities and the key regulations applicable to all students.

We hope you will refer to it regularly, throughout your time at Bristol, so that you can take full advantage of all that the University has to offer.

More detailed information on all the topics covered can be found on the University's website, which is updated as changes occur. You should therefore regard the website as the best source of up-to-date information on most topics.

Rights and responsibilities

Please read the small print!

Being a student at the University brings with it both rights and responsibilities. The formal relationship between you and the University is set out in the Student Agreement which you signed up to at registration (see also page 58). This included an undertaking to abide by all the University's rules and regulations. The key rules and regulations are set out in Section 7.

Equality and diversity

The University of Bristol is committed to creating and sustaining a positive and mutually supportive environment, where all students are equally valued and respected, and encouraged to thrive academically. The University values the diversity of the student body and the huge range of experience and perspective that students bring to the institution. The appreciation of diversity and the equitable treatment of all are among the University's core values and underpin the success of the University as a community of scholars. For further information see bristol.ac.uk/equalityanddiversity.

Students' views

The University is keen to ensure that the student experience is a positive one, and seeks feedback from students in a variety of ways:

- feedback forms for individual teaching units
- occasional surveys on specific topics
- system of 'course reps' in each school
- staff/student liaison committees
- student representation on major University committees.

Making your views known can help to bring about improvements, both for you and for future students. Further information about the student rep scheme and how to become a rep is available at ubu.org.uk.

What to do if something goes wrong

Although the University does its best to maintain high standards, problems do sometimes occur. If you feel something has gone wrong, please do not suffer in silence – raise your concerns with somebody straight away. The Student Complaints Procedure (see page 62) gives a list of people you can approach initially to try to resolve the problem informally and also sets out the more formal procedures available to you. There are trained mediators who can assist in certain circumstances. Guidance for those who feel that they have experienced bullying or harassment is available at bristol.ac.uk/equalityanddiversity/acceptablebehaviour.

Data Protection

The University keeps paper and electronic records of all its students. The University is the data controller of such student personal data and handles this personal data in accordance with the Data Protection Act 1998. It is a condition of acceptance of a place at the University that students agree that the University may handle their personal data in accordance with the Student Rules and Regulations accessible at bristol.ac.uk/secretary/studentrulesregs/dpact.html. Please see bristol.ac.uk/secretary/dataprotection/individ/students.html for further information about how the University uses student personal data.

Brief facts about the University

The University of Bristol's roots date back to 1876. Since its formation it has become one of the leading institutions among the UK's Russell Group of universities and operates globally, where it is recognised for its research and academic excellence.

There are over 13,000 undergraduate and over 5,000 postgraduate students. The University has over 5,000 academic and support staff.

Management

The University is led by the Vice-Chancellor, Professor Sir Eric Thomas, who is the academic leader and chief executive. He is supported by a team that includes the Deputy Vice-Chancellor, three Pro-Vice-Chancellors and the Registrar and Chief Operating Officer, who is the head of the University's professional services. The Chancellor, the Rt Hon the Baroness Hale of Richmond, is the ceremonial head of the University. She chairs meetings of the University Court and attends some degree congregations to confer degrees.

Academic structure

The University has six faculties covering different broad subject areas, each led by a Dean: Arts, Engineering, Medical and Veterinary Sciences, Medicine and Dentistry, Science, and Social Sciences and Law. Each faculty comprises a number of schools (see page 94), which are responsible for organising and delivering teaching and research activity. Some schools are subdivided into departments. Each school is managed by an academic Head of School. Although students may study in more than one school, each student belongs to one faculty only, for administrative purposes. Each faculty has a faculty office which handles all the administration for that faculty. Some faculties have separate Graduate Schools.

Mission

The University's aim is to address the world's key challenges through leading-edge research and the education of tomorrow's leaders. The University provides a high quality learning environment for its students, with curricula that are informed by the latest research and delivered by academic staff who are at the forefront of their discipline.

Key dates for 2013/14

Academic year

Monday 23 September 2013-
Friday 13 June 2014

Teaching blocks

On most taught programmes teaching is delivered in two 12-week teaching blocks, each followed by an assessment and marking period. Students on taught programmes are expected to be in attendance throughout these teaching and assessment periods.

Teaching Block 1 (TB1)

Monday 30 September 2013-
Friday 20 December 2013
Assessment period: 13-24 January 2014

Teaching Block 2 (TB2)

Monday 27 January 2014-
Friday 9 May 2014
Revision week: 12-16 May 2014
Assessment period: 19 May-6 June 2014

Vacations

Christmas vacation

Monday 23 December 2013-
Friday 10 January 2014

Easter vacation

Monday 7 April 2014-
Friday 25 April 2014

Summer vacation

Monday 16 June 2014-
Friday 19 September 2014

Degree ceremonies

Spring: 28-31 January 2014
Summer: 11-18 July 2014

For future dates please refer to the University's Almanac at
bristol.ac.uk/academicregistry/office/almanac/almanac2013-14.html.

Contents

Section 1 Academic matters

08 / Faculty and school contacts

- 08 Faculty Offices
- 08 Faculty staff
- 08 School staff
- 08 Academic Personal Tutors
- 08 Senior Tutors
- 08 Supervisors

09 / Attendance

- 09 Attendance
- 09 Workload
- 09 Illness
- 09 Suspension of Study
- 09 Transferring to another programme
- 09 Withdrawing from your programme

10 / Examinations and assessment

- 10 Assessment and progress
- 10 Submission of coursework assignments
- 10 Examinations
- 10 Examination Regulations
- 10 Extenuating circumstances
- 10 Plagiarism
- 10 Certificates and transcripts

11 / Development opportunities

- 11 Skills training
- 11 Bristol PLuS Awards
- 11 Studying and working abroad
- 11 Paid employment

Section 2 Study skills and resources

14 / Study skills

- 14 Independent learning
- 14 Generic skills
- 14 Useful links
- 14 Study spaces

15 / Study tips

- 15 Developing effective study habits
- 15 Reports, assignments and essays

16 / Library services

- 16 Your libraries
- 16 Quick search
- 16 Finding books
- 16 Finding journals and using research databases
- 16 Off-site access to electronic resources
- 16 Inter-library loans service
- 16 Borrowing from the Library
- 16 Recalls and returning items
- 17 Additional Library Support Service (AddLibS)
- 17 Library services for dyslexic users

- 17 Library services for international students

- 17 Using other university libraries

- 17 Contacts and help

18 / Information literacy skills

- 18 Information literacy skills
- 18 Timetabled sessions
- 18 Subject librarians
- 18 Self-study

19 / IT skills

- 19 IT skills development
- 19 Publishing on the web
- 19 Information security and 'phishing'

20 / MyBristol

- 20 MyBristol
- 20 What can you access in MyBristol?
- 20 Benefits of using MyBristol
- 20 Student Info
- 20 Student card (UCard)

21 / IT services

- 21 IT services for students
- 21 Computer rooms
- 21 Email
- 21 Central student filestore
- 21 Blackboard
- 22 ResNet
- 22 Wireless hotspots
- 22 Accessing services when you are off-campus
- 22 Printing and photocopying
- 22 Software
- 22 Laptop and mobile device clinic
- 22 AskIT – community IT support
- 22 IT Service Desk

23 / Language skills

- 23 English for Academic Purposes
- 23 Richmond Building
- 23 Applied Foreign Languages (AFL)

Section 3 Money matters

26 / Fees and insurance

- 26 Income Office
- 26 Tuition fees
- 27 Accommodation fees
- 27 Insurance
- 27 Council Tax

28 / Student funding arrangements

- 28 Student Funding Office
- 28 Sources of funding
- 29 Travel awards
- 29 Postgraduate maintenance payments
- 29 Getting help

Section 4 Student support

32 / Health care

- 32 Registering with a doctor
- 32 Students' Health Service
- 33 Absence due to illness

- 33 Dental care
- 33 Infectious diseases
- 33 Other NHS services
- 34 / **Counselling**
 - 34 Student Counselling Service
- 35 / **Careers and job opportunities**
 - 35 Careers Service
- 36 / **Mature students and student parents**
 - 36 Mature students
 - 36 Support in academic schools
 - 36 Other support
 - 36 Social networks
 - 36 Students with children
- 37 / **Disabled students**
 - 37 Disability Services
 - 37 Alternative examination arrangements
- 38 / **International students**
 - 38 International Advice and Support
- 39 / **General support**
 - 39 Multifaith Chaplaincy
 - 39 Catering – Where to eat
 - 39 Personal security and crime prevention
- 40 / **Accommodation**
 - 40 Accommodation Office
 - 40 Your current accommodation
 - 40 Accommodation options for next session
 - 40 Summer vacation lettings
- 41 / **Green issues**
 - 41 Environmental impact
 - 41 Getting involved

Section 5 **Sport, leisure and travel**

- 44 / **Sport**
 - 44 Sport, exercise and health
 - 44 University sports facilities
 - 44 The sport and activity pass
 - 45 Sport and the Students' Union
- 46 / **Cultural activities**
 - 46 Within the University
 - 47 Elsewhere in Bristol
- 48 / **Travel**
 - 48 Information
 - 48 Walking
 - 48 Cycling
 - 48 Local buses
 - 48 Local trains
 - 48 Taxis
 - 49 Long distance travel
 - 49 Car

Section 6 **Students' Union**

- 52 / **Introduction**
 - 52 What is the Students' Union?
 - 52 Elected Sabbatical Officers
 - 52 Visit the Students' Union

- 53 / **Activities**
 - 53 Clubs and societies
 - 53 Volunteering
 - 53 Raising and Giving (RAG)
 - 53 Student-run media
 - 53 Events and entertainment
 - 53 Staying in touch with the Union
- 54 / **Representation and advice**
 - 54 Democracy
 - 54 Student representatives
 - 54 Campaigns
 - 54 Just Ask
- 55 / **Additional information**
 - 55 General facilities
 - 55 University clothing and memorabilia
 - 55 The Guide
 - 55 NUS Extra Card
 - 55 Orbital

Section 7 **Regulations and policies**

- 58 / **Rights and responsibilities**
 - 58 Student Agreement
 - 62 Student Complaints Procedure
 - 65 Student Disciplinary Regulations
 - 71 Student Fees Regulations
- 74 / **Academic matters**
 - 74 Examination Regulations
 - 83 Regulations on Research Practice
 - 84 Regulations on Research Misconduct
 - 85 Intellectual Property Policy for Students
- 86 / **Use of facilities**
 - 86 General Regulations for the Library Services and Facilities
 - 88 Information Security Policy – Acceptable Use
 - 89 Information Security Policy – Investigation of Computer Use
- 90 / **General**
 - 90 Policy on Public Interest Disclosure (whistleblowing)
 - 90 Freedom of Speech
 - 90 Governance of the Students' Union
 - 90 Equality and Diversity Policy
 - 90 Fitness to Study Policy and Procedure
 - 90 Recording of Academic Teaching Policy
 - 90 Guidance on Student Pregnancy, Maternity and Paternity
 - 90 Safeguarding Policy
 - 90 Good Neighbour Policy
 - 90 Environmental Policy
 - 90 Statement on the Possession, Use or Distribution of Illicit Drugs or Alcohol
 - 90 Smoking Policy
 - 90 Information security policies
 - 90 Text Messaging Policy
- 91 / **Glossary of University terminology**
- 94 / **Faculties and academic schools**
- 95 / **Alphabetical index**



Section 1

Academic matters

08 / Faculty and school contacts

- 08 Faculty Offices
- 08 Faculty staff
- 08 School staff
- 08 Academic Personal Tutors
- 08 Senior Tutors
- 08 Supervisors

09 / Attendance

- 09 Attendance
- 09 Workload
- 09 Illness
- 09 Suspension of Study
- 09 Transferring to another programme
- 09 Withdrawing from your programme

10 / Examinations and assessment

- 10 Assessment and progress
- 10 Submission of coursework assignments
- 10 Examinations
- 10 Examination Regulations
- 10 Extenuating circumstances
- 10 Plagiarism
- 10 Certificates and transcripts

11 / Development opportunities

- 11 Skills training
- 11 Bristol PLuS Awards
- 11 Studying and working abroad
- 11 Paid employment

All the essential information relating to your programme of study, including the detailed arrangements for learning, teaching and assessment, and the rules that govern academic matters, are set out in your faculty, school and programme handbooks. Please refer to these documents regularly.

Students should also refer to the Regulations and Code of Practice for Taught Programmes (see bristol.ac.uk/esu/assessment/codeonline.html) or the Regulations and Code of Practice for Research Degree Programmes (see bristol.ac.uk/esu/pg/cop-research-degrees.html) as appropriate.

Students on taught programmes may check the structure of their programme and the unit options available (including Open Unit choices, where applicable) in the Unit and Programme Catalogues available at bristol.ac.uk/esu/unitprogcatalog.

Academic matters

Faculty and school contacts

Faculty Offices

Although most of your day-to-day dealings will be with staff in your academic school, you may need to contact your faculty office for certain matters, including:

- registration queries
- requests for letters confirming your student status
- requests for transcripts
- advice on regulations, progress issues, procedures and appeals.

Each faculty office has a Faculty Education Manager who is supported by staff who deal specifically with undergraduate or postgraduate student matters. Opening hours and contact details are in your faculty handbook and/or on the faculty website (see page 94).

Faculty staff

Each faculty is led by a Dean, supported by Education Directors (also known as Undergraduate and Graduate Deans), who have oversight of the faculty's undergraduate and postgraduate provision. Undergraduate/Graduate Deans have to approve all requests for suspensions of study or transfers to a different programme. In addition, each faculty has a Research Director, whose role is to develop and coordinate research activity across the faculty.

School staff

Staff in your school office will be your first point of contact for most queries. They can provide information and advice on a wide range of topics. Opening hours and contact details are in your school handbook and/or on the school website.

Each taught programme will have a Programme Director, in overall charge of the planning for and delivery of your programme, and there may also be Unit Directors for specific parts of your programme and Year Coordinators or Year Tutors to look after arrangements for each year group.

Most schools have a Postgraduate Tutor and/or a Director of Postgraduate Studies, who deal with postgraduate matters. Schools may also have specialist officers, such as Safety Adviser, Disability Support Officer or International Students Officer.

Academic Personal Tutors

All undergraduate and taught postgraduate students are assigned an Academic Personal Tutor, a named academic within their school to whom they can turn for help and advice on both academic and personal matters. A designated member of support staff will also be available in each school as an alternative point of contact. Different arrangements apply to students on the MB ChB programme. General guidance on the core features of all Personal Tutoring schemes is available at bristol.ac.uk/ug-support. Specific details will be provided in your school or programme handbook.

Senior Tutors

A Senior Tutor is an experienced member of academic staff who leads on and oversees the provision of support and guidance for undergraduate students within each school. A Senior Tutor can offer additional detailed specific advice to that given by Academic Personal Tutors, on both academic and personal matters, providing a link with the professional central support services. In the MB ChB, BDS and BVSc programmes this role may be fulfilled by a member of staff with a different title.

Supervisors

All research students are assigned one or more supervisors whose role is to provide both academic and pastoral support. Your supervisor(s) will be your key contact, and you should make sure at your initial meeting that you agree the format and frequency of future meetings, and that you keep in regular contact. The Regulations and Code of Practice for Research Degree Programmes (see bristol.ac.uk/esu/pg/cop-research-degrees.html) sets out in broad terms the framework for the management of research programmes and what students are entitled to expect in the way of induction, supervision, review of their progress and opportunities to develop their skills.

You are advised to keep your Academic Personal Tutor or Supervisor informed of any personal circumstances that may affect your studies.

Academic matters

Attendance

Attendance

All students are required to maintain a good level of attendance and remain engaged with their programme of study (see Clause 2 of the Student Agreement on page 58). If you fail to attend classes or supervision sessions regularly, without good cause, your faculty may issue you with a warning and/or terminate your registration. The University is required to report non-EEA international students in this position to the Home Office as being in violation of the terms of their visa.

Workload

There is an expectation that the weekly workload for students on taught programmes in all faculties should amount to approximately 40 hours per week. The proportions of time devoted to formal teaching and to private study will vary according to the nature of the subject. Further information on the expected workload and the nature of independent learning at the University is available at bristol.ac.uk/esu/studentlearning/learning.

Illness

If you have to miss classes or supervision meetings due to illness, please notify your school as soon as possible, preferably on the day you fall ill. Depending on the length of your absence, you may need to submit to your school as soon as you return a Student Self-Certification form* and/or a medical certification (ie a 'sick note'), signed by a medical practitioner.

If you are unable to meet a coursework deadline because of illness, make sure that you contact the relevant staff member before the deadline to request an extension, and provide your school with the relevant certificate(s) as outlined above.

If you will be unable to attend a summative examination due to illness you must consult a doctor (within the 24 hours) prior to the examination, inform your school of your non-attendance, and provide relevant certification, whatever the length of your illness. You should consider carefully the implications of attending a summative examination if the illness will significantly affect your performance, taking advice as necessary.

Schools will monitor the frequency of self-certified absences and may, in cases of multiple or sustained instances of self-certified illness, ask such students to provide a doctor's medical certificate as well.

Suspension of Study

If you experience long-term difficulties which are affecting your studies, you may wish to apply for a suspension of study. You will need to discuss this with relevant staff in your school before formally requesting a Suspension of Study**. All suspensions have to be approved at faculty level, and your faculty will confirm in writing the period of your suspension, the date you are expected to return and any other conditions.

Transferring to another programme

If you wish to consider transferring to another programme, you should seek advice from your Academic Personal Tutor. Transfers are not automatically approved. You will need to check whether any funding arrangements you have in place are affected by such a change. You will need to complete a Transfer form**, which has to be signed by your current school and by your 'new' school.

Withdrawing from your programme

If you wish to withdraw from your programme, you are advised to discuss your situation with your Academic Personal Tutor, Supervisor or Head of School. If you decide to proceed, you must complete a Withdrawal form** as soon as possible so that your student support arrangements are not unduly affected. You may also be entitled to a refund of all or part of your tuition fees – see Section 3.

Students in receipt of a student visa should seek advice from International Advice and Support (see page 38) before making any decision to withdraw, suspend studies, transfer programme or change from full-time to part-time study, as this may affect their visa.

* Form available from the Academic Registry website

** Form available from your school office

Academic matters

Examinations and assessment

Assessment and progress

Your school will provide you with full details of how and when your work will be assessed. For most undergraduate students this will be on the basis of a combination of coursework assignments and examination. Your progress to the next year of an undergraduate programme or to the dissertation/project stage of a taught Master's programme will depend on whether you have achieved the minimum prescribed marks and the necessary number of credit points. The University's Regulations and Code of Practice for Taught Programmes are available at bristol.ac.uk/esu/assessment.

Submission of coursework assignments

You will be given clear deadlines for the submission of all coursework assignments. Please make sure you observe these, as marks may be deducted for late submission. If you are experiencing difficulties in meeting a deadline, follow school procedures, either contacting the relevant staff member before, not after, the deadline to request an extension, or completing the relevant form to explain your reasons for late submission.

Examinations

The January examination period starts after the Christmas vacation and the summer examination period starts in mid-May. Some schools may arrange examinations at other times of year as well. You will be notified by email when details of your examination timetable are available. It is your responsibility to check on Student Info (see page 20) that you are entered for the correct examinations. You will be issued with a candidate number (displayed in Student Info) which you should use on all your examination scripts.

Students who do not meet the required standard may be offered the opportunity to re-sit the papers they failed. (For undergraduates this will be in late August/early September.) In such cases, the mark is normally 'capped' at the relevant pass mark, for the purposes of determining progression or degree classification. Students who miss some or all of their examinations due to illness or some other good reason may be offered the opportunity to

sit the examinations during late August/early September. In this instance these are regarded as 'supplementary' rather than 're-sit' examinations. Students are deemed to be sitting the examinations for the first time and their marks are not capped.

Examination Regulations

It is important that you read through the Examination Regulations beforehand (see page 74) to make sure that you are fully aware of the rules relating to examinations and of the penalties for failing to observe them. You are advised to check your faculty/school documentation carefully regarding any books or equipment that may be permitted in the examination room.

Extenuating circumstances*

If you were unable to attend an assessment/examination owing to significant ill health or other problems, or if the extenuating circumstance had a negative effect on your performance in assessment, you should notify your school, providing appropriate evidence, within two days of your final assessment/examination. Please see your faculty/school handbook for advice.

Plagiarism

Plagiarism is the unacknowledged inclusion in a piece of work of material derived from the published or unpublished work of another, whether this is intentional or unintentional. This includes material obtained from the internet. When submitting work for assessment you are required to confirm that the work is yours alone, and you should take extreme care to acknowledge all your sources correctly. Your school will provide you with further advice. Cases of plagiarism attract a range of penalties. Some schools use electronic detection tools such as the TurnitinUK Plagiarism Detection Service – see bristol.ac.uk/secretary/studentrulesregs/jisc.html.

Certificates and transcripts

When you complete your studies you will be issued with a certificate confirming your award. Transcripts setting out details of your programme and the marks/grades achieved are obtainable from your faculty office.

* See the glossary (page 91) for a definition of 'extenuating circumstances'.

Academic matters

Development opportunities

Skills training

Opportunities for developing study-related and transferable skills are provided by several parts of the organisation including the Careers Service (see page 35) and IT Services (see page 19).

Bristol PLuS Awards

The Bristol PLuS Awards recognise skills and achievements developed through extra-curricular activity. Students can build an online portfolio of the skills they've gained through volunteering, work experience, membership of societies, sporting achievements, and anything else they have been involved in outside of their studies. Students who have demonstrated exceptional skills development can upgrade to the Outstanding Award and present in front of a panel of employers and University staff. An award tailored specifically for postgraduate researchers will be launched in 2013.

The Awards are endorsed by many leading graduate recruiters including Airbus, Cancer Research UK, Lloyds Banking Group, the NHS and Unilever. For further information about the scheme, including how to register, visit bristol.ac.uk/careers/plusaward.

If you wish to record and reflect on your skills development, you can also work through information on Personal Development Planning available at bristol.ac.uk/careers/pdp.

Studying and working abroad

In addition to the four-year undergraduate degree programmes which incorporate a year abroad, there are opportunities to study abroad in some degree subjects. Depending on your degree and your academic progress, you may be able to study at one of Bristol's 150 exchange partner universities around the world and earn 'transfer credits' which count towards your final degree. You should first talk to your school to gain their approval to study abroad and then contact the Study & Work Abroad team about potential destinations. Both the Study & Work Abroad team and your academic school at Bristol will help you organise your study abroad and will give you support before, during and after your study period.

The University has drawn up guidelines covering student placements on taught programmes – see bristol.ac.uk/esu/studentlearning/placements/guideplacements.pdf.

Contact

Study & Work Abroad Team

International Office

Richmond Building

105 Queen's Road

Tel: (0117) 33 18503

Email: swap-out@bris.ac.uk

Web: bristol.ac.uk/international/yearabroad

Open throughout the year during normal office hours

Paid employment

The University recognises that many students have to take paid employment to fund their studies. Achieving a sensible balance between work and study is essential. Full-time taught students are advised not to work for more than 15 hours per week in term time. Certain international students may be subject to restrictions on the number of hours they may legally work, under the terms of their student visa.

For part-time work and internships within the University why not consider:

- doing casual clerical work or helping out at events, generally advertised via JobShop – see bristol.ac.uk/careers/jobshop
- Student Ambassador, Mentor or Tutor positions – see bristol.ac.uk/sraa/wpur-office and bristol.ac.uk/international/living
- participating in experiments at the School of Experimental Psychology – email psychology-experiments@bris.ac.uk
- a University of Bristol Internship – see bristol.ac.uk/careers/uobinterns.



Section 2

Study skills and resources

14 / Study skills

- 14 Independent learning
- 14 Generic skills
- 14 Useful links
- 14 Study spaces

15 / Study tips

- 15 Developing effective study habits
- 15 Reports, assignments and essays

16 / Library services

- 16 Your libraries
- 16 Quick search
- 16 Finding books
- 16 Finding journals and using research databases
- 16 Off-site access to electronic resources
- 16 Inter-library loans service
- 16 Borrowing from the Library
- 16 Recalls and returning items
- 17 Your Library account
- 17 Additional Library Support Service (AddLibS)
- 17 Library services for disabled users
- 17 Library services for dyslexic users
- 17 Library services for international students
- 17 Using other university libraries
- 17 Contacts and help

18 / Information literacy skills

- 18 Information literacy skills
- 18 Timetabled sessions
- 18 Subject librarians
- 18 Self-study

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- 19 Publishing on the web
- 19 Information security and 'phishing'

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- 20 Benefits of using MyBristol
- 20 Student Info
- 20 Student card (*U*Card)

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- 21 IT services for students
- 21 Computer rooms
- 21 Email
- 21 Central student filestore
- 21 Blackboard
- 22 ResNet
- 22 Wireless hotspots
- 22 Accessing services when you are off-campus
- 22 Printing and photocopying
- 22 Software
- 22 Laptop and mobile device clinic
- 22 AskIT – community IT support
- 22 IT Service Desk

23 / Language skills

- 23 English for Academic Purposes
- 23 Richmond Building
- 23 Applied Foreign Languages (AFL)
 - Open Units
 - Study in Continental Europe

Study skills and resources

Study skills

Independent learning

University-level study is very different from school-level study. You will be expected to take responsibility for your own learning and to make effective use of all the resources at your disposal – human, printed and electronic – to develop your subject knowledge and your critical and analytical skills.

Developing effective study habits at the outset is essential, and some general advice for new undergraduates is provided on the next page. Your academic school will provide guidance on the specific skills required for your particular subject, whether this is writing up the results of practical classes, taking effective notes, carrying out fieldwork or writing essays. This guidance may be delivered during your normal classes or via handbooks or online tutorials. Skills development is a continuous process, and you are encouraged to reflect on your own progress and to take advantage of all the help that is on offer, not only in the early days but throughout your programme of study.

Generic skills

In addition to subject-specific skills, all students are offered opportunities to develop a range of generic skills. These will not only improve your academic performance but also enhance your job prospects: they regularly top the 'wish-lists' of skills that graduate employers look for in their prospective employees. These include such things as:

- managing and motivating yourself
- using your time effectively
- solving problems systematically
- prioritising tasks effectively
- generating ideas
- making informed, evidence-based and well-justified decisions
- making presentations
- listening to others and appreciating different points of view
- negotiating and working within a team towards a common goal
- supporting and encouraging others

- adapting to new situations
- setting targets for your personal development (see Personal Development Planning, page 11).

Useful links

The Faculty of Arts has developed a valuable online resource for its students, which includes a first year skills audit which students are required to complete during their first term. Much of the material is relevant for students in other faculties as well. Topics covered include:

- a questionnaire to help you identify your own learning style
- advice on note-taking and referencing, with follow-up exercises
- advice on grammar, punctuation and style, to improve your writing, with follow-up exercises.

See bristol.ac.uk/arts/skills/self.html.

Study spaces

There are many spaces around the University where students can study, including libraries, cafés, common rooms and computer rooms. Study spaces are equipped with wi-fi for your own devices, and many have open-access computers.

For information about where you can study, see bristol.ac.uk/it-services/studyspaces.



Study skills and resources

Study tips

Developing effective study habits

Just reading a book while you're on the sofa watching the football or a film is not active learning! Many of us study passively, underlining some things and copying out chunks of text to use as quotations and evidence later on. Here is a 7-point plan to make your learning more productive.

1. Set up an area that you use specifically for study, so that you associate it with work and a concentrating mindset. This could be in your bedroom, in the library or wherever you want, but make sure your environment distracts you as little as possible, and ensure that you've got all the equipment you need to hand.
2. Decide how much you will read or for how long you are going to work, and schedule it for a time when you are awake and able to concentrate. If you're a late night worker, then don't force yourself to study at 8am; don't disregard your natural preferences. Work effectively for short periods of time, not aimlessly for hours. Write a timetable to keep you on track.
3. Get into the habit of skimming and scanning a text to see if it is worth reading in detail. Don't waste time reading irrelevant material.
4. If you really need to take a lot of notes then do so, but re-read them the next day and write down exactly how they will be used in your assignment. If they are not relevant, put them aside. Don't throw notes away until the end, though, as your thoughts will develop during the learning process and you may wish to refer to them later on.
5. Notes and diagrams will help you to retain a sense of structure and progression, as will researching information for future reference.
6. File carefully and be organised.
7. Make sure that you comment on every idea, concept or quotation that you note down, otherwise you are not thinking critically: you are just restating other people's ideas.

Reports, assignments and essays

Producing written assignments forms part of every student's workload, to a greater or lesser extent. Observing these general guidelines will help you approach the task in a structured way and make the actual writing process easier.

- Before you even think about the first draft you should produce a detailed work plan
- Draw up a clear structure for the reader to follow, starting with a general outline and then adding more layers of detail
- Divide the document into main sections and then into sub-sections. What will go into each section? Decide what the main topic is for each and allocate the key points and their supporting evidence
- Write the introduction and each subsequent paragraph so that it contains a 'signpost' telling the reader where they are. Remember that what is clear to you may well need clarifying for your audience
- Identify how each section links to the preceding and subsequent one. Does your argument proceed logically? Does it flow? Are you making a comparison, or are you extending your discussion of a particular point?
- Maintain a critical approach – rehearse and test your arguments as fully as possible before you start the first draft. If something feels vague, then you can guarantee that it will be noticed by your tutor
- Start fleshing out these detailed notes into a first draft. This should now be far easier than working with a blank screen or page
- However, beware of plagiarism (see page 10). Make sure all your sources are correctly referenced.

Study skills and resources

Library services

Your libraries

The University Library is made up of 10 libraries providing a range of services including:

- study spaces (for quiet and group study)
- networked PCs and wi-fi
- your recommended reading, together with over 1.4 million print books and journals, and online access to thousands of eBooks, eJournals and databases
- printing, photocopying and scanning facilities
- help and advice.

More information, including opening hours, can be found at bristol.ac.uk/library/study/libraries.

Quick search

Quick search on the Library home page at bristol.ac.uk/library is a convenient way to search for Library resources. Use the tabs to start searching for books, journals and research databases.

Finding books

Use the Library's online catalogue at www.lib.bris.ac.uk/ALEPH to find out whether it has a particular book or eBook, or books on your subject. You can also search the catalogue through the Library option of MyBristol. The catalogue will show the location of an item and whether it is on loan, and will offer the option to reserve an item already on loan or place an advance booking for a Short Loan Collection (SLC) item.

Finding journals and using research databases

The library subscribes to thousands of journals and databases. You can search for eJournals and printed journals on the Journal tab of Quick search on the Library home page at bristol.ac.uk/library. If you are searching within a research database, look out for and use the Library's Get it! buttons to save yourself time. Use MetaLib, the Library's research resource gateway, to access databases. Go to metalib.bris.ac.uk.

Off-site access to electronic resources

See bristol.ac.uk/library/resources/eresources/access/#off-site for advice on accessing eJournals, eBooks and databases off-campus.

Inter-library loans service

Items unavailable online and not held by the Library can be requested using the 'Inter-library loans' option on the online catalogue. See bristol.ac.uk/library/using/borrowing/interloans.

Borrowing from the Library

Use the online catalogue to find where items are held and, if loanable, for how long they may be borrowed.

- Most libraries operate a Short Loan Collection (SLC), consisting of the most heavily used items.
- Some libraries have self-issue points. You will need your UCard and Library PIN to use these (you can find your Library PIN in MyBristol's Library section).
- There is a limit to the number of items you may borrow at any one time; ask Library staff for details or see bristol.ac.uk/library/using/borrowing/loans.html.

Recalls and returning items

- If an item that you have on loan is recalled you must return the item by the new date given on the recall notice.
- Fines are charged for the late return of items; ask Library staff for details or see bristol.ac.uk/library/using/borrowing/fines.html.
- Overdue and recall notices are sent to your University of Bristol email account, so please check this regularly.
- Library borrowing privileges for postgraduates are set for the duration of your course – not the date shown on your UCard.
- Lost and damaged items will be charged for, together with an administration charge.

Your Library account

'My Library Account' can be accessed on the online catalogue or via the Library section of MyBristol (see below). It allows you to:

- check what you have on loan (and renew loans where permitted)
- view/cancel reservations and advance bookings for SLC items
- check cash transactions, such as library fines, and the progress of inter-library loan requests.

Additional Library Support Service (AddLibS)

The AddLibS service offers support to Library users who may be part-time or distance learners, on placement or a year abroad, undertaking research or writing up away from Bristol, or who have short-term health problems, caring responsibilities or other major difficulties in accessing Library services. See the online information at bristol.ac.uk/library/using/addlibs; alternatively telephone (0117) 33 18124, or email add-libs@bris.ac.uk.

Library services for disabled users

The Library offers the following services for disabled users: book collection and postage service; extended loans; access to assistive technology; a photocopying/scanning service; an alternative format service; bookable private study rooms and a range of ergonomic equipment for use in the Library. There is a dedicated email address to request Library support. To register, please contact lib-disability@bris.ac.uk or telephone (0117) 92 88502. For more information see bristol.ac.uk/library/using/disabledusers.

Library services for dyslexic users

The Library offers the following services for dyslexic users: extended library loans; access to assistive technology; photocopying/scanning service; training in how to create your own accessible formats and bookable private study rooms. To register please email: lib-disability@bris.ac.uk or telephone (0117) 92 88502. For more information see bristol.ac.uk/library/using/disabledusers.

Library services for international students

The international librarian offers support to international students studying at the University of Bristol; see bristol.ac.uk/library/using/international.

Using other university libraries

Many UK university libraries allow vacation reading access upon production of your UCard. Term-time reading access may be possible via the SCONUL Access scheme, but you need to apply in advance by completing the online application form at sconul.ac.uk/sconul-access. See more information at: bristol.ac.uk/library/using/membership/sconul.

Contacts and help

All general library enquiries

Telephone: (0117) 92 88000

Email: library-enquiries@bris.ac.uk

Individual libraries:

bristol.ac.uk/library/study/libraries

Library website: bristol.ac.uk/library

Library Twitter: @BristolUniLib

Study skills and resources

Information literacy skills

Information literacy skills

During your studies at Bristol and in your subsequent career, you will need to develop expertise in finding, evaluating and using information effectively and ethically. This expertise is often referred to as 'information literacy'. Information literacy is not the same thing as IT literacy. Being information literate requires you to:

- understand what sort of information is required
- recognise where and how that information can be found, and develop an effective strategy for obtaining it
- use a variety of specialist online and printed resources – not just Google and the Library catalogue – to find the information you need
- compare and evaluate the information obtained from different sources
- use the information ethically by understanding and avoiding plagiarism – for example, by citing your sources correctly.

In order to develop your information literacy skills you are encouraged to take advantage of the resources listed below.

Timetabled sessions

The Library's team of faculty and subject librarians work with academic schools to provide introductory and in-depth information literacy sessions. Your academic school will give you details of sessions timetabled for your course.

If your school does not organise this, you can contact your subject librarian to arrange one.

Subject librarians

The subject librarians are here to help you make the most of what the Library offers. Please feel free to contact them at any time for further information or to ask for individual help. See **bristol.ac.uk/library/support/subjects** to find contact details for your subject librarian and view their subject web pages.

Self-study

- Information literacy: video tutorials
bristol.ac.uk/studentskills/content/ilitskills/tutorials
- Advice on finding and using information
bristol.ac.uk/library/support/findinginfo
- Referencing and EndNote software
bristol.ac.uk/library/support/findinginfo/literature-references
- Google Guide
googleguide.com



Study skills and resources

IT skills

IT skills development

All students need a certain level of IT skills to meet the requirements of their programme, but enhancing these skills can be beneficial for all aspects of your life, not just your studies.

IT Services provide a wide range of training and learning resources to enable you to develop your skills in these areas, including:

- diagnostic tools to assess your current level of IT competence
- training courses and workshops on specific topics or software packages (eg email, Word, Excel, PowerPoint, EndNote, web authoring)
- training notes and other documentation
- self-paced learning resources for independent study
- individual help and advice: staff at the IT Service Desk in the Computer Centre (see page 22) can offer assistance with IT matters.

For further information on all the above, or to book a course, visit **bristol.ac.uk/it-services/learning**. Research postgraduates may attend any of the IT courses provided for staff.

Details of other training opportunities are available from the Student Skills web pages: **bristol.ac.uk/studentskills**.

Publishing on the web

Social networking sites and blogs can be fun as well as providing a useful service to students. However, you need to consider the implications of publishing on the web both in terms of the personal information you disclose and also what you publish about others. Anything you write may be seen by your friends, family, lecturers and future employers. As a student of the University you are required to abide by University policy whenever you publish anything on the web, irrespective of whether you use University computing facilities. Please see:

- advice on personal safety at: **bristol.ac.uk/infosec/protectyou**
- definitions of bullying and harassment at: **bristol.ac.uk/equalityanddiversity/acceptablebehaviour**.

Information security and 'phishing'

The internet exposes you to constant risks from malware and from criminals who want to defraud, harass or harm you. To combat this, you need a combination of common sense, security awareness and the right software tools. Visit the Information Security website at **bristol.ac.uk/infosec** for a range of information. The University recommends free antivirus software, and information is available at **bristol.ac.uk/software**.

You need to be alert to the possibility of 'phishing', ie attempts, generally via email messages, to trick you into divulging personal information such as bank account details, credit card numbers or passwords. Some phishing takes the form of bogus websites. Be cautious of any site which claims to be part of the University but is not within the **bristol.ac.uk** or **bristol.ac.uk** domains.

The University will NEVER ask you to disclose your password in an email. You will only use your password to gain access to services. If you use any University websites to enter or update your personal information, always check for **<https://>** and **bristol.ac.uk** or **bristol.ac.uk** in the security certificate, which you can see by clicking on the padlock in the toolbar or footer of the web page.

If you do inadvertently disclose any personal information, please change your password at **bristol.ac.uk/password** and tell the IT Service Desk immediately (see contact details on page 22) so that they can protect your account and let you know what, if any, abuse has been committed.

Study skills and resources

MyBristol

MyBristol

bristol.ac.uk/mybristol

MyBristol is the University portal and gives you access to information, services and personalised data. You can access MyBristol via your smartphone to see mobile-enabled content.

What can you access in MyBristol?

- your University email
- your timetable
- Blackboard
- Library services
- remote University-managed desktop
- Student Info
- your print credit
- the University contact directory and much more...

Benefits of using MyBristol

- a wide range of information and services in a single place
- secure access to a number of different systems without the need to re-enter usernames and passwords
- immediate access to important information and announcements so that you know if something needs to be done
- ability to customise layout and design
- access from anywhere in the world.



Student Info

You are required to keep your Bristol, home and emergency contact details up-to-date so that you (or a family member, in the event of an emergency) can be contacted easily. You can view and update your personal details using the 'Student Info' system: bristol.ac.uk/studentinfo (also accessible via MyBristol).

You should also use Student Info to check:

- the units for which you are registered (taught programmes only)
- tuition fee, bursary, sponsorship and Student Loans Company information
- your personal examination timetable, where appropriate
- your unit results
- your final award details.

Student card (UCard)

Your UCard is valid for the duration of your programme of study. You must keep it in a safe place, carry it with you whenever you are on University property and show it to University staff on request. Do not lend it to others. Your UCard:

- proves that you are a registered student of the University of Bristol
- acts as your library card
- gives access to University buildings including libraries and computer rooms
- gives access to University sports facilities (if you have paid for a sport and activity pass)
- proves your membership of the National Union of Students
- gives student discounts for some shops and leisure activities.

In certain areas, access to and exit from buildings is controlled by cards. If this applies to you, your school will notify you.

Lost or stolen cards should be reported straight away to Card Services (part of Security Services) in Royal Fort Lodge, on the corner of Tyndall Avenue and University Walk. For opening hours and contact details please see page 39. There is an administration charge for replacement cards.

Study skills and resources

IT services

IT services for students

Links to IT services relevant to students are available at bristol.ac.uk/it-services/info/students.html.

Computer rooms

Public computers are available in halls of residence, academic schools, libraries, the Students' Union building and central buildings such as the Computer Centre. Machines in University computer rooms give access to email, the internet, a range of software packages, and catalogues and databases in all subject areas. Further information on the facilities available in computer rooms and access to the Computer Centre can be found at bristol.ac.uk/it-services/studyspaces.

Email

The University has introduced a new email system provided by Google. You will benefit from enhanced storage space and the ability to retain your email address after you have left the University.

You should by now have started to use the University of Bristol email address issued to you when you registered. University communications will be sent to this email address, and you are therefore required to check your email frequently and regularly during term time and vacation periods (ideally daily in term time) so that you do not miss important messages.

You can access your email from anywhere with a web browser using MyBristol at bristol.ac.uk/mybristol. Advice on the use of email, and helpful tools, are available from bristol.ac.uk/email.

Central student filestore

Students are given at least 10GB of disk space on the central filestore. This networked filestore is less risky than using a USB stick: it is regularly backed up so your data will always be safe. You should be able to access this file space automatically after logging on to a computer in a teaching lab or computer room or through the student remote desktop. For further information, visit bristol.ac.uk/it-services/applications/filestore.

Blackboard

Blackboard is the University of Bristol's centrally supported online learning environment. Blackboard provides a range of tools for communication, collaboration and assessment as well as offering an online area to share resources like course notes and reading lists.

To log in to Blackboard directly go to www.ole.bris.ac.uk and enter your University username and password. You can also access Blackboard through the portal at bristol.ac.uk/mybristol.

Before you start using University computing facilities please familiarise yourself with the Information Security Policy – Acceptable Use at bristol.ac.uk/infosec/policies/docs/isp-09.pdf (see also page 88).

Study skills and resources

IT services

ResNet

ResNet provides internet access in all study-bedrooms in University accommodation. It is an extremely fast connection to the internet and the University network. Wireless is also available. Visit the website for details:
www.resnet.bristol.ac.uk.

Wireless hotspots

The wireless service provides internet access from your own computer and from other devices such as tablets and smartphones. You can connect at hotspots in libraries, study spaces, common rooms and many other areas around the University. For details of these locations visit **wireless.bristol.ac.uk**.

The first time you want to connect, pick 'Bristol-Wifi-Setup' from the list of available wireless networks. Then go to **wireless.bristol.ac.uk** and click 'get connected'.

Accessing services when you are off-campus

It is possible to access most computing services from outside the University campus. For many resources the simplest method is to use the University portal, MyBristol, at **bristol.ac.uk/mybristol**, but for a full list of options visit **bristol.ac.uk/offsite**.

Printing and photocopying

Public printers in libraries, the Computer Centre and a number of other locations use a system called PAS (Printer Accounting Server). You can add credit to your print account via the Home tab in MyBristol at **bristol.ac.uk/mybristol**, at the issue desk of any library or at the Computer Centre. The same printer credit can also be used on photocopiers which are now available in most libraries. For further information visit **bristol.ac.uk/it-services/applications/printing**.

Software

There are a number of useful software packages available to students either free or at a discount,

including email, office software and specialist academic packages. For more information see **bristol.ac.uk/software/management/obtainingsoftware.html**.

Laptop and mobile device clinic

The free student laptop and mobile device clinic aims to help resolve common problems and assist with connections to University services. For opening times and locations see **bristol.ac.uk/laptopclinic**.

AskIT – community IT support

AskIT is an online community for staff and students to help find solutions in using your own IT equipment to access University services. You can post a question, search for an answer or put forward a suggestion. Anyone can answer or respond. The site is moderated by IT Services staff. See **askit.bristol.ac.uk**.

IT Service Desk

The IT Service Desk is the first point of contact for all IT enquiries. It can help with:

- passwords and account information
- email
- supported equipment and site-licensed software
- sale of printing credit and printing account queries
- problems with Blackboard, Student Info and MyBristol
- accessing library resources such as journals and databases
- reporting problems with equipment maintained by IT Services
- queries regarding access to University facilities via wireless or proxy
- ResNet queries
- booking for student skills courses.

Contact

IT Service Desk

First Floor, Computer Centre, 5 Tyndall Avenue
Tel: (0117) 92 87870, Monday to Friday,
8am – 5.15pm

Email: **service-desk@bris.ac.uk**

Online self-service: **servicedesk.bristol.ac.uk**

Open for visitors Monday to Friday, 9am – 5pm

Study skills and resources

Language skills

English for Academic Purposes

The Centre for English Language and Foundation Studies (CELFS) offers a range of credit-based open units. The units for 2013/14 are:

- Academic Writing to Reading
- Communication for Academic and Professional Purposes
- Introduction to TEFL
- Academic Writing and Oral Skills for Research Students.

In addition, the Centre is running Academic Language and Literacy (ALL) programmes that support the academic language and study skills needs for students in Public Policy, Law and Management, and specific credit-based units for Engineering students. For more information, please see the CELFS website.

Richmond Building

The Centre now occupies state-of-the-art facilities on the fourth and fifth floors of the Richmond Building. All the University's students are invited to visit and use it, particularly if you are interested in working on your academic English or your study skills.

Contact

Centre for English Language and Foundation Studies

Richmond Building, Fourth Floor

105 Queen's Road

Tel: (0117) 33 18522

Email: celfs-enquiries@bris.ac.uk

Web: bristol.ac.uk/english-language

Open Monday to Friday, 9am – 5pm

Applied Foreign Languages (AFL)

Applied Foreign Languages (AFL) is the name of the University-wide language programme at the University of Bristol. AFL offers students from across the University the opportunity to take a language course as part of their degree.

Open Units

All units are worth either 10 or 20 credit points. Language units can only be taken as part of a 120-credit point agreed programme of study.

Entry levels: beginners (ab initio), post-GCSE and post-'A' level

Languages available: Brazilian Portuguese, French, German, Italian, Japanese, Mandarin Chinese, Russian and Spanish

All classes are subject to minimum numbers of enrolments.

Study in Continental Europe

Language for General Purposes and Language for Specific Purposes provide specialist language teaching for students taking degree programmes with Study in Continental Europe. If you are going to spend your third year studying in Europe you will, in most cases, need to take these language units in your first and/or second years (between 20 and 40 credit points, depending on your curriculum).

Languages available: French, German, Italian, Spanish

Contact

School of Modern Languages

17 Woodland Road

Tel: (0117) 33 18011

Email: sml-af@bris.ac.uk

Web: bristol.ac.uk/sml/courses/af

Open Monday to Friday, 8.30am – 4.30pm
(Vacations: 9am – 1pm and 2pm – 5pm)



Section 3

Money matters

26 / Fees and insurance

26 Income Office

26 Tuition fees

Payment dates

Payment by third parties

Payment methods

Late payment or non-payment of fees

Refunds

27 Accommodation fees

27 Insurance

27 Council Tax

28 / Student funding arrangements

28 Student Funding Office

28 Sources of funding

Home UK undergraduate students

EU undergraduate students

Postgraduate students

International students

Other sources of funding

29 Travel awards

Knowlson Trust Travel Awards

Alumni Foundation postgraduate

travel grants

Alumni Foundation intercalating student

travel awards

29 Postgraduate maintenance payments

29 Getting help

Financial difficulty

Suspending, transferring or withdrawing

Money matters

Fees and insurance

Income Office

The Income Office is responsible for:

- Collection of tuition and accommodation fees
- Issue of invoices
- Payment of refunds
- General fee and payment enquiries.

Contact

Income Office

Senate House, Ground Floor

Tel: (0117) 95 46372, 95 46373 or 95 46371

Email: student-fees@bristol.ac.uk

Open Monday to Friday, 9am – 5pm

Tuition fees

Payment dates

Tuition fees are due on the first day of your programme of study. Postgraduate students enrolled on modular programmes are required to pay for each module in full on receipt of an invoice. All other students must pay their tuition fees in full within 28 days of the due date, unless they have exercised their option to pay in two instalments on set dates. Details of the fee amounts for all programmes, and of the instalment amounts and dates, can be found at bristol.ac.uk/academicregistry/fees.

Differential fee rates apply to UK/EU students, overseas students and students from the Channel Islands and the Isle of Man.

Payment by third parties

Students in the following categories need not take any action as regards payment of tuition fees, as these will be paid direct to the University on their behalf:

- Undergraduate and PGCE students who have taken out a full tuition fee loan via the Student Loans Company
- Diploma students studying Dental Hygiene
- Postgraduate students who have received formal notification that their fees are being paid by a UK Research Council
- Postgraduate students in receipt of a University Postgraduate Scholarship or special departmental funding

- Any student who has secured sponsorship from an external organisation and who has submitted a properly completed Sponsorship Authorisation Form to the Income Office.

The following students will need to forward a copy of their Financial Notification to the Income Office: part-time students; students funded by the Student Awards Agency for Scotland; postgraduate Social Work and MB ChB students funded by the NHS.

Payment methods

The Income Office accepts payment by direct debit, credit/debit card, cheque, bank draft or bank transfer. An online payment facility is available for those who wish to pay by direct debit or by credit/debit card. Both single and recurring payments can be made in this way. Log in to your MyBristol portal to do this.

Late payment or non-payment of fees

The University's procedures for dealing with late or non-payment of fees are set out in the Student Fees Regulations (see page 71). If you know a payment is going to be late or if you encounter difficulties over payment of your fees, please contact the Income Office straight away. Whenever possible, a realistic payment plan will be agreed with you. If you experience ongoing financial hardship, you should contact the Student Funding Office for advice (see page 28). You may also wish to inform your Academic Personal Tutor or Supervisor, particularly if concerns about financial matters are affecting your studies.

Students with any kind of debts to the University are not permitted to register for the next academic session until their debts have been cleared. Final-year students with outstanding tuition fee debts are not permitted to graduate and will not receive a degree certificate.

Refunds

If you choose to withdraw from your programme of study you should notify your school or faculty office straight away by completing a withdrawal form. You may be entitled to a full or partial refund. Full details of refund arrangements are set out in the Fee Guidance at bristol.ac.uk/academicregistry/fees/guidance13.html.

Accommodation fees

If you are living in University accommodation you will have signed a formal contract document which sets out the charges payable for your accommodation. Fees may be paid in full at the start of the academic year or in three termly instalments, as set out on your Acceptance of Student Accommodation Form. Payment methods are as detailed above.

The circumstances in which refunds may be made to students who leave their accommodation before the end of the contract period are set out in the Student Residence Conditions. If you fail to pay your fees on time you run the risk of being required to vacate your accommodation. If you experience difficulties, contact the Income Office and the Warden of your residence to discuss your situation.

Insurance

Except for the risks specifically listed below, the University cannot offer or arrange any insurance protection for students. It is for you to decide if you need any additional insurance protection for you or your possessions.

- The University arranges a group Personal Effects insurance policy for all students in University-owned accommodation. If your accommodation is included in this scheme, the insurance premium will be noted on the invoice for your accommodation and you will receive a leaflet outlining the cover.
- Travel insurance for any University activity overseas is available via the University. To arrange this you should contact either your School Administrator (if the travel is arranged by your school, eg field trips) or the International Office (for overseas travel that they organise, such as Erasmus placements).
- The University's Public Liability insurance covers students in certain limited circumstances only.

For further information about insurance, see bristol.ac.uk/secretary/insurance.

Council Tax

Council Tax is levied by local authorities on all residential properties. Residents of properties designated as student accommodation (such as Halls of Residence and Student Houses) are exempt from Council Tax. Students living in other accommodation may be exempt from Council Tax if they meet certain criteria regarding length of programme and hours of attendance but will need to apply for exemption by submitting a student exemption form to the relevant local authority, and they may also require a certificate from their faculty office (or, in the case of Erasmus and Study Abroad students, from the International Office) confirming their entitlement to exemption. For the majority of undergraduates exemption will cease on 30 June of the final year of study. For students living in Bristol, exemption forms are available at bristol.gov.uk/page/council-tax/council-tax-forms.

Please be aware that you will probably be liable for Council Tax in the following circumstances:

- if you change from full-time to part-time status
- if you stay in Bristol between finishing an undergraduate programme in the summer and starting a postgraduate programme the following autumn
- if you are a postgraduate student writing up your dissertation or thesis (unless your supervisor can provide confirmation, via your faculty office, that you still meet the full-time attendance criteria).



Money matters

Student funding arrangements

Student Funding Office

The Student Funding Office is responsible for:

- Information on bursaries, scholarships and fee waivers
- Issue of studentship and scholarship maintenance payments
- Advice on UK government support, including loans, grants and the Access to Learning Fund
- Advice on the University Hardship Fund
- University signatory for Professional and Career Development Loans (PCDLs)
- Emergency short-term loans
- Advice on budgeting
- Financial advice regarding withdrawal, suspension or transfer.

Contact

Student Funding Office

Senate House, Ground Floor

Tel: (0117) 33 17972

Email: student-funding@bris.ac.uk

Web: bristol.ac.uk/studentfunding

Open Monday to Friday, 9am – 5pm

Sources of funding

By the start of the academic year, all students should have their funding in place, or at least have made their application for student support or funding. The support you are entitled to depends on whether you are an undergraduate or a postgraduate and whether you are a Home UK, a Home EU or an International student.

Home UK undergraduate students

(a) Government (statutory) support (see www.gov.uk/student-finance)

If you applied by the deadline, you should receive the first instalment of your statutory support (maintenance loan and/or maintenance or special support grant) at the beginning of the first term. Payments will be made direct to your bank account in October, January and April. If you applied after the deadline and your funding is delayed, you may be eligible to apply for a short-term loan from the Student Funding Office.

(b) University of Bristol support

You will be eligible for financial support from the University of Bristol if your household income is £25k or less and you are in receipt of a maintenance (or special support) grant. This support will be paid as a fee waiver, although you can opt for a reduced amount of fee waiver if you decide to select a living cost bursary as well.

There are three different levels of support. You do not need to submit a separate application form. However, you do need to ensure you gave your 'consent to share' your household income information with the University when you applied for your statutory support (see above). See bristol.ac.uk/studentfunding/newstudents for further information. Different arrangements apply to students from Wales: see bristol.ac.uk/studentfunding/newstudents.

EU undergraduate students

EU students with a household income of £25k or under are eligible for a fee waiver from the University; there is no option to select a living cost bursary. See bristol.ac.uk/studentfunding/newstudents for further information.

EU students are also eligible for a tuition fee loan from the Government (but not for any living cost support). For further information, contact the Student Finance Services European Team via sfengland.slc.co.uk/full-time-study/eu-students.aspx.

Postgraduate students

(a) PGCE students

If you are a Home UK PGCE student you may be eligible for a bursary from the National College for Teaching and Leadership (NCTL) when you register with the Graduate School of Education. You will also be eligible to apply for a maintenance loan for living costs. Depending on your household income you may also be eligible for the means-tested maintenance (or special support) grant.

Depending on your degree classification, your household income and whether you are in receipt of any other teacher training bursary support, you may also be eligible for some

support from the University of Bristol. See bristol.ac.uk/studentfunding/financial-help/pgce.html for further information.

Different arrangements exist for Home EU students, and you are advised to check with the Department for Education at education.gov.uk/get-into-teaching/funding/postgraduate-funding.

(b) Other Home UK/EU postgraduates

In most cases, all postgraduate scholarships and awards will have been allocated before the start of the academic year. However, you may wish to check with your school to see if other funding opportunities exist. Different funding rules apply to EU students, and in most cases, if you are in receipt of Research Council funding, you will be eligible for a 'tuition fees only' award.

International students

There are few sources of funding for international students, and such students should therefore make provision for their full tuition fees and all living costs before starting their course of study.

Other sources of funding

- Charities: see scholarship-search.org.uk.
- Subject-specific prizes: check your faculty and school handbooks.

Travel awards

Knowlson Trust Travel Awards

These awards are for travel which is not part of the applicant's academic studies. See bristol.ac.uk/studentfunding.

Alumni Foundation postgraduate travel grants and Alumni Foundation intercalating student travel awards

These grants (up to £500) are to assist with the costs of travelling to conferences to present research findings. See bristol.ac.uk/alumni/current-students/foundation.

Postgraduate maintenance payments

If you are due to receive maintenance funding towards living costs as part of your studentship or scholarship, this payment will be made by BACS if you have provided your bank details via the MyBristol portal. If you are not able to provide bank details, payments will be made by cheque. Cheques can be collected from the Student Funding Office, on presentation of your UCard.

All maintenance payments made through the University will be paid quarterly. The first payment will be made five to eight days after you have registered in person on your course. Future payments will be made on 1 January, 1 April and 1 July, or, if these dates fall on a weekend or bank holiday, on the next working day. Students starting outside these dates will receive a pro-rata payment in the first instance. International students in receipt of a University of Bristol Overseas Postgraduate Research Scholarship or Dorothy Hodgkin Award will receive their payments as detailed above. Students in receipt of a Commonwealth Shared Scholarship will receive their maintenance payments monthly.

Getting help

Financial difficulty

If you do find yourself in financial difficulty, don't panic, but don't ignore the problem. Visit the Student Funding Office for advice. It may be that your budget is not realistic and you need to review your spending. You may also be eligible to apply for discretionary hardship funds. Most home UK students are eligible to apply to the government's Access to Learning Fund or the University of Bristol Hardship Fund.

International students who find themselves in unexpected financial difficulty can apply to the International Hardship Fund. The funds are limited, and awards are made only in exceptional circumstances.

Suspending, transferring or withdrawing

If you are considering suspending, transferring or withdrawing from your programme of study, this may affect your entitlement to future funding. Please visit the Student Funding Office for advice.



Section 4

Student support

32 / Health care

32 Registering with a doctor

32 Students' Health Service

SHS practice area

Appointments

Doctors' surgery hours

Home visits and 'out of hours' services

Nurses

33 Absence due to illness

33 Dental care

33 Infectious diseases

33 Other NHS services

NHS 111

NHS Walk-in Centre

Emergency dental care

34 / Counselling

34 Student Counselling Service

Appointments

35 / Careers and job opportunities

35 Careers Service

What the Careers Service offers

How to stay informed

36 / Mature students and student parents

36 Mature students

36 Support in academic schools

36 Other support

36 Social networks

36 Students with children

37 / Disabled students

37 Disability Services

37 Alternative examination arrangements

38 / International students

38 International Advice and Support

39 / General support

39 Multifaith Chaplaincy

Services and prayers

Student religious societies

39 Catering – Where to eat

University precinct and Stoke Bishop cafés

University precinct – The Hawthorns

39 Personal security and crime prevention

40 / Accommodation

40 Accommodation Office

40 Your current accommodation

40 Accommodation options for

next session

Planning to rent accommodation

in the private sector next session?

40 Summer vacation lettings

41 / Green issues

41 Environmental impact

Saving energy

Conserving water

Waste, recycling and composting

41 Getting involved

Training courses

Green Impact Awards

Bristol Student Hub

Student support

Health care

Registering with a doctor

It is important that you register with a local medical practice as soon as you arrive in Bristol. Do not leave it until you fall ill. If you live within the practice area (see below) you, and your dependants, may register with the Students' Health Service. Details of medical practices in other areas of Bristol can be found at nhs.uk.

Students' Health Service

The Students' Health Service (SHS) offers full general practice care, including:

- travel immunisation and advice
- contraceptive advice
- sexual health testing and advice
- IUCDs and contraceptive implants
- smoking cessation clinics
- asthma clinic
- diabetic clinic
- minor surgery
- cervical smears
- maternity care
- childhood immunisations
- private medicals, eg insurance, pre-employment
- eating disorder clinic.

All consultations are absolutely confidential, and information will not be given to University staff, parents or other interested parties without the express permission of the patient. Nursing team chaperones are available to accompany students to medical consultations, on request.

SHS practice area

The SHS practice area covers all University Halls of Residence, City Centre Living residences and Student Houses and most addresses in the following districts: Clifton, Clifton Wood, Cotham, Kingsdown, Montpelier, Redland, Sneyd Park, St Werburgh's and Westbury Park and some, but not all, addresses in: Bishopston, Henleaze, Horfield, Leigh Woods, Sea Mills, Stoke Bishop, St Paul's and Westbury-on-Trym.

Appointments

Appointments can be booked:

- in person at Hampton House
- by telephone
- online – request a PIN number via the Students' Health Service website.

Various types of appointment are available:

- **Routine appointments:** bookable up to one week in advance.
- **Same day appointments:** brief consultations for single problems. Appointments released between 8.45am and 9.45am every day.
- **Emergency appointments:** for medical emergencies only. Appointments are available 9 – 11.30am and 2 – 4.30pm, Monday to Friday.

Doctors' surgery hours

Doctors hold surgeries every weekday morning and afternoon throughout the year. Surgeries are also held on Monday and Thursday evenings and on Saturday mornings. Surgery times vary from day to day – please check with Reception for details.

Home visits and 'out of hours' services

Students who are too ill to visit the surgery should call (0117) 330 2721, preferably before 10am. Students who need urgent treatment or advice in the evenings or at weekends should telephone the SHS for information on how to contact the Out of Hours Service.

Nurses

The nurses deal with a wide range of problems, including contraception, emergency contraception, sexual health, sore throats, asthma, hayfever, removal of stitches, wound care, burns and sport injuries. The nursing team includes three Nurse Prescribers and specialist nurses for Asthma, Diabetes and Travel.

Appointments with the nurses are available every day, Monday to Friday, and some evenings and Saturday mornings. Surgery times vary from day to day – please check with Reception for details.

Contact

Students' Health Service

Hampton House Health Centre

St Michael's Hill

Tel: (0117) 330 2720

Home visits: (0117) 330 2721

Web: bristol.ac.uk/students-health

Opening hours

Monday and Thursday, 8.45am – 7.45pm

Tuesday, Wednesday and Friday, 8.45am – 5.30pm

Saturday, 9am – 12 noon

These times may vary slightly during University vacations.

Absence due to illness

Please see the section on illness on page 09.

Dental care

You will need to register with a local dental practice (NHS or private) if you wish to receive dental care. For details of local NHS dentists telephone 111 or visit nhs.uk.

Infectious diseases

Meningitis, mumps, measles: Students are at greater risk than other sectors of the population of contracting certain diseases, and if you have not already received the following vaccinations, please visit the Students' Health Service (or your own GP, if you are registered elsewhere) straight away to arrange vaccination:

- Meningitis (C strain)
- MMR (two doses).

There is no vaccine available yet for Meningitis (B strain), so please remain vigilant for symptoms.

Further information is available at:

bristol.ac.uk/infectious-diseases/meningitis
bristol.ac.uk/infectious-diseases/mumps
bristol.ac.uk/infectious-diseases/measles.

Other NHS services

NHS 111

NHS 111 is a telephone service, giving confidential healthcare advice and information (including dental care) 24 hours a day.

Tel: 111

Calls are free from landlines and mobile phones.

Web: www.nhsdirect.nhs.uk

NHS Walk-in Centre

The nearest NHS Walk-in Centre is at Boots, 59 Broadmead, in the city centre. The Centre is staffed by experienced NHS nurses who can offer information, advice and treatment for a range of minor illnesses and injuries. No appointment is necessary.

Open Monday to Saturday, 8am – 8pm

Sundays and Bank Holidays, 11am – 5pm

Emergency dental care

See NHS 111 section above.

Please note that you should only visit hospital in an emergency.



Student support

Counselling



Student Counselling Service

The Student Counselling Service offers friendly, confidential support to students with problems of many kinds. Professional counsellors are available throughout the year to help students deal with whatever is troubling them, whether this is related to their studies or to their personal or family life. Routine appointments are prioritised according to your level of need and the impact your psychological health is having on academic study, but all students would ordinarily have an initial meeting, on the phone or in person, within 10 days of contacting the Service.

Although students often choose to talk over problems with friends, family members or tutors, there may sometimes be instances where discussing issues with somebody unrelated can be extremely helpful. Through the counselling process, students often gain a clearer understanding of the problem and how they might deal with it. Counselling support is offered in a range of formats: supported self-help, online cognitive behavioural therapy, and one-off or regular individual sessions, workshops and groups. The Service has a resource library of helpful books and self-help leaflets that you can borrow.

All kinds of students use the Counselling Service and at different stages in their studies. Some attend for a single session or a one-off workshop, others attend weekly group or one-to-one sessions.

The Service's confidentiality policy gives clear information about the privacy offered to students and the choices students can make about whether they want the Service to liaise with others within or beyond the University.

Appointments

To make an appointment or to book onto a workshop or group, you can book online, come in, or phone. Appointments are available on weekdays:

Monday to Thursday, 9am – 8pm

Friday, 9am – 5pm.

Contact

Student Counselling Service

Hampton House, Third Floor

St Michael's Hill

Tel: (0117) 95 46655

Email: student-counselling@bris.ac.uk

Web: bristol.ac.uk/student-counselling

Open on weekdays during term time with reduced service during vacations

Receptionist's hours: Monday to Thursday, 9am – 8pm; Friday, 9am – 4pm

Student support

Careers and job opportunities

Careers Service

The Careers Service provides a wide range of information, advice and guidance services for all students, from undergraduate students in their first year right through to research postgraduates in their final year. Students are encouraged to start making use of the extensive printed and electronic resources available in the Careers Service building and on the website as early as possible during their time at Bristol.

What the Careers Service offers

- **Advice and guidance**

bristol.ac.uk/careers/advice

Students can talk to a Careers Adviser – anything from advice for a CV, job application or interview to guidance on specific careers.

- **Resources**

bristol.ac.uk/careers/resources

Students have access to resources on 'getting started', occupations, further study and funding, employers, and international work and study including some free publications as well as access to information specialist staff who can help with individual queries.

- **Events**

bristol.ac.uk/careers/events

Autumn and summer fairs, plus specialist events (eg for Law, Investment Banking, Management Consultancy, Engineering and IT) attract dozens of exhibitors and hundreds of students. In addition, there is a full programme of specialist talks each term covering a range of different careers, and workshops offering practical advice on CVs, job applications and interview techniques.

- **What do Bristol graduates do?**

bristol.ac.uk/careers/grads/wdgd.asp

The Careers Service collects information on the destinations of recent Bristol graduates in each subject area, covering both employment and further study.

- **Help to find and gain a job**

bristol.ac.uk/careers/jobs/jobhunting.asp

The Careers Service handles thousands of vacancies for final-year undergraduates and postgraduates. The University consistently has one of the lowest unemployment rates in the country. In addition, JobShop offers term-time and vacation work opportunities (see also page 11).

- **Improving students' employability**

bristol.ac.uk/careers/skills

The Careers Service can help students develop employability skills, and offers the Bristol PLuS (Professional and Life Skills) Award to recognise and reward Bristol students who have gained skills through involvement in extra-curricular activities.

- **Work experience and internships**

bristol.ac.uk/careers/workexp

Work experience is often essential for securing graduate-level employment, and the Careers Service can help you seek and obtain vacation work, internships and placements, and provide links to case studies.

How to stay informed

- **Contact Bristol graduates for careers support**

bristol.ac.uk/careers/network

The Careers Network database allows students to seek careers support from Bristol graduates, some of whom can offer work experience and/or vacation work opportunities.

- **mycareer**

careers.bristol.ac.uk

mycareer is the online system for the Careers Service, which can filter information according to your preferences and degree discipline. Log in to set up job searches, register for events, and receive newsletters and information from employers.

- **Missed an event?**

bristol.ac.uk/careers/downloads

The Careers Downloads repository allows students to explore unmissable content from selected events including audio recordings of guest speakers (MP3 files), slides and handouts.

Contact

Careers Service

5 Tyndall Avenue

Tel: (0117) 92 88221

Email: careers-service@bris.ac.uk

Web: bristol.ac.uk/careers

Open Monday to Friday throughout the year

Full details available at bristol.ac.uk/careers/contacts

Student support

Mature students and student parents

Mature students

The University recognises that, for mature undergraduate students, the university experience is not the same as it is for an 18 year-old, and that mature students may need specialist advice and guidance in order to make the most of their time at the University. Once you have embarked on your studies you can access a range of academic and personal support. In addition to the specific induction and study skills refresher sessions for mature undergraduates at the start of Introductory Week, a range of support is available.

Support in academic schools

You will have a personal tutor or supervisor who will be able to offer academic and personal support. All undergraduate students can apply to take part in the Student Navigation Network mentoring scheme and be matched with a current student to help and advise you in the first term. Staff will endeavour to match mature students with a current mature student.

MB ChB students may join the Mature Medics Society, which organises a range of activities and family days.

Other support

The University has established a group of 12 Mature Student Advocates, all current mature students, who can offer information and advice based on their experiences of studying at Bristol. Their contact details will be sent to you in September. The Mature and Part-Time Students' Adviser in the Widening Participation and Undergraduate Recruitment Office can also be contacted for advice and information (betsy.bowerman@bris.ac.uk).

There is a Mature and Part-Time Students' Officer in the Students' Union who represents the interests of mature students across the University. You can contact this Officer at mpt.officer@ubu.org.uk. Both the Careers Service and the Student Funding Office provide information and advice tailored to the needs of mature students. See also bristol.ac.uk/study/mature.

Social networks

There is a Twitter feed for mature students – @uobmatures – where you can keep up to date with news and information for mature students, as well as a Facebook page, 'University of Bristol Mature Students'.

Students with children

Make sure that relevant staff in your school know that you have childcare responsibilities. They may be able to schedule some classes at times that fit in with your family commitments.

The Students' Union provides advice and support for student parents, and has set up a Student Parents Network. You can join at: facebook.com/groups/ubustudentparentsnetwork.

The University Nursery in the precinct provides full day-care for children from three months old. Places are limited, so early application is advisable. Student parents have to pay fees, but assistance towards these and some other expenses may be possible. Enquiries should be made to the Student Funding Office (see page 28).

Contact

University Nursery

34 St Michael's Park

Tel: (0117) 927 6077

Email: university-nursery@bris.ac.uk

Web: bristol.ac.uk/nursery

Some local schools run after-school activities or holiday playschemes, and there are playschemes in school holidays run by the Centre for Sport, Exercise and Health which are available to students.

The following websites provide useful information for parents of young children:

- bristol.gov.uk/page/early-education-and-childcare
- 1bigdatabase.org.uk
- goplacestoplay.org.uk
- findabilitybristol.org.uk

Student support

Disabled students

Disability Services

The Disability Services team coordinates the University's support for disabled students. This includes students with Autism Spectrum Disorders, sensory impairments, specific learning difficulties such as dyslexia, mobility impairments, mental health difficulties and unseen impairments such as Chronic Fatigue Syndrome.

Disability Services provide advice, information and guidance as well as study-related support. The team of Disability Advisers work closely with external funders, academic schools and other services to identify the most appropriate support for you.

Many students are eligible for funding to help meet the costs incurred in obtaining study-related support. Disability Services can provide information and advice to students about these – what they are, the eligibility criteria, how to claim them and how to manage them. Some of the services on offer are:

- Confidential advice appointments
- Help with applying for funding for support, such as the Disabled Students' Allowance
- Advice on arranging relevant assessments to help access support
- Advice and information on the support services available, eg British Sign Language interpreters, note-takers, orientation support, study skills tutors and mental health mentors
- Signposting to other services and to School Disability Coordinators
- Liaising with your academic school with your consent
- Dyslexia and visual stress screening.

Students are welcome to come in to make enquiries during opening hours or to contact Disability Services to make an appointment with a Disability Adviser.

Contact

Disability Services

Hampton House, Lower Ground Floor
St Michael's Hill

Tel: (0117) 33 10444

Fax: (0117) 33 10456

Email: disability-services@bris.ac.uk

Web: bristol.ac.uk/disability-services

Open Monday to Friday, 9.30am – 4pm

Alternative examination arrangements

Guidance on alternative examination arrangements for those who may need extra time or other support during examinations can be found on the Examinations Office website at bristol.ac.uk/exams/alternative.



Student support

International students

International Advice and Support

International Student Advisers are available to offer help and advice to international students at all stages of their university career, from the time they accept a place to the time they leave the University. In particular, they:

- give help and support with personal problems
- advise on immigration regulations, driving licences, council tax and family issues
- offer web advice and drop-in sessions for student visa applications
- are responsible for the reception and introductory programme for new international students
- provide pre-arrival and arrival information on the website
- produce a range of information sheets on topics such as working in the UK and registering with the police
- organise a programme of visits to places of interest
- update and maintain a Facebook group: *Bristol University International Advice and Support*.

International students are welcome to call into the office or to contact the International Student Advisers for confidential help with any questions or problems.

Contact

International Advice and Support

Richmond Building

105 Queen's Road

Tel: (0117) 33 18572

Email: os-as@bris.ac.uk

Web: bristol.ac.uk/international/studentsupport

Open Monday to Friday, 9am – 5pm,
throughout the year

The University of Bristol has been granted a licence by the United Kingdom Border Agency (UKBA) to sponsor students and is required to comply with its general and specific sponsor duties, details of which can be found on the UKBA website at: ukba.homeoffice.gov.uk/business-sponsors/education-providers.



Student support

General support

Multifaith Chaplaincy

The Multifaith Chaplaincy exists to support all members of the University by providing pastoral and spiritual care and offering opportunities to explore issues of faith and spirituality, regardless of belief or background. Chaplains from various faiths and Christian denominations can be contacted via the Multifaith Chaplaincy Centre – see the website for individual contact details. Chaplains are also a point of contact for the various faith communities in Bristol. The Multifaith Chaplaincy Centre provides a venue for groups, meetings and services, especially at lunchtimes. There is a Quiet Room for prayer and reflection, a Reading Room for students to work in and a Common Room to relax in. Students are welcome to drop in at any time to enjoy some peace and quiet or to have a chat and a free cup of Fairtrade tea or coffee.

Contact

Multifaith Chaplaincy Centre

The Grange
1 Woodland Road
Tel: (0117) 95 46600
Email: multifaith-chaplaincy@bris.ac.uk
Web: bristol.ac.uk/chaplaincy

Open in term time, Monday to Friday,
11am – 5pm

Services and prayers

Information on local churches and faith communities can be found on the Chaplaincy's website.

Additional prayer facilities for Muslim students and staff are available as follows:

- Prayer room in the Coach House on the corner of Woodland Road and St Michael's Park, open all year
- Jumma prayers every Friday throughout the year, 1 – 2pm, Richmond Building.

Student religious societies

The Students' Union has a number of religious societies. Further details can be found on the Union's website at ubu.org.uk/activities/societies.

Catering – Where to eat

University precinct and Stoke Bishop cafés

Open all year, Monday to Friday

Locations	Opening times
Arts & Social Sciences Library	8.30am – 6pm
Chemistry Building	9am – 3pm
Medical Sciences Building	8.30am – 4pm
Merchant Venturers Building	9am – 5pm
Priory Road Complex	8.30am – 5pm
Queen's Building	9am – 3pm
Hiatt Baker (Source Café)*	8am – 7pm
(plus 12 noon – 6pm on Saturday and Sunday)	

* Open in term time only

Serving a range of fresh sandwiches, paninis, salads, home made soup and hot & cold drinks

University precinct – The Hawthorns

Café/Bar (Terrace Bar) (ground floor)

Open all year, Monday to Friday, 8am – 9pm

Lunch served 12 noon – 3pm

Students can also eat in the **Hawthorns Dining Room (Study Lounge)**, 12 noon – 2pm.

The Refectory (lower ground floor)

Open in term time, Monday to Friday,
8.30am – 3pm

Opening times exclude Bank Holidays and University closure days.

Personal security and crime prevention

The University's Security Services operate a 24-hour service throughout the year, providing protection to the University's students, staff and buildings. They also employ a University police officer to help investigate crime. Personal safety advice and security information is given on the website below. Free personal attack alarms are available from Security Services reception.

Contact

Security Services

Royal Fort Lodge
Tyndall Avenue
Tel: Enquiries: (0117) 92 87848 (24 hours)
Emergencies: (0117) 33 11223 (24 hours)
Fax: (0117) 925 4856
Email: security-office@bris.ac.uk
Web: bristol.ac.uk/securityservices
Reception hours: Monday to Friday, 8am – 4pm

Student support

Accommodation

Accommodation Office

The Accommodation Office provides information and advice and deals with all aspects of student accommodation, including:

- Management of the application and allocations process for students living in University properties, including transfers
- Allocation of rooms in Partnership Residences
- Advice and assistance for students renting in the private sector
- Online Property Search listing vacant properties in the private sector offered by landlords registered with the Accommodation Office
- Online Bulletin Board for students seeking or offering rooms in shared flats or houses
- Publication of prospectuses, factsheets, guides and other documentation.

Your current accommodation

If you experience any problems with your current accommodation, whether this is a University property, a partnership residence or a privately rented property, please contact the Accommodation Office for advice.

Accommodation options for next session

For students starting their second or subsequent year of study:

- **Private rented sector:** vacancies for flats and houses will start appearing on the Accommodation Office website from January.
- **University Halls of Residence and Student Houses:** application forms will be available on the Accommodation Office website from late February (only limited places available, as the majority of places are reserved for new students).
- **Senior Resident and Student Warden positions:** reduced rent is charged in return for pastoral and administrative duties. The application procedure will start in February.
- **Partnership residences:** application forms will be available from November. The application process for the various properties will start in November/December.

Planning to rent accommodation in the private sector next session?

For advice on renting:

- attend a Housing Fair
- pick up or download a copy of the Student Housing Guide
- use the online Housing Advice Form
- call into the Accommodation Office.

To look for a property or for flat/housemates:

- use the online Property Search facility
- use the online student Bulletin Board.

Housing Fairs:

Run every January/February to provide information and advice to students before they start viewing properties in the private rented sector.

House search event for postgraduates:

Residential house search event every September to give new postgraduates an opportunity to meet fellow students and look for accommodation in the private rented sector, either in groups or as individuals.

Summer vacation lettings

Rooms are available through the summer vacation up to mid-September in some University residences. Visit bristol.ac.uk/accommodation/visitors for more information.

Contact

Accommodation Office

The Hawthorns
Woodland Road
Tel: (0117) 95 46640
Fax: (0117) 95 45767
Email: accom-office@bris.ac.uk
Web: bristol.ac.uk/accommodation
Open Monday to Friday, 10am – 4pm
(closed until 1pm on Tuesday)

Student support

Green issues


Environmental impact

The University has set itself ambitious targets for reducing its impact on the environment.

The following gives you some ideas about what you can do to help reduce your environmental impact and how you can get involved.


Saving energy

- Switch off lights when they are not needed
- Close your curtains when it gets dark, put on another layer of clothing when it gets cold, keep windows closed when heating is on and don't overheat your room
- Don't leave TVs, DVD players and stereos on standby, and unplug chargers and power supplies when not in use.

 **Fact:** Appliances can use up to a quarter of their normal power when in standby mode.

Conserving water

- Don't leave the tap running when you clean your teeth, and put the plug in your basin when you wash or shave
- Notify your warden or landlord straight away of any leaks or dripping taps
- Wait until you have a full load before using your washing machine, and reduce the temperature of your clothes wash to 30°C or 40°C.


 **Fact:** Leaving the tap running when cleaning your teeth can waste 10 litres of water.

Waste, recycling and composting

There are a range of facilities at the University and accommodation sites to reduce, reuse, recycle and compost your waste. Visit bristol.ac.uk/environment/waste for more information.

If you are living in private accommodation, Bristol City Council can provide you with facilities to manage your waste recycling at home. See bristol.gov.uk/recycling.

Local charity shops and reuse forums such as **freecycle.org** are a good way to help reduce waste and environmental impact.

 **Fact:** On average most of us throw away half a tonne of waste every year.

Getting involved

Training courses

Sustainability offers a range of training courses including waste, carbon and environmental auditing. For more information see bristol.ac.uk/environment/students/index.html.

Green Impact Awards

Help improve your school's environment by encouraging everybody to get involved in the Green Impact Awards, a University-wide environmental scheme. You can also gain valuable experience by supporting your school's involvement in this scheme and volunteering to be an environmental auditor. Find out more at bristol.ac.uk/environment/green_impact.

Bristol Student Hub

This is an umbrella organisation for all the ethical and environmental societies at the University. You can get involved with fair trade, social enterprise and international development, as well as environmental actions. For more information see bristolhub.org.

Contact

Sustainability

1-9 Old Park Hill

Tel: (0117) 92 89100

Email: sustainability-estates@bris.ac.uk

Web: bristol.ac.uk/environment





Section 5

Sport, leisure and travel

44 / Sport

44 Sport, exercise and health

44 University sports facilities

44 The sport and activity pass

Charges for 2013/14

How to apply

45 Sport and the Students' Union

Sport at all levels

Joining a sports club

46 / Cultural activities

46 Within the University

Music

Performing arts

Visual arts

47 Elsewhere in Bristol

To find out what's on

48 / Travel

48 Information

University travel website

Journey planning and maps

48 Walking

48 Cycling

48 Local buses

48 Local trains

48 Taxis

49 Long distance travel

Train

Coach

49 Car

Park and Ride

Car clubs

Sport, leisure and travel

Sport

Sport, exercise and health

The University organises a varied programme of sporting activities catering for all levels of fitness and interest. The overall aim is to promote health and wellbeing among the whole University community. Staff work closely with UBU Sport and Health (see next page) by offering technical help, coaching and expertise to clubs and individuals. Activities include:

- Exercise classes for the fit and the not-so-fit
- Aquafit classes, circuit training and weight training
- Coaching for University teams and for individuals at all levels
- Advice on fitness training, nutrition and other aspects of health
- High Performance Squad for those wishing to compete at national or international level
- Events held throughout the year including the Varsity Boat Race and football and rugby matches against the University of the West of England.

New students should have received a brochure in their registration packs giving details of all the sports facilities and activities available. If you have not received one, call into the Sport, Exercise and Health building to pick up a copy. You will also find various leaflets and timetables for exercise classes and training sessions. All this information is also on the website.

University sports facilities

- Swimming pool, in the basement of the Richmond Building
- Sport, Exercise and Health Building, which includes a double-court sports hall, jogging track, the Pulse Health and Fitness suite, free-weights area and three studios offering a wide range of exercise classes, martial arts and fencing
- Squash courts, situated close to the precinct
- Healthy Living and Sports Medicine Unit, offering injury diagnosis, treatment and rehabilitation
- Coombe Dingle Sports Complex, comprising several grass and artificial pitches and courts, a four-court indoor tennis centre, an Olympic weights room and a pavilion with bar and catering facilities
- Boathouse on the River Avon at Saltford, half-way to Bath.

Details of opening hours are listed on the website.

Contact

Sport, Exercise and Health

Tyndall Avenue

Tel: (0117) 92 88810

Fax: (0117) 33 11105

Web: bristol.ac.uk/sport

Coombe Dingle Sports Complex

Tel: (0117) 962 6718

The sport and activity pass

The sport and activity pass is more than just a gym pass: it provides access to all the centrally managed sports facilities across the University including free exercise-to-music classes. Income from the sale of passes provides funding for all essential services and programmes. There are additional charges for:

- externally run courses and activity programmes which involve instruction, including Pilates
- entry to the indoor and outdoor tennis courts at the Coombe Dingle Sports Complex
- services such as physiotherapy and massage.

There are two membership packages: Peak and Off-Peak. Off-Peak members may not use sports facilities after 3.30pm on weekdays.

Passes are available for one, two and three years, with charges on a sliding scale. The three-year pass offers the best value for money. Passes may be renewed at the start of each academic year, on payment of the appropriate charge in force at the time.

Sport and activity pass charges are not refundable, except in the event of serious illness or early withdrawal from the University, and there are no concessions for part-time students or for time spent away from Bristol during your studies (eg on fieldwork or placements). Students on four-year programmes which include a full year away from Bristol may buy a three-year pass which will be rolled over to cover the final year, with no additional payment required. Students who have purchased an Off-Peak membership may upgrade to Peak membership later on; students who have purchased a Peak membership may not subsequently downgrade to Off-Peak membership.

There is a 'pay-and-play' system in place at off-peak times in the pool and the sports hall.

The full terms and conditions are available at bristol.ac.uk/sport/memberships/termsandconditions.

Once you have purchased a pass, your UCard will be encoded accordingly, and you will need to present your UCard each time you use sports facilities.

Charges for 2013/14

	Peak	Off-Peak
Three-year pass	£600	£450
Two-year pass	£450	£300
One-year pass*	£250	£150
One-year pass**	£265	£165

* if paid in full

** if paid in three instalments

How to apply

The registration packs for new students included information on how to apply for a sport and activity pass before the start of term. If you decided not to apply then but subsequently change your mind please visit bristol.ac.uk/sport/memberships/obtainingasportspass and follow the instructions for online application and payment.

Sport and the Students' Union

The University of Bristol Students' Union (UBU) offers a wide range of sporting opportunities for all levels of experience. Primarily, the Union supports the running of over 50 sports clubs with activities ranging from the traditional to the unusual, so you can try most things, from football to sky diving. In addition to training and competition, the clubs and the Union also organise social activities including weekly Sports Nights and the annual Sports Awards Dinner.

Sport at all levels

The majority of the clubs take part in the **British Universities and Colleges Sport** (BUCS) championships. Bristol has achieved considerable success in recent years, ranking in the top 13 universities in the UK.

At a local level the **Varsity Series** involves competitions against the University of the West of England in a number of special events for traditional sports such as rugby, football and boat racing.

The Union also runs one of the largest **intramural leagues** in the country, with over 1,000 students competing every week. Students of all abilities can represent their hall, department or society, or just play with friends, in a number of team sports such as 5- and 11-a-side football, basketball, rugby, mixed hockey and netball.

If you prefer casual and commitment-free sport then try **UBU Active**, where the emphasis is on keeping fit while having fun. The **Fit and Fabulous** programme is another casual option and provides free (or very cheap) sessions for female students.

Joining a sports club

Students wishing to join a sports club will need to pay:

- the relevant club joining fee, which varies according to affiliations, coaching, equipment and kit
- an annual membership fee, which helps cover costs such as insurance and travel.

Members of any club which uses University facilities for training and matches, receives University coaching or participates in BUCS must purchase a sport and activity pass. This helps to pay for club facility time and professional coaching.

Contact

UBU Sport and Health

Richmond Building

105 Queen's Road

Tel: (0117) 33 18648

Email: ubu-sport@bris.ac.uk

Web: ubu.org.uk/activities/sports

Sport, leisure and travel

Cultural activities

Within the University

Music

Participation

There are plenty of opportunities for students to participate, and perform, in choirs, orchestras and other musical groups. Different levels of ability are catered for: some groups are open to all-comers, while entry to others is by audition only.

No audition required:

- University Choral Society
- University Wind Orchestra*
- University String Orchestra*
- University Church Choir (sings at Communion service every Sunday morning during term and at other occasional services)
- Symphonia
- University Brass Ensemble*
- University of Bristol Barbershop Singers
- University Jazz Orchestra
- University Revelation Rock Gospel Choir

Audition required:

- University Symphony Orchestra
- Bristol University Singers
- University Chamber Choir*
- University Chamber Orchestra*
- University Early Music Group
- University Baroque Ensemble
- University Big Band Hornstars
- Bristol University Madrigal Ensemble
- University New Music Ensemble

* Membership of Bristol University Music Society required

Some auditions take place at the Victoria Rooms during Introductory Week, and this is the only opportunity to audition for the whole year. Most groups rehearse on a weekly basis. The Department of Music produces a leaflet giving further details about all of the above groups – see bristol.ac.uk/music/unimusicmaking.

The Bristol University Music Society (BUMS) acts as an umbrella group for many musical activities – see bumsonline.org.uk. Membership benefits include reduced-price and free concert tickets and access to music practice rooms.

Other student musical societies include Music Theatre Bristol, Bristol Operatic Society, Change Ringers, Live Soc, Indie Soc, Rock Soc, Jazz Funk Soul Society, Jungle Soc and Folk Club. Most of these societies run on a more casual basis than those listed above and also welcome music lovers of all abilities to their activities. Full details are available on the Students' Union website at ubu.org.uk/activities/societies.

Concert going

The Department of Music arranges lunch-hour concerts every Wednesday and some Fridays during term time (up until the start of exams in the summer term). These normally take place in the Victoria Rooms and are free of charge, with a retiring collection. Performers include some of the groups listed above as well as professional soloists and ensembles. There is also a programme of evening concerts. Details of all concerts, workshops and other events are listed at bristol.ac.uk/music/events.

Contact

Department of Music

Victoria Rooms

Tel: (0117) 33 14044

Email: music-resources@bris.ac.uk

Web: bristol.ac.uk/music



Performing arts

The University's own theatre, the Wickham Theatre in Cantock's Close, is the venue for several productions each year by visiting theatre groups and by members of the Department of Drama.

Students in other schools have the opportunity to participate in many other productions, either as performers or as members of the production team (eg set design, front-of-house, etc). There are several different and varied performing arts societies. DramSoc, Bristol Operatic Society, Spotlights, Music Theatre Bristol and Panto Soc each put on a number of shows throughout the year and hold auditions for each one. Members of the Stage Technicians Association (STA), also a Students' Union society, receive training in various aspects of production, including set design, lighting and sound systems. STA provides crew for shows and technical assistance for events from operas to cabaret nights.

Some academic school societies, such as French, German, Falstaff (English) and Galenicals (Medics), have a tradition of putting on productions, as do some of the Halls of Residence. Other societies to look out for include the Film-making Society (UBFS), Artofficial, Fine Film, Latin American and Ballroom Dancing, Photo Soc, Dance Soc, Le Roc, Circus Soc, Rag Morris, Capoeira and a diverse range of cultural societies that put on their own performances, such as the Chinese, Malaysian and Thai Societies. See the Union's website for further details: ubu.org.uk/activities/societies.

Visual arts

Every autumn term the University arranges a series of free public art lectures on a particular theme. These usually take place on six consecutive Tuesdays from 6 – 7pm in the Wills Memorial Building.

For more information about cultural and public events at the University, please visit bristol.ac.uk/events.

Elsewhere in Bristol

Bristol Old Vic – Theatre
King Street
bristololdvic.org.uk

Bristol Hippodrome – Opera, musicals, ballet
St Augustine's Parade
bristolhippodrome.org.uk

Colston Hall – Classical, popular, jazz, world music
Colston Street
colstonhall.org

St George's Bristol – Classical, folk, world music
Great George Street
stgeorgesbristol.co.uk

Tobacco Factory – Wide variety of events
Raleigh Road, Southville
tobaccofactory.com

Arnolfini – Exhibitions, film, live art, dance, music
16 Narrow Quay
arnolfini.org.uk

Watershed – Cinema, digital media, events
1 Canon's Road, Harbourside
watershed.co.uk

Bristol Museum and Art Gallery; M Shed; Georgian House; Red Lodge
bristol.gov.uk/page/museums-and-galleries

Explore@Bristol – Hands-on science centre
Harbourside
at-bristol.org.uk

Royal West of England Academy – Visual arts
Queen's Road, Clifton
rwa.org.uk

This is only a selection of Bristol's attractions. Others are listed in the Guide produced by the Students' Union – see page 55.

To find out what's on

- venue.co.uk (covers Bristol and Bath)
- visitbristol.co.uk
- bristol.gov.uk/eventviewer
- bristol.gov.uk/nav/leisure-and-culture

Sport, leisure and travel

Travel

Information

University travel website

The University's travel web pages contain a wealth of up-to-date information about all forms of travel in and around Bristol plus links to other travel-related resources. See bristol.ac.uk/transportplan.

Journey planning and maps

There are several websites which enable you to plan specific trips in detail. For local trips a good place to start is: travelwest.info.

You should have received a pocket sized map of the University precinct and surrounding area either in your registration pack or at registration. Various maps, including Google maps, are available at bristol.ac.uk/university/maps. Maps of central Bristol produced by Bristol City Council are available free from the reception desks in Senate House and the Students' Union. A-Z street maps covering the whole of Bristol are available from bookshops and newsagents.

Walking

The main University precinct (the central University area containing the majority of academic buildings) is quite compact, and no buildings are more than 10 minutes' walk apart. The precinct is within easy walking distance of the city centre, Bristol Temple Meads train station and the various residences.

Cycling

Many of the residences have secure cycle sheds and there are cycle stands throughout the University precinct. The University runs numerous initiatives to support and encourage cycling, including free cycle training and a free cycle surgery to keep your bike in good order. To keep up to date with cycling events and initiatives you can join the University Bike User Group mailing list. Further information, including a map showing the location of cycle stands within the precinct, is available at bristol.ac.uk/cycling.

Local buses

Bristol and the University precinct are well served by bus services. There are buses from the precinct to:

- the city centre (numbers 8, 9, 19, 16)
- Bristol Temple Meads Station (numbers 8, 9)
- Stoke Bishop Halls of Residence (number 16)
- Clifton (numbers 8, 9)
- Gloucester Road (number 19)
- UWE Frenchay campus (number 19).

The University bus services (numbers 16 and 19) form part of the Wessex Red network. Bus passes for all Wessex Red services are provided for those undergraduates living in University-allocated accommodation. Other students may purchase passes from the Hawthorns Reception or buy individual tickets on board the bus.

The Bristol Flyer airport shuttle bus travels from Bristol International Airport to several destinations within Bristol including the city centre and the Triangle, a short walk from the precinct. See flyer.bristolairport.co.uk.

Local trains

The Severn Beach Line crosses the city, calling at several stations between Severn Beach and Bristol Temple Meads. Clifton Down station is the nearest to the University precinct, about 10 minutes' walk away – see travelwest.info/severnbeachline.

Taxis

Bristol has several taxi and private hire taxi firms. There are taxi ranks on the Triangle, close to the precinct, and in the city centre. The University has an arrangement with the taxi firm V Cars (0117 925 2626), who will, in an emergency, provide you with late-night transport even if you do not have enough money on you for your fare, on surrender of your student card (UCard).

As soon as the fare has been paid, your card will be returned.

Long distance travel

Train

Bristol is the regional capital of the South West and has good intercity rail connections. It has two major train stations, Bristol Temple Meads and Parkway. Both can be reached by bus.

Discounts of one third are available with a 16-25 Rail Card (also available to full-time mature students). See **16-25railcard.co.uk**.

Coach

You can travel to London and several other destinations cheaply and easily using Megabus or National Express coaches.

Car

You are strongly encouraged not to bring a car with you to Bristol. The majority of on-street parking in and around the precinct is subject to residential permits, meters and time limits. Under the University's car parking regulations students are not permitted to park in the University precinct during working hours. A civil car parking enforcement system is in place. Parking facilities at halls of residence are extremely limited, and are subject to local rules. Students with mobility impairments may apply to Security Services for a parking permit.

Park and Ride

Part-time students who regularly commute to the University may wish to consider using the Park and Ride service, which operate from three different locations (see **travelwest.info/parkandride**), or to use one of the two multi-storey car parks close to the precinct (Trenchard Street/Park Row or Berkeley Place).

Car clubs

An alternative to bringing a car to university is joining a car club. Car clubs offer pay-as-you-go cars located on streets all over Bristol (and elsewhere in the UK). For a modest annual membership fee and realistic trip mileage charges you can use them whenever you want, for as long as you want (subject to availability). The University operates a student car club

scheme with Zipcar. Zipcar offers 100 free memberships to University of Bristol students every year. For further details see **bristol.ac.uk/carclub**.

Contact

Transport Plan

1-9 Old Park Hill

Tel: (0117) 92 89100

Email: **transport-plan@bris.ac.uk**

Web: **bristol.ac.uk/transportplan**

Facebook: **facebook.com/TravellingtoUoB**

Twitter: **@UoBrisTravel**





University of
BRISTOL
The Richmond
Building
Home of
UBU
Students' Union

Section 6

Students' Union

52 / Introduction

- 52 What is the Students' Union?
- 52 Elected Sabbatical Officers
- 52 Visit the Students' Union

53 / Activities

- 53 Clubs and societies
- 53 Volunteering
- 53 Raising and Giving (RAG)
- 53 Student-run media
- 53 Events and entertainment
- 53 Staying in touch with the Union

54 / Representation and advice

- 54 Democracy
- 54 Student representatives
- 54 Campaigns
- 54 Just Ask

55 / Additional information

- 55 General facilities
- 55 University clothing and memorabilia
- 55 The Guide
- 55 NUS Extra Card
- 55 Orbital

Students' Union

Introduction



What is the Students' Union?

The University of Bristol Students' Union (UBU) is a democratic, student-led organisation. It is run by a team of annually-elected, full-time sabbatical officers, supported by a permanent staff team and a board of trustees.

The Union is at the heart of the student experience. Its vision is all about students creating a world-class student life for themselves. The Union enables you to:

- improve your education and wider university experience;
- have your say about the way your union is run;
- get advice and be heard through clear channels of communication;
- campaign on issues that are important to you;
- develop your hobbies and interests;
- have the space you need to carry out your activities;
- have a great social life and make university more fun;
- engage positively with the wider community.

All full-time and part-time University of Bristol students, both undergraduate and postgraduate, are automatically members of the Students' Union and of the National Union of Students (NUS), to which UBU is affiliated.

Elected Sabbatical Officers 2013/14

President

Rob Griffiths: ubu-president@bris.ac.uk

Vice-President: Education

Tom Flynn: ubu-education@bris.ac.uk

Vice-President: Welfare and Equality

Alessandra Berti: ubu-welfare@bris.ac.uk

Vice-President: Activities

Imogen Palmer: ubu-activities@bris.ac.uk

Vice-President: Community

Ellie Williams: ubu-community@bris.ac.uk

Vice-President: Sport and Health

Hannah Pollak: ubu-sport@bris.ac.uk

Visit the Students' Union

University of Bristol Students' Union
Richmond Building
105 Queen's Road
Bristol BS8 1LN
Tel: (0117) 33 18600
Email: infopoint@bris.ac.uk
Web: ubu.org.uk

During term time the Students' Union office is open from Monday to Friday, 9am to 5pm, for:

- University branded merchandise
- NUS Extra cards
- event tickets
- information.

Students' Union Activities

Clubs and societies

The University of Bristol Students' Union (UBU) supports over 200 societies, in addition to the many sports clubs coordinated by UBU Sport and Health (see page 45). Joining a society is a great way to make new friends while pursuing existing interests or developing new ones. The UBU societies span a diverse range of interests and activities, from singing and dancing to cheese eating and zombies. There is something for everyone, but if you can't find an existing society that appeals to you the UBU team will guide you through setting up your own special interest group. The full list of societies, together with their contact details, is available at ubu.org.uk/activities/societies.

Volunteering

UBU arranges volunteering opportunities for students who are keen to involve themselves in the local community, whether this is organising a party for disadvantaged children or working with victims of crime. With over 40 different projects, the activities are extremely varied, ranging from one-off events to longer-term projects. Volunteers receive support and training to equip them for this valuable role within the local community. Details are available at ubu.org.uk/activities/volunteering.

Raising and Giving (RAG)

RAG raises money for local and national charities, and gives students the chance to have a lot of fun in the process. RAG organises street collections and fundraising events, such as sponsored international expeditions, bungee jumps, fun runs and even a beer festival. For further information, visit ubu.org.uk/activities/fundraising.

Student-run media

UBU provides space and support for student-run media, including:

- *Burst*: student radio station
- *Epigram*: free, fortnightly newspaper
- *Intermission*: online arts, events and listings magazine
- *UBTV*: online TV station.

All media activities are run entirely by student volunteers, and there are plenty of opportunities for students to get involved, in creative or support roles. Find out more about student media at ubu.org.uk/activities/studentmedia.

Events and entertainment

UBU organises a wide variety of events each year ranging from the Freshers Ball to the Summer Ball, plus music gigs and comedy nights. The Winston Theatre, reopening in October 2014, is the venue for theatrical productions. Other rooms are available for smaller-scale activities. The Social and Events team can be contacted by students with ideas for events.

Tickets for all Union events can be purchased online.

Staying in touch with the Union

You can keep up to date with Students' Union news, events and special offers by:

- opting in to receive email updates
- visiting ubu.org.uk regularly
- following the Union on twitter: @ububristol
- liking and leaving comments on the UBU Facebook page: /bristolsu.

Students' Union

Representation and advice

Democracy

The University of Bristol Students' Union exists to represent students and ensure that all students have their voices heard via student representation and democratic channels. These processes provide opportunities for students to contribute to changes and improvements in the University as well as share views on departmental, University and national issues. The Union supports and encourages everyone to get involved by voting, contributing to consultations or taking up one of over 500 representation roles.

Student representatives

Course reps ensure that each school – and the wider University – discusses and acts on student feedback and concerns. The Union offers training, skills development, advice and accreditation for the work of student reps. Elections for these positions are held in October. To find out more, visit ubu.org.uk/representation.

Campaigns

The Union supports campaigns at local and national levels, on a wide range of issues from student funding and debt to housing and health. Proposals for new campaigns are always welcome, and priorities are decided democratically by the student body and then carried out by elected officers. You can contact any of the elected officers with questions or problems, or just to express your views. You can also help influence change through the Union's democratic activity and events, such as Student Council, online referenda and the annual elections in March.

Just Ask

University life is an incredible experience but it can also be a little confusing and intimidating at times. The Students' Union provides a free, independent and confidential advice service on a wide range of concerns including academic issues, personal or social problems, consumer rights and employment queries. The **Just Ask** team aims to support you in a way that empowers you to make informed choices about your situation.

As well as one-to-one advice, the Just Ask team offers other ways for students to get support, including overseeing:

- skills workshops helping with study skills and other challenges
- student-led support groups providing safe spaces for students to be able to talk openly about issues concerning them (includes eating disorders, LGBT+ and student parents groups)
- peer mentoring – students helping students get the most out of university life
- mediation – impartial support to help settle disputes.

Nightline is the Union's overnight listening and information service run by students for students. It is open every night during term time, 8pm – 8am. For more information visit ubu.org.uk/nightline.

If you have any questions about anything that affects you as a student, if you're interested in getting involved with student-led support, or to discuss welfare issues more generally, get in touch with the Just Ask team.

Contact

Just Ask

Richmond Building

105 Queen's Road

Tel: (0117) 33 18634

Email: ubu-justask@bris.ac.uk

Web: ubu.org.uk/justask

Open Monday to Friday, 10am – 4pm, all year

Students' Union

Additional information

General facilities

The Richmond Building, home of the Students' Union, is being transformed into a world-class facility. Due for completion in October 2014, a £26-million project, funded by the University, is under way to refurbish the whole building.

On completion the Students' Union will be a dynamic and vibrant hub with spaces maximised to accommodate the full spectrum of students' needs. Students will be able to stage events and performances, and available spaces will include bars, a 200-seat theatre, a dance studio, an art studio, a pottery room, dark rooms for photography, music practice rooms and a band practice room.

A lot of the work has been completed, such as the University swimming pool which reopened in November 2012. The famous Anson Rooms will reopen in October 2013. One of the city's biggest gig venues, the Anson Rooms has hosted huge names over the years including Radiohead, Coldplay, Amy Winehouse and Ed Sheeran, to name just a few. In addition to a calendar of gigs, the Union will launch a brand-new club night in the Anson Rooms, exclusively for University of Bristol students.

University clothing and memorabilia

The Union sells a range of University of Bristol merchandise including jumpers, t-shirts, polo shirts and accessories. See the range in the Richmond Building foyer or browse through the online shop at ubushop.co.uk.

The Guide

The Guide, which is produced every summer, contains everything that new students (undergraduates and postgraduates) need to know about activities, what Bristol as a city has to offer, and student life in general.

If you did not receive a copy before you arrived you can pick one up from the Richmond Building or at the Freshers' Fair which will be held on Bristol's Harbourside on Thursday 26 September.

NUS Extra Card

NUS Extra is the official NUS student discount card, giving you hundreds of exclusive student discounts that you can't get with your UCard. Find out more about the NUS Extra Card at Freshers' Fair (26 September) and get yours online at nusextra.co.uk.

Orbital

Orbital is one of the largest student groups and exists to bring together all first-year undergraduates who live in Student Houses, partnership residences, at home or in private accommodation. It has a similar function to a Junior Common Room in a hall of residence. It organises a range of activities throughout the year and also has a representational role, ensuring that its members' views are reported to Student Council. Membership is automatic for those living in Student Houses and partnership residences; first-year students living at home or in private accommodation wishing to join should sign up online at bristolorbital.co.uk. The website also features a calendar of events, mailing lists and an online shop for tickets and clothes. Orbital will be at Freshers' Fair on 26 September.

Student unions are required by law to offer students the right to opt out of membership. Students wishing to do so should write to the Chief Executive of the University of Bristol Students' Union, Richmond Building, Queen's Road, Bristol BS8 1LN.



Section 7

Regulations and policies

58 / Rights and responsibilities

- 58 Student Agreement
- 62 Student Complaints Procedure
- 65 Student Disciplinary Regulations
- 71 Student Fees Regulations

74 / Academic matters

- 74 Examination Regulations
- 83 Regulations on Research Practice
- 84 Regulations on Research Misconduct
- 85 Intellectual Property Policy for Students

86 / Use of facilities

- 86 General Regulations for the Library Services and Facilities
- 88 Information Security Policy – Acceptable Use
- 89 Information Security Policy – Investigation of Computer Use

90 / General

- 90 Policy on Public Interest Disclosure (whistleblowing)
- 90 Freedom of Speech
- 90 Governance of the Students' Union
- 90 Equality and Diversity Policy
- 90 Fitness to Study Policy and Procedure
- 90 Recording of Academic Teaching Policy
- 90 Guidance on Student Pregnancy, Maternity and Paternity
- 90 Safeguarding Policy
- 90 Good Neighbour Policy
- 90 Environmental Policy
- 90 Statement on the Possession, Use or Distribution of Illicit Drugs or Alcohol
- 90 Smoking Policy
- 90 Information security policies
- 90 Text Messaging Policy

Regulations and policies

Rights and responsibilities

When you registered with the University you agreed to be bound by all the University's rules and regulations. This section sets out the main regulations of a general nature applicable to students. The Office of the University Secretary is responsible for maintaining these, and up-to-date versions can always be found on their website at bristol.ac.uk/secretary/studentrulesregs. Academic regulations governing specific programmes or groups of programmes can be found in the 'Regulations' section of the University's *Charter, Acts, Statutes, Ordinances and Regulations* at bristol.ac.uk/university/governance/constitutionaldocs/charteractsstatutesordinances. Also listed below are various policy documents of relevance to students.

Regulations may change from time to time, and you will normally be expected to comply with those in force at any given time.

Student Agreement

Definitions

- **"We/Us/Our"** means the University of Bristol.
- **"You/Your"** means a registered student of the University of Bristol.
- **"Programme"** means your pathway or programme of study or research.

1 Introduction

- a This document forms the basis of the relationship between you and us which starts when you accept our offer of a place on

2 We each agree that:

Programme of study and learning environment

You can expect us to:

- provide you with the tuition and learning support associated with your Programme of study with reasonable care and skill.
- make reasonable efforts to deliver your Programme of study as described in the relevant prospectus for the appropriate academic year.

your Programme. This includes acceptance through UCAS or another agency where applicable. Your ability to take up your place may depend on meeting certain conditions.

- b To keep this document to a sensible length, we refer to other documents. They also form part of this agreement. In particular we refer you to:
- i Our rules and regulations for students, especially the regulations relating to student discipline, examination regulations, fees, exclusion on the grounds of health, safety and welfare, fitness to practise, research conduct and misconduct and the use of computer and library facilities. See bristol.ac.uk/secretary/studentrulesregs/ and the University Student Handbook;
 - ii Our data protection policy, see bristol.ac.uk/secretary/dataprotection/individ/students.html;
 - iii Our intellectual property policy for students, see bristol.ac.uk/secretary/studentrulesregs/intelprop.html.
- c If you have secured a place in University accommodation, your right to that place is subject to your continued registration as a student at the University. The specific terms and conditions regarding the provision of accommodation and your payment of accommodation fees are subject to separate agreements.

This Agreement has been produced in consultation with the Students' Union. The Students' Union is a separate legal entity which exists to support the welfare and development of students. We encourage you to participate in the activities of the Students' Union.

We expect you to:

- take responsibility for your own learning, working in partnership with staff to become a self-reliant, independent learner.
- pursue your studies diligently, contributing effectively to your Programme and not to hinder the studies of others.

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- | | |
|---|---|
| <ul style="list-style-type: none"> • let you know as soon as possible if we need to alter anything related to your Programme, such as a change in timetabling, location, type of class, assessment or syllabus. | <ul style="list-style-type: none"> • attend formal teaching and learning events (lectures, seminars, tutorials, lab classes, etc.) associated with your Programme, subject to absence for medical or other agreed reasons. |
| <ul style="list-style-type: none"> • provide formal University policies, including regulations, codes of practice and guidelines, within which your Programme will be delivered. | <ul style="list-style-type: none"> • familiarise yourself and comply with relevant University rules and regulations, including those relating to your Programme and the award for which you are registered. |
| <ul style="list-style-type: none"> • make available appropriate infrastructure to support your learning, including teaching and learning space, library and ICT facilities. | <ul style="list-style-type: none"> • make appropriate use of all the resources available, including staff, other students and library and ICT facilities, and comply with the General Regulations for the Library Services and Facilities: bristol.ac.uk/secretary/studentrulesregs/libraryregs.html and the Acceptable Use Policy: bristol.ac.uk/infosec/policies/docs/isp-09.pdf. |
| <ul style="list-style-type: none"> • provide clear information about your Programme and units and about our expectations of what you need to achieve to complete your Programme successfully. | <ul style="list-style-type: none"> • be aware of the information provided to you about the University and your Programme and know where to look for reference to detailed information and guidance, whether electronic or paper based. |
| <ul style="list-style-type: none"> • communicate with you by post or via your University email address as appropriate. | <ul style="list-style-type: none"> • check your University email account regularly and frequently both during and outside of term time. |
| <ul style="list-style-type: none"> • return marked work in a timely manner and according to the guidance set out in the University's codes of practice for assessment, progression and the award of qualifications, or equivalent. | <ul style="list-style-type: none"> • complete and submit by the required deadlines any work to be assessed as part of your Programme, including any assignments, laboratory or project work related to individual units. |
| <ul style="list-style-type: none"> • encourage a professional and responsible learning environment and suitably support you, academically and pastorally. | <ul style="list-style-type: none"> • play an effective part in the academic community and respond to requests to give your opinion about your learning and other experiences at the University. |
| <ul style="list-style-type: none"> • carry out regular monitoring of the quality of learning and teaching offered as part of your Programme. | <ul style="list-style-type: none"> • contribute to internal and external procedures for assuring the quality of learning, teaching and assessment provided for you and other students. |
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Accountability and conduct

You can expect us to:

- in accordance with the procedures contained in the Student Complaints Procedure, Student Disciplinary Regulations and Examination Regulations:
 - allow you the right to make a complaint about matters that affect you and allow you the right to appeal decisions made about you
 - operate a fair and transparent disciplinary procedure.
-

We expect you to:

- be aware of the Student Complaints Procedure, Student Disciplinary Regulations and Examination Regulations including the rules relating to submission of extenuating circumstances, complying with deadlines by which representations have to be made and noting that, wherever possible, complaints are best resolved at school or faculty level.
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- take reasonable care to keep your personal details secure at all times, and to comply with our obligations under the Data Protection Act.
 - ensure that the personal details the University holds about you, including your current term-time and home address and personal email address are accurate and updated as soon as they change, using Student Info online. This will help us to contact you quickly as and when needed.
 - conduct fair procedures for dealing with students who disclose criminal convictions either before or after registration.
 - disclose any unspent criminal convictions and cautions when applying to us and during your studies. “Unspent convictions” is defined in the Rehabilitation of Offenders Act 1974, see [justice.gov.uk/downloads/offenders/rehabilitation/rehabilitation-offenders.pdf](https://www.justice.gov.uk/downloads/offenders/rehabilitation/rehabilitation-offenders.pdf). For some programmes, including, but not limited to, social work, PGCE and medicine, you will also be required to disclose spent convictions and obtain a criminal records check.
 - make publicly available (and annually update if required) details of the tuition fees and any other expenses relating to all the programmes of study offered by the University.
 - make sure all tuition fees and other expenses relating to your Programme are paid in time and agree to be bound by our regulations on the payment of fees, refunds in the event of termination of your studies and the consequences of non-payment, see bristol.ac.uk/secretary/studentrulesregs/studentfees.html.
 - provide you with a fair, equitable and supportive environment in accordance with the University's Equality and Diversity policy.
 - comply with University rules and regulations regarding student behaviour and attendance.
-

3 Changes to Your Programme

- a We have the right to alter the timetable, location, number of classes, method of delivery, content, assessment and syllabus of your Programme, provided such alterations are reasonable. We also have the right to withdraw Programmes before they have started.
- b We will make arrangements for you to complete your Programme. Such arrangements might include enabling you to complete your Programme at another institution.
- c In the event of any discontinuance of or fundamental changes to your Programme we will give you reasonable notice and you will be entitled to withdraw your application or withdraw from your Programme by telling us in writing. You may make a claim for a refund of any tuition fees and deposits you have paid, in accordance with the Student Fees Regulations.

4 Termination

- a The relationship between you and us will end:
 - i if you withdraw from the University; or
 - ii if you are required to withdraw in accordance with our disciplinary or fitness to practise procedures or by a decision of the faculty board based on your academic performance; and/or
 - iii for non-payment of fees in accordance with the Student Fees Regulations.
- b We may terminate our relationship with you in writing with immediate effect if:
 - i you are expelled or refused admission or membership by any organisation which you are expected to attend or be a member of as part of your Programme; or
 - ii between accepting an offer and starting your Programme there is a change of your circumstances which, in our reasonable opinion, makes it inappropriate for you to study on your Programme; or

- iii we become aware of information about you which we did not know before and which, in our reasonable opinion, makes it inappropriate for you to study on your Programme; or
 - iv in our reasonable opinion you have failed to provide us with all relevant information, or have supplied false or misleading information, relating to your application for your Programme; or
 - v where your behaviour represents a significant risk to the health, safety or welfare of yourself or others as detailed in the Fitness to Study Policy and Procedure; or
 - vi if your continuing registration at the University puts us in breach of any of our legal obligations to comply with UK immigration requirements.
- You will have the right to submit a complaint under the Student Complaints Procedure should the relationship between you and us be terminated under this sub-section (b).
- c If you fail to meet the conditions of our offer or if you have not already registered at the time of termination, we shall be entitled to refuse to register you on your Programme. If, at the time of termination, you have registered, we shall be entitled to require you to stop studying on your Programme and leave the University immediately.
 - d On termination, you are required to return your student identification card, together with all property owned by us, to your faculty office. You must pay all outstanding fees immediately. Any contract you have for University accommodation will terminate in accordance with its terms.
 - e Any action we take under the above provisions will not restrict our ability to take any other action against you that we have the right to take.
- b Our liability to you in the case of loss or damage other than for death or personal injury or fraud is limited to a reasonable amount having regard to such factors as whether the damage was due to a negligent act or omission by us.
 - c We will not be liable to you for events outside our control which we could not have foreseen or prevented even if we had taken reasonable care. Events outside our control include industrial action, over or under demand from students, staff illness, significant changes to Higher Education funding, severe weather, fire, civil disorder, political unrest, government restrictions and concern with regard to the transmission of serious illness. In such circumstances, we reserve the right to change or cancel parts, or all, of your Programme.

6 Intellectual Property

Subject to the provisions of our policy on intellectual property rights, we may be regarded as owning all intellectual property generated by you during your studies. The policy can be found at bristol.ac.uk/secretary/studentrulesregs/intelprop.html.

We own or have licensed to us the intellectual property in all course materials produced by us or on our behalf and such materials should only be used for your own personal study purposes.

7 Recording of Lectures

We may allow you to record academic teaching in accordance with our Recording of Academic Teaching Policy at bristol.ac.uk/secretary/studentrulesregs/recording.

In consideration of you being allowed to record lectures or other academic teaching and use such recordings as set out in the policy, you hereby assign to us absolutely throughout the world the entire copyright, all other rights in the nature of copyright subsisting in the recordings you make and all other rights in the recordings of whatever nature, whether now known or created in the future, to which you are now, or at any time in the future may be, entitled by virtue of the laws in force in the United Kingdom and in any other part of the world.

The policy also covers recordings that we make available to you.

If you fail to comply with the policy this may be treated as a disciplinary matter.

5 Liability

- a We will be liable to you for any direct loss or damage you suffer if we either fail to carry out our obligations under this agreement to a reasonable standard; or breach any relevant duties that we owe to you that are imposed on us by law (including if we cause death or personal injury to you by our negligence), but not to the extent that such failure is attributable to:
 - i Your own fault;
 - ii The fault of a third party.

8 Immigration Requirements

We have legal obligations to comply with UK immigration requirements including engagement monitoring. Further guidance is available at bristol.ac.uk/international-office/student-support.

9 Distance Selling Regulations

For the purposes of the Consumer Protection (Distance Selling) Regulations 2000, if this contract has been made between us by means of distance communication (i.e. if up to the point when the contract is concluded there has been no face-to-face contact between you and us or our representative, or any visit to the University), once you have accepted the offer of a place on a programme you may cancel such acceptance by informing us in writing as soon as possible and normally within seven days after you have completed the registration process. Any fees paid to us under this agreement prior to cancellation will be refunded to you.

10 Data Protection

When you enter into the relationship with us, you are giving us the right to hold and process your personal data including sensitive personal data. We will process your personal data in accordance with the Data Protection Act 1998 and our policies on data protection and data processing. We will share your data with third parties in accordance with our policy on data protection. We shall remain the data controller of your data. For full details of our policies see bristol.ac.uk/secretary/dataprotection/individ/students.html.

11 Notices

- a Any notice given under this agreement will be in writing. We will send any notice to either your term-time or your home address as appropriate. Service may also be by email, to your University email address. Notice to the University should be addressed to the Deputy Registrar (Academic Services) at Senate House.
- b Notice shall be properly served when delivered by hand or 48 hours after being posted if sent by pre-paid first class post or by email.
- c Please note your obligation to keep your contact details up to date.

12 General

- a If any provision of this agreement is or becomes void, illegal, invalid or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions.
- b These terms and conditions and the documents referred to in this document override any other communication, document or representation made by us, either in writing or orally. These terms and conditions are the entire understanding between you and us about your Programme and replace any other undertakings or representations.
- c This agreement is personal to you; you are prohibited from assigning or transferring it or any of the rights and obligations under it to a third party.
- d Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Contracts (Rights of Third Parties) Act 1999.
- e Failure to enforce any of the provisions of this agreement will not constitute a waiver of any provision and will not affect our right to enforce that or any other provision.
- f A reference to a statute or a regulation shall include any amendments made from time to time under that statute or regulation.
- g The relationship between us shall be governed by and in accordance with the laws of England and Wales and both parties agree to submit to the non-exclusive jurisdiction of the Courts of England and Wales.

Revised version approved by Council 5 July 2013.

Student Complaints Procedure

1 Introduction

- 1.1 If a student has a complaint about any aspect of University life, it should be raised with an appropriate person at the earliest opportunity. The table at the end of this procedure gives guidance as to who may be approached.
- 1.2 If the student is unable to resolve the complaint informally, or is dissatisfied with the outcome, this complaints procedure shall be followed.
- 1.3 The complaints procedure involves two stages:
 - i The Local Stage
 - ii The Formal Stage.
- 1.4 Students may raise complaints jointly.

- 1.5 Complaints must be brought promptly. The University will not entertain complaints that are made substantially after the matters complained about, unless there is good reason for the delay.
- 1.6 Appeals under the Examination Regulations shall not be brought under this procedure.

2 The Local Stage

- 2.1 If with good reason the student considers it more appropriate in the first instance or if the matter remains unresolved following an informal approach, he or she may bring the complaint to an appropriate staff member (listed in the table at the end of this procedure) in writing.
- 2.2 If the matter remains unresolved, the student may seek to invoke the Formal Stage by completing a Complaint Form and submitting it to the Student Complaints Officer (0117 928 8904, internal extension 88904, email **student-complaints@bristol.ac.uk**). The Student Complaints Officer will act impartially and will be happy to give advice to students about any matter of concern to them.
- 2.3 On receipt of the Complaint Form the Student Complaints Officer will consider whether appropriate action has been taken to seek resolution at the Local Stage. In some cases, in cooperation with departments or individuals, the Student Complaints Officer may be able to resolve the student's complaint without recourse to the Formal Stage.

3 The Formal Stage – Mediation

- 3.1 If it has not been possible to resolve a complaint under the Local Stage or a student remains dissatisfied with the outcome, the Student Complaints Officer will initiate the Formal Stage of the procedure at the request of the student in writing.
- 3.2 Provided the student and those complained about are willing, the complaint may be referred to the University's Mediation Service. The Student Complaints Officer will provide the student and the other party or parties with initial information about mediation and the mediation process. Further information will be provided by the allocated mediator. The University expects the parties to endeavour to resolve issues raised in a complaint through mediation.
- 3.3 If the dispute is resolved through mediation, the mediator may put any agreement between the parties in writing for their

benefit. Agreements reached through mediation are not binding. However, the parties may agree to enter a more formally binding agreement as a full and final settlement of the complaint.

- 3.4 The Student Complaints Officer and mediators will encourage good practice in the University and will present an annual report on student complaints to the Senate and the University Council.

4 The Formal Stage – Complaint Review Panel

- 4.1 If the complaint is unresolved, or if mediation did not take place, the student may request a hearing before a Council Committee.
- 4.2 The student should make the request in writing to the University Secretary either immediately after discussions with the Student Complaints Officer have concluded or within 14 days of any final mediation session where this is applicable. The request in writing must include a completed Complaint Form.
- 4.3 Upon receipt of the request for a hearing the University Secretary shall refer the request to a Complaint Review Panel.
- 4.4 The Review Panel shall normally consist of three members of the academic staff who have had no prior involvement with the complaint.
- 4.5 The Review Panel will consider the request for a hearing and may
 - a refer the matter back to an appropriate person with an instruction or recommendation for resolution. If the instruction or recommendation is not carried out, the student may refer the matter back to the Review Panel for reconsideration;
 - b dismiss the complaint, giving reasons, and issue a Completion of Procedures letter;
 - c recommend that a Council Committee be appointed to hear the complaint;
 - d ask the parties to reconsider any decision not to enter into mediation.
- 4.6 The University Secretary will appoint a clerk to the Review Panel. The role of the clerk shall be to prepare the documentation, take a note of the Panel's deliberations and advise the Panel on the applicable regulations and procedures.

5 The Formal Stage – Hearing

- 5.1 If the Review Panel recommends that a Committee be appointed to hear the complaint, Council will appoint a Committee, which shall normally consist of three members

and which may include among its members Council members, University staff who are not members of Council and persons from outside the University. At the request of the student, Council may appoint a student sabbatical officer as an additional member. In the event of the Committee being divided in its view, the Chair will have a casting vote.

- 5.2 The University Secretary will appoint a clerk to the Council Committee. The role of the clerk is to assist the Committee as it thinks fit by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Committee on the applicable regulations and procedures.
- 5.3 To clarify the issues, the clerk may on behalf of the Committee ask for written witness statements or documents such as medical certificates to be produced in advance of a hearing. The student will be entitled to see all statements and documents seen by the Committee.
- 5.4 The student is entitled to be present at hearings of the Committee, and to be accompanied by an adviser, friend or representative. The Students' Union employs student advisers who may be asked to act in this capacity. If a complaint is being made against a particular person, he or she is also entitled to attend hearings and to be accompanied by an adviser, friend or representative. In the event that either party is without good reason unable to attend, the hearing will either be held in that party's absence or rescheduled. If the party concerned has good reason for non-attendance the hearing will be rescheduled.
- 5.5 The order of any hearing will be at the discretion of the Committee, which may ask for enquiries to be undertaken and witnesses to attend. The Committee may ask questions of anyone present. The student will be given a full opportunity to state his or her case, and will be able to address the Committee at the conclusion of any evidence that has been presented.
- 5.6 The Committee will report to Council, setting out its findings and any recommendations, and a copy of the report will be sent to the student and to any person against whom the complaint was made.

6 Confidentiality

If information is to be kept confidential, the student should make this clear to the person to whom a complaint is made. Students should understand that in exceptional circumstances it may be difficult for confidentiality to be respected, for instance where a criminal offence has been disclosed. Students should also understand that in some circumstances the demand for confidentiality may make it difficult for the University to assist them with their complaint.

7 Nominees

Unless the context indicates otherwise under these regulations an Officer of the University may act through his or her properly appointed nominee.

8 Support from the Students' Union

The President and Vice-Presidents of the Students' Union offer support to students who are encountering difficulties, and the Union can raise issues which affect a number of students at one of the regular meetings of the University's Student Affairs Committee.

9 Office of the Independent Adjudicator for Higher Education (OIA)

If the student is still unsatisfied, he or she may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider cases only when the University's own internal complaints procedure has been exhausted. It will not intervene on matters which turn purely on academic assessment.

Further information about this scheme is available at oiahe.org.uk.

10 Suggested route for complaints

Students are recommended to approach first someone from among those listed 1 in the table below, then someone from among those listed 2 and so on. Students should endeavour to deal with their complaint in the first instance at the lowest level possible.

Person to whom approach may be made	Type of Complaint		
	Academic	Accommodation	Other
Personal Tutor	1	2	1
Supervisor	1		1
Tutor	1		
Head of School	2		
Faculty Education Director (undergraduate or postgraduate)	3		
Dean of Faculty	4		
Sabbatical Officers	2	2	2
Students' Union Student Adviser	3	3	2
Student representatives	2		2
International Student Advisers (international students only)	2	2	2
Chaplain	3	3	3
Warden (of hall of residence)		1	
Senior Resident (of student house)		1	
Accommodation Office		2	
Faculty Officers			3
Other senior administrative officer			4

Revised version approved by Council 4 July 2008. Last updated July 2010.

Student Disciplinary Regulations

1 Preliminary Matters

1.1 Authority for the Regulations

These Regulations are made under Statute 21.11 of the University of Bristol, by which Senate has the power to provide for the discipline of the students of the University.

1.2 Other disciplinary procedures

Once disciplinary proceedings have been taken against a student under these Regulations, no disciplinary action may be taken against the student under other disciplinary rules or regulations within the University (other than professional fitness to practise procedures) for the same misconduct. For the avoidance of doubt, where disciplinary proceedings have been taken against a student under other disciplinary rules or regulations within the University (such as professional fitness to practise procedures), disciplinary action may be taken against the student under these Regulations for the same misconduct.

1.3 The Vice-Chancellor may act through a nominee

Unless the context indicates otherwise, references within these Regulations to the Vice-Chancellor shall be construed to refer either to the Vice-Chancellor or to a person or persons nominated by him or her to act on his or her behalf, usually the Pro-Vice-Chancellor (Education).

2 Misconduct

2.1 Right of the University to take disciplinary measures

Any student studying or registered at the University of Bristol shall be subject to disciplinary measures if he or she is found to be guilty of misconduct as defined below.

2.2 Definition of misconduct

Any act or omission, whether occurring on University premises or elsewhere, which improperly interferes with the functioning or activities of the University or of those who work or study in the University, or otherwise improperly damages the University or its reputation, shall constitute misconduct under these Regulations, including but not limited to the following:

- a Any conduct which constitutes a criminal offence;
- b Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University;
- c Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the University, or any visitor to the University;
- d Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language;
- e Sexual or racial harassment of any student or member of staff of the University, or any visitor to the University;
- f Fraud, deceit, deception or dishonesty in relation to the University or its staff, students or visitors;

- g Cheating or plagiarism in academic coursework or in examinations;
- h Theft, misappropriation or misuse of University property, or the property of the University's staff, students or visitors, including computer misuse;
- i Misuse or unauthorised use of University premises;
- j Damage to University property, or the property of the University's staff, students or visitors, caused intentionally or recklessly;
- k Action likely to cause injury or impair safety on University premises;
- l Failure to respect the rights of others to freedom of belief and freedom of speech;
- m Breach of the provisions of any University code, rule or regulation;
- n Failure to disclose personal details to a member of staff of the University in circumstances in which it is reasonable to require that such information be given;
- o Failure to comply with a reasonable instruction relating to discipline, issued by the Vice-Chancellor or the Registrar, or by a member of staff acting with the authority of the Vice-Chancellor or the Registrar.

3 Misconduct in student residences and in the community

3.1 Local rules and regulations

The Deputy Registrar (Academic Services) is authorised to draw up and publish local rules and regulations for student behaviour in University residences and in the community.

3.2 Breaches of local rules and regulations

The following persons are authorised to exercise summary disciplinary jurisdiction and to impose penalties for breaches of local rules and regulations for student behaviour in University residences and in the community:

- a The Deputy Registrar (Academic Services) and the Head of Accommodation Services (in consultation with the relevant officer of the Students' Union if appropriate) in respect of misconduct in the community;
- b The Deputy Registrar (Academic Services), Director of Residential and Hospitality Services, Head Warden and Wardens in respect of misconduct relating to University residences.

The University Secretary may issue guidance to assist these persons to deal with disciplinary matters within their jurisdiction.

3.3 Penalties for breaches of local rules and regulations

If a student is found guilty of a breach of local rules and regulations for student behaviour in University residences and in the community, the persons described in section 3.2 of these Regulations may impose one or more of the following penalties:

- a A written reprimand;
- b A caution, which means that no immediate punishment is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months (or some other specified period), he or she will then be dealt with for both offences;
- c A fine not exceeding £100;
- d The requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- e The requirement to give and comply with a written undertaking as to future behaviour;
- f Exclusion, either permanently or for a specified period, from the use of a specified University service or facility (including specified residential facilities) to which the misconduct relates;
- g The requirement to perform unpaid services for the University or local community for a maximum of 20 hours;
- h In the case of serious misconduct, referral to a Disciplinary Committee appointed under section 7 of these Regulations, which in addition to the penalties above may exclude, suspend or expel a student;
- i In the case of a breach or misconduct which is also a criminal offence, referral to the police;
- j The requirement to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University.

3.4 Right of appeal

A student on whom a penalty is imposed under section 3.3 of these Regulations may appeal against the finding of guilt or the imposition of the penalty. Appeals must be submitted in writing to the University Secretary within seven working days of notification of the penalty. Upon receipt of the appeal, the Secretary will arrange for it to be considered by a University Officer or a member of the academic staff who is also a member of Senate or a senior administrative officer not previously associated with the case. The person considering the appeal may reject the appeal and confirm the original penalty, uphold the appeal, or refer the case to a Council

Committee established under the procedures set out in Section 10 of these Regulations.

4 Involvement of the Police and Criminal Courts

4.1 Misconduct which is also a criminal offence

The following procedures apply where alleged misconduct is reported to the Vice-Chancellor, and the misconduct, if proved, would also constitute an offence under the criminal law.

4.2 Offences that may be dealt with internally

Where the Vice-Chancellor considers it appropriate, having regard to the seriousness of the alleged misconduct, the matter may be dealt with internally. If the offence is reported to the police, the Vice-Chancellor may at his or her discretion defer action until the police and courts have dealt with the matter.

4.3 Other offences

In all other cases, no internal disciplinary action other than suspension from the University pending hearing or trial under Section 5 of these Regulations will normally be taken until the matter has been reported to the police, and either a prosecution has been completed or a decision not to prosecute has been taken.

4.4 Offences which are not reported to the police

The University has the right to report any criminal offence to the police. However, if a person claims to be the victim of an offence committed by a student, but does not wish the police to be involved, the Vice-Chancellor may at his or her discretion agree not to report the matter to the police.

4.5 Imposition of penalty after sentence imposed by a criminal court

Where a finding of misconduct has been made under these Regulations, and a student has also been sentenced by a criminal court on the same facts, the penalty imposed by the criminal court will be taken into account in deciding the penalty under these Regulations.

5 Suspension pending hearing or trial

5.1 Power to suspend

A student who is the subject of a complaint of misconduct, or against whom a criminal charge is pending, or who is the subject of police investigation, may be suspended from the University by the Vice-Chancellor, pending the conclusion of the disciplinary or any criminal process.

5.2 Definition of suspension pending hearing or trial

A student who is suspended from the University pending hearing or trial has restricted rights to enter University premises and to take part in University activities. The terms of the suspension will be notified in writing to the student. An order of suspension may include a requirement that the student shall have no contact with a specified person or persons. The order of suspension shall identify the extent (if any) to which the student's status as a member of the University is affected.

5.3 Orders to be made for protection only

Orders of suspension pending hearing or trial are to be used only where the Vice-Chancellor considers it necessary to protect a member or members of the University community, or the property of the University or the property of a member or members of the University community. Written reasons for the decision will be recorded and made available to the student.

5.4 Representations

Unless the matter is deemed to be urgent by the Vice-Chancellor, no student shall be suspended pending hearing or trial unless he or she has been given an opportunity to make representations to the Vice-Chancellor. The representations may be made in person or in writing, as the student chooses, and may be put forward by the student or by the student's adviser, friend or representative. In cases deemed to be urgent by the Vice-Chancellor, a student may be suspended with immediate effect. An opportunity will be given to the student to make representations as soon as reasonably practicable.

5.5 Initial review

A decision to suspend a student pending hearing or trial shall be subject to review at the request of the student after four weeks. Such a review will not involve a hearing, but the student, either personally or through his or her adviser, friend or representative, will be entitled to make written representations. The review will be conducted by the Vice-Chancellor and the outcome of the review will be communicated to the student.

5.6 Periodic review

In addition to the initial review, the Vice-Chancellor shall review the suspension on receipt of evidence of altered circumstances which might affect the order.

6 Summary Procedure

6.1 Dismissal

Allegations of misconduct under these Regulations should be made to the University Secretary, who will refer them to the Vice-Chancellor. The Vice-Chancellor may dismiss the complaint immediately if he or she believes that there is no case for the student to answer, or that it is for some other reason appropriate to do so.

6.2 Preliminary interview

If the complaint is not so dismissed, the Vice-Chancellor will interview the student before any other steps are taken under these Regulations. At the interview the student may be accompanied by a friend or representative. The purpose of the preliminary interview is for the Vice-Chancellor to hear the student's initial response to the allegations of misconduct. Following the preliminary interview, the Vice-Chancellor may decide to take no further steps under the disciplinary procedures in respect of the allegations, or may find that there is no case for the student to answer, and will write to the student accordingly.

6.3 Decision to deal summarily

If following the preliminary interview the Vice-Chancellor decides to take further action in respect of the allegations of misconduct, the following principles shall apply:

- a If the student agrees, the Vice-Chancellor may deal with the case summarily, without recourse to a Disciplinary Committee, provided that he or she considers that it is appropriate to do so. The Vice-Chancellor will normally decide to deal with a case summarily only where there is an admission of guilt from the student.
- b In all other cases the Vice-Chancellor will refer the case to a Disciplinary Committee under section 7 of these Regulations.

6.4 Procedure

If the matter is dealt with summarily, the Vice-Chancellor will consider written or oral evidence as he or she thinks fit. The Vice-Chancellor will find the student guilty of misconduct if, on the balance of probabilities, he or she is satisfied of the student's guilt. If a finding of guilt is made, he or she may impose any of the penalties set out in Section 8.3 of these Regulations, other than expulsion from the University.

6.5 Report

At the termination of the proceedings, the Vice-Chancellor will write a short report. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of

evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account in deciding the penalty. A copy of the report will be sent to the student. Where the misconduct relates to examinations or other assessed work the report may contain recommendations under Section 8.4 of these Regulations, and a copy of the report will also be sent to the appropriate Board of Examiners.

6.6 Referral to a Disciplinary Committee

If the Vice-Chancellor does not consider it appropriate to deal with the matter summarily, or if the student does not agree to its being dealt with in that way, then it shall be referred to a Disciplinary Committee, under the procedure set out in Section 7 of these Regulations.

7 Disciplinary Committee

7.1 Composition

The Vice-Chancellor will appoint the members of the Disciplinary Committee, and invite one of them, who shall not be a student member, to act as its Chair. The Committee will have three or five members, at the discretion of the Vice-Chancellor. The members will normally include both a member of the academic staff of the University and a student of the University. If a student is appointed to the Committee he or she will usually be an officer of the Students' Union. If it is inappropriate or impractical to appoint a Union officer, the student member will be a representative on Senate. Members of the Committee may be appointed from outside the University. The Vice-Chancellor shall have regard to the need to ensure that all members of the Committee are impartial. The Disciplinary Committee should not include members of Council, as an appeal from a decision of the Disciplinary Committee is heard by a Committee of Council under Section 10 of these Regulations.

7.2 Assistance to the Committee

The University Secretary or his or her nominee will act as clerk to the Committee, to give advice and to assist the Committee as it thinks fit. The Secretary will arrange for a note of the proceedings to be taken. The Committee may seek advice from a qualified lawyer.

7.3 Representation for the student

The student may be present at all disciplinary hearings, and may be represented by an adviser, friend or other representative.

7.4 New hearing

The Committee will rely only on evidence presented at the hearing. The deliberations and decisions of anyone previously considering the matter shall be irrelevant for the Committee's purposes.

7.5 Standard of proof

The Committee will find a student guilty of misconduct if, on the evidence before it, it is satisfied on the balance of probabilities of the student's guilt.

7.6 Majority verdict

If the members of the Committee cannot agree, the verdict of the Committee will be that of the majority of its members.

7.7 Procedure

Subject to the provisions of these Regulations, the order of proceedings shall be at the discretion of the Committee. Members of the Committee may ask questions of any witness. The Committee may ask for additional enquiries to be undertaken, and may call for additional witnesses to attend.

7.8 Joint hearings

If two or more students are involved in related misconduct, the Committee may at its discretion deal with their cases together.

7.9 Witness evidence

Witness evidence presented at the hearing will normally be oral, given by witnesses appearing in person. The Committee may accept a witness's written statement in evidence where the student agrees that the witness need not attend, or where it is impracticable for the witness to attend, or where in the opinion of the Committee it is for some other reason in the interests of justice to do so.

7.10 Presentation of the case

The Vice-Chancellor will appoint a member of the academic staff or a lawyer to present the allegation against the student.

7.11 Written allegations

The Secretary or his or her nominee, on behalf of the Committee, will ask the case presenter to set out the allegation or allegations in writing in advance of the hearing. A copy will be sent to the student at least two weeks before the hearing.

7.12 Written witness statements in advance of the hearing

The Secretary or his or her nominee, on behalf of the Committee, may call for written witness statements in support of the allegation in advance of the hearing. If such statements are obtained, members of the Committee will be entitled to see them in advance of the hearing and copies will

be made available to the student and to the case presenter at least one week before the hearing.

7.13 Documentary evidence

Any documentary evidence must be submitted in advance of the hearing and copies will be made available to members of the Committee and to all parties at least one week before the hearing. Evidence submitted late will only be admitted with the permission of the Committee on the advice of the Secretary.

7.14 Opening and closing addresses

The case presenter shall be entitled to address the Committee before calling witnesses, and at the conclusion of the evidence called on behalf of the student. The student, or his or her representative, may address the Committee before calling witnesses and after the case presenter's final address.

7.15 Submission that there is no case to answer

At the conclusion of the evidence in support of the allegation against the student, the student, or his or her representative, may submit that no case has been made out against the student which requires an answer. The case presenter has the right to reply. If the Committee finds on the evidence that there is no case for the student to answer, it must dismiss the allegation.

7.16 Time limits

The Committee may impose time limits on oral addresses and submissions.

7.17 Witnesses in support of the allegation

The allegation against the student will be put first. The case presenter will ask questions of each witness giving evidence in support of the allegation. These must not be leading questions. The witness may be cross-examined by the student or his or her representative. Witnesses may be re-examined, but concerning only those matters raised in cross-examination, for the purpose of clarification.

7.18 Witnesses against the allegation

If the case proceeds, the student may then give evidence. At the conclusion of the student's evidence he or she may be cross-examined by the case presenter. The student may give evidence to clarify matters raised in cross-examination. The student, or his or her representative, may then call further witnesses, who may be similarly cross-examined and re-examined.

7.19 Recall of witnesses

A witness may be recalled to give further evidence only with leave of the Committee.

7.20 Relevance

The Committee will refuse to admit evidence that is in its opinion irrelevant to the issues raised.

7.21 Adjournments

The Committee shall have power to adjourn a hearing to another date, as it thinks fit.

7.22 Report

At the termination of the proceedings, the Chair will write a report on behalf of the Disciplinary Committee. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account in deciding the penalty. A copy of the report will be sent to the student and to the Vice-Chancellor. Where the misconduct relates to examinations or other assessed work the report may contain recommendations under Section 8.4 of these Regulations, and a copy of the report will also be sent to the appropriate Board of Examiners.

7.23 Vice-Chancellor's right to stop the proceedings

The Vice-Chancellor has the power at any time to suspend disciplinary proceedings, including the proceedings of a Disciplinary Committee, and to stop the proceedings against the student, if he or she believes it to be appropriate to do so.

8 Penalties

8.1 Imposition of penalties

If a student is found guilty of an allegation of misconduct, one or more penalties may be imposed by the Vice-Chancellor in the case of matters dealt with summarily, or by the Disciplinary Committee in other cases. The penalties are set out below. A student may not be expelled following an allegation heard under the summary procedure. The student or his or her representative shall be entitled to make representations in mitigation before the penalty is decided.

8.2 Matters to be considered

When determining penalties, consideration will be given to the seriousness of the misconduct, the circumstances of the misconduct, and the means and general personal circumstances of the student.

8.3 Types of penalty

A student found guilty of misconduct may be:

a Absolutely discharged, which means that

although the student may be technically guilty of the misconduct alleged, no blame should be attached to his or her actions;

b Admonished;

c Cautioned, which means that no immediate punishment is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, he or she will then be dealt with for both offences;

d Conditionally discharged, which means that no immediate punishment is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a punishment may be imposed following a further hearing;

e Fined up to a maximum of £600. This maximum figure will be subject to periodic review by Senate;

f Required to pay a reasonable sum by way of compensation for identified and quantified loss;

g Required to perform unpaid services for the University community to a maximum of 40 hours;

h Required to have no contact, or restricted contact, with a specified person or persons;

i Excluded from the University for a fixed period of time, up to a maximum of twelve months.

A student who is excluded from the University has restricted rights to enter University premises, and to participate in University activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion does not affect the student's status as a member of the University;

j Suspended from the University for a fixed period of time, up to a maximum of twelve months. A student who is suspended ceases to be a member of the University for the duration of the suspension and is prohibited from entering University premises, and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified to the student in writing;

k Expelled from the University, which means that the student ceases to be a member of the University, and loses all rights and privileges of membership;

l Required to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University.

8.4 Additional penalties relating to misconduct in connection with examinations or other assessed work

Where misconduct relates to examinations or other assessed work, the Vice-Chancellor or the Disciplinary Committee (as the case may be) may impose one or more of the following additional penalties and direct that the penalty or penalties imposed be implemented by the appropriate Board of Examiners:

- a Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the examination or assessed work in which the student committed the offence;
- b Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the unit of which the examination or assessed work was part;
- c Award the student a lower class of degree or other academic award than that which he or she would otherwise have been awarded;
- d Exclude the student from the award of a degree or other academic award. This may be either permanent or for a stated period, and may be absolute or subject to compliance with stipulated requirements.

9 Mental illness

9.1 Adjournment for a medical report

If it appears to those considering an allegation of misconduct that the student in question is suffering from mental illness or mental instability, the proceedings may be adjourned for the preparation of a medical report.

9.2 Evidence of mental illness or mental instability

If there is medical evidence that the student is suffering from mental illness or mental instability, those dealing with the case may suspend or terminate the proceedings, if it is felt appropriate to do so. It may be made a condition of suspension or termination of the proceedings that the student seek medical treatment.

10 Appeals

10.1 Right to appeal against a finding of guilt

A student may appeal against a finding of guilt. The appeal must be made to the University Secretary within 28 days of the conclusion of the proceedings. The student must set out in writing the grounds on which the appeal is based. The appeal will be heard by a Committee of Council constituted under the provisions set out in the Student Complaints Procedure.

10.2 Nature of appeal against a finding of guilt

There will be no entitlement to a rehearing of the case, which will be allowed only in exceptional circumstances. Those hearing the appeal may overturn the finding of guilt where they consider it just to do so. In particular, a finding may be overturned in the light of new evidence; or where it is considered that the original hearing was not conducted fairly; or where the finding of guilt was unreasonable in the light of the findings of fact. The student may present the appeal in person or in writing as he or she chooses, and may be represented by an adviser, friend or other representative.

10.3 Right to appeal against imposition of penalty

A student may appeal against a penalty imposed following a finding of guilt. The appeal must be made to the University Secretary within 28 days of the conclusion of the proceedings. The student must set out in writing the grounds on which the appeal is based. The appeal will be heard by a Committee of Council constituted under the provisions set out in the Student Complaints Procedure.

10.4 Nature of appeal against imposition of penalty

Those hearing an appeal against penalty may impose a lesser or greater penalty, having considered whether the original penalty imposed was fair and reasonable in the light of all the circumstances of the case, and the student's means and general personal circumstances.

*Revised version approved by Council 4 July 2008.
Last updated July 2013.*

Student Fees Regulations

1 Payment of fees: due date

Tuition fees become due on the first day of your programme of study.

Accommodation fees become due when you arrive to take up your place in University accommodation.

2 Payment by instalments: Tuition Fees

If you are paying your tuition fees direct to the University, you may pay the full amount in a single payment or you may make two instalment payments. The amounts and due dates of instalment payments are published in advance on the University's website (see bristol.ac.uk/academicregistry/fees).

The preferred method of payment is by direct debit or credit/debit card via the University's online payment system, although cheques, bank drafts and bank transfers will also be accepted.

Students who are undertaking a modular based postgraduate programme are required to pay in advance for each module. Instalment options are not available for these programmes.

3 Payment by instalments: Accommodation Fees

Accommodation fees are due at the start of each term.

You may choose to pay accommodation fees in full or on a termly basis. Payment may be made online (the preferred method), by direct debit or credit/debit card, or by cheque, bank draft or bank transfer. The amounts and due dates of instalment payments can be found on your Acceptance of Student Accommodation Form.

4 Payment by a third party

If your fees are to be paid by the Student Loans Company or by a sponsor such as an Embassy, please ensure that all information is available to enable the appropriate invoices to be raised and for your sponsor to make payment on your behalf. It is your personal responsibility to ensure that your fees are paid.

5 Late payment

If you become aware that your payment will be late, you must contact the Income Office to explain the position. If you are in genuine difficulty with payment, an authorised member of the Income Office will try to agree a plan of payment with you that you can afford.

If you fail to submit a payment plan or if your payment plan method fails, you will be contacted within two weeks of the expected payment date and asked to make immediate payment by another method. If this payment method also fails, you will normally be charged an administration fee.

If you fail to provide the University with a satisfactory response in the circumstances described above you will be sent a formal letter requesting that you contact the University Credit Control Manager. Your Faculty Office and academic school(s) will also be notified.

If you fail to respond, or if after contacting the Credit Control Manager you are unable to provide an acceptable payment plan, the University reserves the right to terminate your studies and/or to require you to leave your accommodation. The University will then put any debt outstanding

in the hands of a debt collector. Any additional costs incurred will be added to your account.

Students who continue to be in debt to the University at the end of the academic year will not be permitted to register for the following year of their programme.

Members of the Student Funding Office can provide advice on additional funding that may be available to assist you.

6 Difficulty with payment

If you are experiencing difficulties in paying tuition or accommodation fees you should seek help at the earliest possible opportunity. Initially you should approach staff in the Student Funding Office. They will be able to provide general advice as well as information about any additional funding that may be available. You may also wish to speak to a personal tutor, hall warden or the Students' Union for support and advice. It is important to keep the Income Office informed of developments (see above). The University will be sympathetic and assist where it can. However, in order to maintain the quality of teaching for everyone else, the University must act to recover debts.

7 Payment of interest or administrative charges

You will become liable to pay interest at 2.5% above UK clearing bank base rate per annum on the amount outstanding where payments are outstanding against your payment plan. Interest will run from the due date to the date when the fees are paid.

The Finance Office will review the student related debt ledger throughout the year and apply interest on a consistent basis annually.

An administration charge will normally be raised where your chosen method of payment is declined more than once. This will apply to each payment date.

8 Reinstatement on payment of full tuition fees

If you have been required to leave the University, registration on your programme of study may be reinstated on payment in full of outstanding tuition fees before the end of the academic year in question. However, if you are consequently behind with your studies, you may have to repeat parts of the programme, thereby incurring further fees.

9 Early withdrawal or suspension of study

If you leave your programme of study early or suspend your studies for a significant period, claims for refunds of tuition fees may be made. Students are entitled to a full refund if a claim is

made within the first four weeks of the start of the programme. Thereafter, any claims for a refund will be on a weekly basis for undergraduate students and a monthly basis for postgraduate students. This includes all categories of students and sponsors including all undergraduates in receipt of a tuition fee loan. There is further information on tuition fee refunds at bristol.ac.uk/academicregistry/fees.

If you leave your University accommodation early, the sum for which you are liable is set out in the Student Residence Conditions.

10 Other important information

- a Students with debts relating to tuition or accommodation fees, to library, car parking or disciplinary fines, or any other outstanding debts to the University will not be permitted to register for their next year of study until these debts are cleared or specific arrangements are in place with the Income Office Manager for the settlement of the debt.
- b Students with tuition fee debts outstanding at the close of business 14 days before the start of the relevant Degree Congregation (ie period of degree ceremonies) will not be permitted to graduate.
- c A degree certificate will not be provided to any student who has tuition fees outstanding.

For these purposes “tuition fees” includes tuition fees, bench fees and writing up fees.

11 Appeal process

If you are unhappy about any matter relating to fee levels or payments you should in the first instance contact the Income Office Manager, who is based in Senate House. If the matter remains unresolved, you may bring a complaint under the University’s Student Complaints Procedure (see [bristol.ac.uk/ secretary/ studentrulesregs/complaints.html](http://bristol.ac.uk/secretary/studentrulesregs/complaints.html)).

Contacts

Student Funding Office

student-funding@bristol.ac.uk	331 7972
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Income Office

student-fees@bristol.ac.uk	928 7908
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Student Complaints Officer

student-complaints@bristol.ac.uk	928 8904
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Principles approved by Council 10 May 2000.

Last updated July 2011.

Regulations and policies

Academic matters

Examination Regulations

1 Nominees

Unless the context indicates otherwise, under these regulations a University officer or the chairman of a board of examiners may act through his or her properly appointed nominee.

2 Conduct of formal examinations

2.1 Attendance

Failure to attend an examination without reasonable cause may result in the award of no marks for that examination. It is the responsibility of the student to be aware of the details of the examination timetable. If a student fails to attend as the result of illness, he or she should obtain a medical certificate from a qualified medical practitioner as soon as reasonably practicable, and submit it forthwith to the chairman of the board of examiners and copied to the appropriate faculty office.

2.2 Entering the examination room

Candidates may not normally enter the examination room to sit a written examination nor undertake the written examination in any other location after it has been in progress for more than thirty minutes. Late candidates will be referred to their home school¹ for advice on the next course of action.

2.3 Leaving the examination room

No candidate may leave the examination room within thirty minutes of the beginning of the examination, save in exceptional circumstances, and with the permission of the invigilator. In order to avoid disturbing other candidates, candidates may not leave the examination room during the last fifteen minutes of the examination, save in exceptional circumstances, and with the permission of the invigilator. If a student leaves an examination because of illness, he or she should obtain a medical certificate from a qualified medical practitioner as soon as reasonably practicable, and submit it forthwith to the chairman of the board of examiners and copied to the appropriate faculty office.

¹ "School" should be taken to mean "School or Department", whichever is more appropriate, throughout the Examination Regulations.

2.4 Supervised absence

No candidate may leave and return to the examination room during an examination unless supervised by an invigilator while absent.

2.5 Communication during the examination

Unless an invigilator has given permission otherwise, during the course of the examination a candidate may communicate with no other person but the invigilator.

2.6 Permitted items and texts

A candidate may take to his or her desk only those items and texts that are permitted for the examination he or she is sitting. It is the responsibility of the student's faculty or school to provide guidance to students about items, for example calculators, they may take into examinations and the responsibility of the student to establish which items and texts are permitted. Such guidance should be provided in a format and location easily accessible to the student, including in student handbooks or on school websites and should indicate to students the circumstances in which it is likely they will be granted permission and the types of materials they may be allowed to use. All bags, mobile phones, personal organisers and similar electronic devices must not be taken to the examination desk, but must be deposited elsewhere, as instructed by the invigilator.

If the usual practice of the faculty or school is to allow students who do not have English as a first language to use a translation dictionary during written examinations, then the school should ensure that an "Authorisation for the use of dictionaries in examinations" form is completed and signed by the Head of School or nominee for each student. Where a student is studying across schools then the form should be signed by the Head of School for each of their units. This form should be returned to the student and it **MUST** be displayed on the examination desk when a dictionary is being used. Failure to display the authorisation will result in the confiscation of the material. All dictionaries used in examinations will be checked for annotations and markings and any dictionary deemed to contravene regulations will be removed from the student.

2.7 Distracting behaviour

Candidates may not smoke during an examination, nor behave in any way which is distracting to other candidates. A candidate who ignores a request from an invigilator not to behave disruptively may be required to leave the examination room. The candidate's examination scripts will be submitted to the board of examiners as they were at the time when the candidate was required to leave. The invigilator will annotate the scripts with the time at which the candidate left, and submit a report to the chairman of the board of examiners.

2.8 Examination scripts

It is the responsibility of the candidate to ensure that all his or her scripts are appropriately marked with an identifying name and number. No candidate may remove an examination script from the examination room. No candidate may remove any other examination materials without permission.

A school may invite a candidate to transcribe or dictate an illegible script. Any transcription or dictation must be verbatim, and the student should be asked to sign the transcript to confirm that it is a true copy of the original script. The transcription or dictation will be treated as part of the formal examination process. Schools may also invite the student to undertake an oral examination.

2.9 Cheating

Cheating in an examination will be dealt with as a disciplinary offence under these regulations. In particular it is a disciplinary offence for a candidate to:

- a Have unauthorised items or texts at his or her desk in the examination room during the examination
- b Make use of unauthorised items or texts during the examination
- c Copy from the script of another candidate during the examination
- d Dishonestly receive help from another person during the examination
- e Dishonestly give help to another person during the examination
- f Act dishonestly in any way, whether before, during or after the examination, so as to obtain an unfair advantage in the examination
- g Act dishonestly in any way, whether before, during or after the examination, so as to assist another candidate to obtain an unfair advantage in the examination.

2.10 Suspicion of cheating during the examination

Should a candidate be suspected of cheating during the examination, the invigilator will confiscate any unauthorised material, indicate on

the candidate's script that it has been confiscated due to suspected cheating, and remove the script. The candidate will then be given further examination books and permitted to complete the examination. The invigilator will seek an explanation from the candidate at the end of the examination, and submit an incident report to the University Examinations Officer who will notify the chairman of the school board of examiners from the student's home school.

3 Other assessed work

3.1 Work must be that of the student

Any thesis, dissertation, essay, or other coursework must be the student's own work and must not contain plagiarised material. Any instance of plagiarism in such coursework will be treated as an offence under these regulations.

3.2 Plagiarism

Plagiarism is the unacknowledged inclusion in a student's work of material derived from the published or unpublished work of another. This constitutes plagiarism whether it is intentional or unintentional. "Work" includes internet sources as well as printed material. Examples include:

- Quoting another's work "word for word" without placing the phrase(s), sentence(s) or paragraph(s) in quotation marks and providing a reference for the source.
- Using statistics, tables, figures, formulae, data, diagrams, questionnaires, images, musical notation, computer code, etc., created by others without acknowledging and referencing the original source. This list is not intended to be exhaustive.
- Summarising or paraphrasing the work or ideas of another without acknowledging and referencing the original source. "Paraphrasing" means re-stating another author's ideas, meaning or information in a student's own words.
- Copying the work of another student, with or without that student's agreement.
- Collaborating with another student, even where the initial collaboration is legitimate, e.g., joint project work, and then presenting the resulting work as one's own. If students are unclear about the extent of collaboration which is permitted in joint work they should consult the relevant tutor.
- Submitting, in whole or in part, work which has previously been submitted at the University of Bristol or elsewhere, without fully referencing the earlier work. This includes unacknowledged re-use of the student's own submitted work.
- Buying or commissioning an essay or other piece of work and presenting it as a student's own.

3.3 Avoidance of plagiarism

Schools will, where necessary, provide further discipline-specific definitions of plagiarism and guidance on how to avoid it, including advice on proper referencing practice. However, it remains the responsibility of the individual student to familiarise him- or herself with these guidelines and to avoid plagiarism.

3.4 Cases of bad academic practice

In some cases a marker may be unsure whether irregularities in a piece of work constitute minor plagiarism or simply poor academic practice. In this case he or she should consult the chairman of the school board of examiners for the student's programme of study. The chairman will decide whether the case can be handled solely through school tutorial/student guidance processes or whether the procedure outlined in sections 3.5 and 4 should be followed. If the former, a file note should be kept in the school of the advice given to the student for future reference.

3.5 Suspicion of plagiarism

Should a candidate be suspected of plagiarism, the principal marker of the work will notify the chairman of the school board of examiners for the student's programme of study, providing a brief written report outlining the allegation and copies of both the assessed work in question and the sources that are believed to have been plagiarised, annotated as necessary.

4 Procedure for cases of cheating and plagiarism in undergraduate and taught postgraduate programmes of study (including any taught component of a professional or other doctoral degree)

4.1 Responsibility for handling allegations of cheating and plagiarism

Initial responsibility for handling plagiarism and examination cheating allegations in undergraduate and taught postgraduate programmes of study rests with the chairman of the school board of examiners from the student's home school.

4.2 Initial assessment of cases of cheating and plagiarism

The chairman of the school board of examiners will decide, in consultation with the undergraduate or graduate education director of the faculty, and using the criteria listed in section 8, whether the case appears minor and can be handled at school level or more significant, requiring involvement from the faculty. The chairman, in consultation with the undergraduate or graduate education director, will also decide whether or not to investigate examination scripts or pieces of

work previously submitted by the student.

4.3 Minor cases – student interview

If the alleged offence of cheating or plagiarism is considered to be minor, the chairman of the school board of examiners will notify the student in writing and interview him/her with the school examinations officer or other appropriate member of the school. The student will be informed in the letter of the pieces of work under consideration. The student may be accompanied at the interview by an adviser, friend or other representative. Notes will be taken of the interview and subsequently agreed with all parties. Where the allegation relates to an assessment from outside the student's home school, the chairman of the home school board of examiners will involve a relevant member of staff from the other school in the interview and in making the penalty recommendation or may delegate responsibility for the interview to the chairman of the school board of examiners responsible for the unit. In the latter case, the interview panel will include a member of staff from the student's home school.

4.3.1 Disposal by the School Board of Examiners

The decision as to penalty will normally be made by the school board of examiners. Following the interview, the chairman of the school board of examiners will make a written recommendation as to the penalty, from those listed in section 4.3.2, to the full board. This recommendation will set out the misconduct admitted, a brief summary of the evidence received, the penalty recommended, and the factors taken into account in recommending the penalty. A copy of the recommendation will be sent to the student. It will be permissible to reach agreement as to penalty with the full board of examiners by correspondence if it is some time until its next meeting. If there is disagreement as to the penalty a full meeting will be required.

If the interview panel considers that the matter should be dealt with under student disciplinary regulations, it may, in place of a report to the board of examiners, make a recommendation to the Vice-Chancellor to this effect. Examination offences which disclose gross dishonesty, such as substantial and premeditated attempt to gain unfair advantage, or cases in which the candidate and the interview panel are not able to agree an account of the incident, are appropriately dealt with under student disciplinary regulations. See section 7.

4.3.2 Powers of the School Board of Examiners in minor cases

On receipt of the recommendation of the

chairman of the school board of examiners, the board of examiners may:

- a Impose no penalty beyond recording the case on the student's school file for future reference;
- b Disregard the original mark for the examination or piece of assessed work and require submission of an equivalent piece of work. The full mark range may be used for the new piece of work;
- c Disregard the original mark for the examination or piece of assessed work and require submission of an equivalent piece of work. The mark for the new piece of work will be capped at the minimum pass mark;
- d Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the examination or assessed work in which the student committed the offence without the opportunity to submit another piece of work. This will be the maximum penalty for cases of minor cheating or plagiarism. The school examination board will take explicit account of the impact of this penalty on the student's credit points and, where applicable, degree classification and whether this impact is proportionate to the offence.

The penalty will depend on the seriousness of the offence, using the criteria listed in section 8. It will normally be assumed that mitigating circumstances will have been raised by the student in advance of the examination or submission. However, any exceptional mitigating circumstances will be taken into account when determining the penalty.

If, exceptionally, the school board of examiners feels that there are circumstances about the case that were not apparent at the time of the initial assessment by the chairman of the board, and which might affect the route for consideration of the case, they may seek advice from the faculty board of examiners as to the appropriate course of action.

The student will have the usual right of appeal against a decision of the board of examiners.

4.3.3 Recording the penalty

Brief details of the allegation and penalty will be recorded in the minutes of the school board of examiners, with a copy kept on the student's school file. Cases and penalties will be reported to the faculty board of examiners annually. Copies of the resulting minutes of the faculty board of examiners will be sent to the Academic Registrar who will keep a central record of plagiarism and examination cheating cases and

report them annually to Education Committee. Cases of minor plagiarism need not be mentioned in student references.

4.4 Serious cases

If the alleged offence of cheating or plagiarism is considered by the chairman of the school board of examiners, in consultation with the undergraduate or graduate education director of the faculty, to be more serious than should be handled at school level, taking into account the criteria listed in section 8, the chairman of the school board of examiners will notify the student in writing that the case will be referred to the chairman of the faculty board of examiners. The student will also be informed, at this stage, whether any other examination scripts or pieces of work are under consideration.

4.4.1 Student interview

A panel of three members of the faculty board of examiners (which will normally include a member of the student's home school examination board), selected by the chair, will interview the student. It may be appropriate also to involve a representative from the school responsible for the unit in which the irregularity has occurred, if this is not the home school. The student may be accompanied at the interview by an adviser, friend or other representative. The faculty manager or head of academic administration will attend to provide advice on regulations. Notes will be taken of the interview, which will subsequently be agreed with all parties. Where the chairman of the faculty board of examiners is from the student's home school an alternative member of the board shall be nominated to chair.

4.4.2 Recommendation to the School Board of Examiners

The decision as to penalty will normally be recommended by the faculty interview panel, initially, to the school board of examiners. This recommendation, taken from those listed in 4.4.3, will set out the misconduct admitted, a brief summary of the evidence received, the penalty recommended, and the factors taken into account in recommending the penalty.

A copy of the recommendation will be sent to the student by the chair or secretary of the school board of examiners together with an explanation of the next steps in the process and the likely timescales. It will be permissible for the school board of examiners to consider this recommendation by correspondence if it is some time until its next meeting.

If the interview panel considers that the matter should be dealt with under student disciplinary

regulations, it may, in place of a recommendation to the board of examiners, make a recommendation to the Vice-Chancellor to this effect. Examination offences which disclose gross dishonesty, such as substantial and premeditated attempt to gain unfair advantage, or cases in which the candidate and the interview panel are not able to agree an account of the incident, are appropriately dealt with under student disciplinary regulations. See section 7.

4.4.3 Powers of the Faculty Board of Examiners

On receipt of the recommendation of the interview panel, the school board of examiners may advise the faculty board of examiners to:

- a Impose no penalty beyond recording the case on the student's school file for future reference;
- b Disregard the original mark for the examination or piece of assessed work and require submission of an equivalent piece of work. The full mark range may be used for the new piece of work;
- c Disregard the original mark for the examination or piece of assessed work and require submission of an equivalent piece of work. The mark for the new piece of work will be capped at the minimum pass mark;
- d Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the examination or assessed work in which the student committed the offence without the opportunity to submit another piece of work;
- e Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the unit of which the examination or piece of assessed work was part;
- f Award the student lower marks than those which he or she would otherwise have been awarded, or award no marks, for the year of study;
- g Award the student a lower class of degree or other academic award than that which he or she would otherwise have been awarded;
- h Award a lower qualification than that for which the student was registered;
- i Exclude the student from the award of a degree or other academic award, which may be either permanent or for a stated period, and may be absolute or subject to compliance with stipulated requirements; the award of a lower qualification may or may not be offered.

If the advice from the school examination board to the faculty examination board is not in line with that originally made by the faculty interview panel, the school examination board must

explain the reasons for the change in their report to the faculty examination board and must also notify the student of their decision.

The penalty will depend on the seriousness of the offence, using the criteria listed in section 8. It will normally be assumed that mitigating circumstances will have been raised by the student in advance of the examination or submission. However, any exceptional mitigating circumstances will be taken into account when determining the penalty.

The school and faculty examination board will take explicit consideration of the impact of the penalty on the student's credit points and, where applicable, degree classification and whether this impact is proportionate to the offence.

The student will have the usual right of appeal against a decision of the board of examiners.

4.4.4 Recording the penalty

Brief details of the allegation and penalty will be recorded in the minutes of the school and faculty board of examiners, with a copy kept on the student's school file. Copies of the resulting minutes of the faculty board of examiners will be sent to the Academic Registrar who will keep a central record of plagiarism and examination cheating cases and report them annually to Education Committee. Cases of cheating or serious plagiarism should normally be mentioned in student references.

5 Procedures for cases of plagiarism in a thesis submitted for a research degree

5.1 Responsibility for handling allegations of plagiarism in a thesis submitted for a research degree

If plagiarism is suspected in a submitted thesis, the supervisor or examiner will notify the head of school, providing a brief written report outlining the allegation and copies of both the relevant sections of the thesis and the sources that are believed to have been plagiarised, annotated as necessary. The head of school will notify the student in writing that the case will be referred to the graduate education director.

5.2 Student interview

The graduate education director will interview the student with the head of school or his or her nominee. The student may be accompanied at the interview by an adviser, friend or other representative. The faculty manager or head of academic administration will attend to provide advice on regulations. Notes will be taken of the interview, which will subsequently be agreed with all parties. Where the graduate education director

is from the student's home school, a graduate education director from another faculty may be nominated to chair the interview. In particularly serious cases it may be appropriate to involve a second graduate education director and the internal and/or external examiner in the interview.

If the interview panel is satisfied that there is no evidence of dishonesty, i.e. that there was no deliberate attempt by the student to obtain an unfair advantage in the thesis, the decision as to penalty will be made by the Research Degrees Examination Board. Following the interview, the panel will make a written recommendation as to penalty to the Research Degrees Examination Board. This recommendation will set out the misconduct admitted, a brief summary of the evidence received, the penalty recommended, and the factors taken into account in recommending the penalty. A copy of the recommendation will be sent to the student.

The final decision will be reached at a full meeting of the Research Degrees Examination Board. If the interview panel feels there is evidence of deliberate dishonesty, the matter should be dealt with under student disciplinary regulations. See section 7.

5.3 Powers of the Research Degrees Examination Board

On receipt of the recommendation of the interview panel, the Research Degrees Examination Board may:

- a Impose no penalty beyond recording the case on the student's school file for future reference;
- b Require resubmission of all or part of the thesis;
- c Exclude the student from the award of the degree, which may be either permanent or for a stated period, and may be absolute or subject to compliance with stipulated requirements;
- d Award a lower qualification than that for which the student was registered where regulations permit this.

The penalty will depend on the seriousness of the offence, using the criteria listed in section 8. It will normally be assumed that mitigating circumstances will have been raised by the student in advance of the submission. However, any exceptional mitigating circumstances will be taken into account when determining the penalty.

5.4 Recording the penalty

Details of the allegation and penalty will be recorded in the Research Degrees Examination Board minutes, with a copy on the student's school file, which will be sent to the Academic Registrar who will keep a central record of such

plagiarism cases and report them to Education Committee annually. Cases of plagiarism in a thesis submitted for a research degree should normally be mentioned in student references.

6 Students taking University of Bristol assessment, but not in attendance at the University

All the above regulations will apply to students not in attendance at the University, including distance learning students, students on a year abroad, or international students who have temporarily returned home. In these circumstances it may be appropriate to replace the interview with written correspondence or a conference call with the student.

7 Disposal under Student Disciplinary Regulations

If the interview panel considers that the matter should be dealt with under student disciplinary regulations, it may, in place of a report to the board of examiners, make a recommendation to the Vice-Chancellor, through the University Secretary, to this effect. Examination offences which disclose gross dishonesty, such as substantial and premeditated attempt to gain unfair advantage, or cases in which the candidate and the interview panel are not able to agree an account of the incident, are appropriately dealt with under the Student Disciplinary Regulations.

Where an offence of plagiarism or other examination offence has been referred under these Regulations to be dealt with under the Student Disciplinary Regulations, the Board of Examiners may not impose any penalty under these Regulations in place of or in addition to the penalty or penalties that the Board is directed to implement under the Disciplinary Regulations in respect of that offence.

8 Factors to be taken into account when deciding whether to use the procedures for minor or serious cases for undergraduate and taught postgraduate students

- a The student's year of study. First year cases are more likely to be considered minor. Finalist and taught master's student cases will normally be considered serious;
- b Whether this is a first or subsequent offence;
- c The extent and significance of the plagiarism in the piece of work. Plagiarism accounting for less than 30% of the piece of work and where there is evidence of independent argument and thought might reasonably be classed as minor;

- d Whether the assessment contributes significantly to the student's progress or degree classification;
- e Examination cheating should normally be handled under the "serious" procedures.

9 Guidance on the Procedures

Guidance and advice on the implementation of the cheating and plagiarism regulations will be available from the Academic Registrar.

10 Information for Boards of Examiners

10.1 Procedure for consideration of Extenuating Circumstances

Boards of examiners shall establish a committee (which will meet before the Board of Examiners meets) to consider any relevant matters, for example personal matters such as illness or bereavement, that may have affected a student's performance in assessment (see section 20 of the *Regulations and Code of Practice for Taught Programmes*).

10.2 Evidence

If a student wishes a board of examiners to take any such matters into account, he or she must complete and submit the relevant form before the meeting of the board at which the student's examination performance is to be considered (for details of the procedure and a link to the form, see section 20 of the *Regulations and Code of Practice for Taught Programmes*). A written record must be kept of such matters. Any such matters which could have been raised before the meeting of the board, but, without good reason, were not raised, will not be considered in the event of an appeal.

The committee may require a student to submit such other evidence as it deems necessary to substantiate any matter raised by the student.

11 Appeal against a decision of a Board of Examiners

11.1 Right to appeal

A student enrolled on a taught (undergraduate or postgraduate) programme may appeal against an appealable decision made by one of the following (referred to in these Regulations as a "board of examiners"):

- a A faculty board of examiners
- b A faculty progress committee
- c A school board of examiners in relation to a case of minor plagiarism.

A postgraduate research student may appeal against an appealable decision made by the following (also referred to as a "board of examiners"):

- a The University Research Degrees Examination Board
- b The Dean of the relevant faculty, on the recommendation of a registration review panel.

An appealable decision is a decision in respect of:

- a An examination or other form of assessment
- b A student's progress, including a decision in respect of a suspension or a requirement to withdraw from the University, or in the case of a research postgraduate student, a decision by a Dean relating to termination or change of registration
- c A penalty imposed for a cheating or plagiarism offence dealt with under these Regulations.

11.2 Permissible grounds of appeal

Appeals may only be made on the basis of one or more of the following permissible grounds:

- 1 There has been a material irregularity in the decision making process sufficient to require that the decision can be reconsidered. For example:
 - a the assessment and subsequent decision making process were not conducted in accordance with the relevant regulations;
 - b an adverse decision has been taken because of an administrative error;
 - c the student has not been given the opportunity to draw relevant matters to the attention of the board of examiners; and/or
 - d appropriate account was not taken of illness or other extenuating circumstances known to the board of examiners.
- 2 A student's performance in assessment has been affected by illness or other factors which the student was unable, for good reason, to divulge before the meeting of the board of examiners (see section 10 of these Regulations).
- 3 A penalty for cheating or plagiarism, imposed under the examination regulations by the school or faculty is wrong or disproportionate. For the avoidance of doubt, there is no right of appeal under these Regulations in respect of a penalty or penalties imposed under the Student Disciplinary Regulations and implemented by the board of examiners on the direction of the Vice-Chancellor or a Disciplinary Committee.

11.3 Grounds of appeal that are not permissible

- 1 Disagreement with the academic judgment of the board of examiners will not constitute a ground for appeal.
- 2 No appeal will be considered if it raises for the first time issues concerning the

supervision or teaching of a student. Such matters will only be considered if they have been raised by the student promptly, at the time they first arose and pursued under the Student Complaints Procedure.

11.4 The Appeal Process

The appeal process has two stages:

- i The Local Stage
- ii The University Stage.

Those hearing the appeal at either stage will not attempt to re-examine the student, nor to appraise professional academic judgments, but will consider whether the decision made was fair, and whether all relevant factors were taken into account.

The University Stage of the process may only be invoked if the student has pursued the appeal through the Local Stage and remains dissatisfied with the outcome.

11.5 The Appeal Form

In order to start the appeal process, the student must complete the Appeal Form (bristol.ac.uk/secretary/studentrulesregs/stuappealform.doc) and submit it to the Faculty Education Manager within 15 working days of the notification of the appealable decision to the student. An extension of this time limit will be allowed, by the University Secretary, only in exceptional circumstances.

The Appeal Form must set out:

- a the reason(s) for the student's dissatisfaction with the appealable decision;
- b the student's grounds for appeal; and
- c the outcome sought by the student.

All the evidence on which the student seeks to rely must be submitted with the Appeal Form unless there are good reasons why this is not possible. The student is encouraged to seek assistance from the Students' Union Advisory Service (ubu-justask@bristol.ac.uk) when preparing the Appeal Form.

11.6 The Local Stage

On receipt of the completed Appeal Form and any accompanying evidence, the Faculty Undergraduate or Graduate Education Director (as appropriate) will review the appeal on behalf of the Dean of the Faculty (who may also act in person if he or she considers it appropriate) with a view to considering whether the appeal can be resolved at the Local Stage.

In the case of an appeal by a postgraduate research student against a decision of the Research Degrees Examination Board, the Faculty

Education Manager will forward the Appeal Form and any accompanying evidence to the Pro Vice-Chancellor (Education) who will review the appeal at the Local Stage.

The person reviewing the appeal may invite another academic not involved in the appealable decision or in previous informal discussions to assist with his or her deliberations. Students may request the opportunity to attend the review at which their appeal is considered. The student may bring an adviser, friend or representative to the review and the Faculty Education Manager (or in the case of an appeal against a decision of the Research Degrees Examinations Board another appropriate person) will provide administrative support.

If the person reviewing the appeal considers that the appeal can be resolved at the Local Stage, he or she may take action to resolve the appeal, including but not limited to any or all of the following:

- a refer the student's extenuating circumstances to be reconsidered by a committee under section 10 of these Regulations, if the person reviewing the appeal considers that insufficient weight was given to the student's circumstances by the committee;
- b allow the student to submit late evidence of extenuating circumstances, if the person reviewing the appeal considers that the student had good reason for his or her failure to submit the evidence at the appropriate time;
- c refer the appealable decision for reconsideration by the board of examiners, with or without a recommendation as to the outcome of such reconsideration.

If the person reviewing the appeal does not consider that the appeal can be resolved at the Local Stage the student may request that the appeal be progressed to the University Stage under section 11.7.

The Local Stage will normally be dealt with and the student informed, in writing, of the outcome of the review and the reasons for the decisions made, within 25 working days of the Appeal Form being submitted to the Faculty Education Manager (or, in the case of an Appeal Form which has been submitted out of time, within 25 working days from the date of notification, to the Faculty Education Manager, of the University Secretary's decision to allow an extension of time for submission of the appeal).

11.7 Progression to the University Stage

If the student remains dissatisfied with the outcome

of the Local Stage, or has not received the Local Stage decision by the prescribed time limit set out in section 11.6 above, he or she may request that the appeal is progressed to the University Stage. The student should make the request in writing to the Student Complaints Officer (**student-complaints@bristol.ac.uk**) within five working days of the Local Stage decision or, if earlier, the expiry of the prescribed time limit. Upon receipt of the written request to progress to the University Stage, the Student Complaints Officer will obtain the Appeal Form and supporting evidence from the Faculty Education Manager, together with all of the evidence considered at the Local Stage and a copy of any decision letter sent to the student.

Upon receipt of the Appeal Form and other documentation from the Local Stage, the Student Complaints Officer shall refer the student's appeal to a Review Panel for consideration.

11.8 Appeal Review Panel

The Review Panel shall normally consist of three members of the academic staff who have had no prior involvement with the appealable decision or the Local Stage.

The proceedings of the Review Panel will not involve a hearing. The Review Panel will consider the Appeal Form and other evidence and may:

- a refer the matter back to the faculty (or in the case of postgraduate research students, to the Pro Vice-Chancellor (Education)) for reconsideration with, or without, a recommendation for resolution. If following reconsideration at the Local Stage the original decision is not altered, the student may request that the matter be further reviewed by the Review Panel. If the original decision is altered, the student will have a fresh right of appeal in respect of the new decision;
- b dismiss the appeal, giving reasons, and issue a Completion of Procedures letter; or
- c recommend that a committee be appointed by Council to hear the appeal.

11.9 Council Committee

If the Review Panel recommends that a committee be appointed to hear the appeal, Council will appoint a committee which shall normally consist of three members, including at least one academic member of Council or member of Senate, and which may include among its members University staff who are not members of Council. At the request of the student, Council may appoint a student sabbatical officer as an additional member. In the event of the Committee being divided in its view, the chair will have the casting

vote. The Committee will normally be chaired by a lay member of Council. Wherever possible the Committee should include at least one member of the same gender as the student.

11.10 Clerk

The University Secretary will appoint a clerk to the Appeal Review Panel and to the Council Committee. The role of the clerk is to assist the Panel or Committee by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Panel or Committee on the relevant regulations and procedures. The clerk may, on behalf of the Panel or Committee, ask for written witness statements or documents such as medical certificates to be produced. The student, the school and the faculty will be entitled to see all statements and documents seen by the Panel or Committee.

11.11 Nature of hearing

The Committee will decide its own procedure. The student may present his or her appeal in person or in writing as he or she chooses. Witnesses may be asked to give evidence.

11.12 Representation

The student may be accompanied at the appeal hearing by an adviser, friend or representative for support or representation. The Students' Union employs student advisers who may be asked to act in this capacity. In the event that the student fails to attend, without good reason, the hearing may be held in the student's absence. If the student has a good reason for not attending, the hearing will be rescheduled.

11.13 Time limits

The University will normally comply with the following time limits:

- a the Local Stage will be completed within 25 working days of receipt of the student's Appeal Form. Where the Local Stage has involved a meeting with the student, the Local Stage decision will be issued to the student within five working days of the meeting (these five days being included within the 25 day limit set out above);
- b The Appeal Review Panel will meet within 20 working days of the student's request for progression to the University Stage;
- c The Council Committee hearing will be arranged as soon as is practicable after the Review Panel's recommendation that a Committee be appointed. The Committee's report will normally be issued within 10 working days of the hearing.

If the University is unable to meet these time limits it will inform the student of the reasons for the delay.

11.14 Nominees

Unless the context indicates otherwise, under these Regulations an Officer of the University or other designated member of staff may act through his or her properly appointed nominee.

11.15 Report to Senate and Council

The Council Committee will report to Council, setting out, in summary, the grounds of the appeal, the evidence received, the Committee's findings and any recommendations or instructions to be made by Council to the board of examiners. A copy of the report will be sent to the student and to the Faculty (via the Faculty Education Manager) or to the Chair of the Research Degrees Examination Board, as appropriate. The Student Complaints Officer will present an annual report on appeals under these regulations to both Senate and Council and will inform the Pro Vice-Chancellor (Education) of any general recommendations made by Council Committees during the year.

11.16 Powers of Council

On receipt of the report of the Committee, Council may refer the matter back to the faculty (or the Research Degrees Examination Board, as appropriate) with a recommendation or instruction to the relevant board to amend its original decision.

11.17 Right to have degree conferred

A student may not have a degree or other academic qualification conferred until all his or her outstanding examination or assessment appeals have been resolved. If the degree or other qualification has already been conferred, either in person or in absentia, no appeal will be considered.

11.18 Office of the Independent Adjudicator for Higher Education (OIA)

The OIA provides an independent scheme for the review of student complaints. The OIA will only consider cases when the University's internal procedures have been exhausted. It will not intervene in matters which turn purely on academic judgment.

At the end of the appeal process the student will be issued with a Completion of Procedures letter which will confirm the outcome of the appeal.

Following receipt of the Completion of Procedures letter the student is entitled to make an application to the OIA (oiahe.org.uk).

*Revised version approved by Council 5 July 2002.
Last amended July 2012.*

Regulations on Research Practice

1 Responsibility for research in the University

The Head of School is responsible for research conducted within or under the auspices of that School and answers to the Dean, the Pro-Vice-Chancellor responsible for research, and the Vice-Chancellor.

2 Research practice

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities. All those conducting research in the University are expected to:

- maintain professional standards
- be familiar with guidance on best research practice, for example in relation to matters of policy, ethics, finance and safety
- comply with the University's Research Governance and Integrity Policy (see bristol.ac.uk/red/research-governance/practice-training/rgi.pdf)
- observe legal and ethical requirements laid down by the University or other properly appointed bodies involved in the research field
- recognise the importance of good leadership and co-operation in research groups
- take special account of the needs of young researchers
- document results and keep secure primary data
- question findings
- attribute honestly the contributions of others
- take steps to ensure the safety of all those associated with the research
- report any conflict of interest, actual or prospective, to the appropriate person.

3 Information about research projects

Anyone leading a research project within or under the auspices of the University school should ensure that the research complies with relevant legislation and that arrangements are in place for the proper conduct of the research, including but not limited to insurance, ethics, data protection and protection of intellectual property.

In particular, those leading or supervising research which involves human participants (including but not limited to questionnaires, interviews, human samples and clinical research) must complete a research registration

checklist before starting the research (see bristol.ac.uk/red/research-governance/registration-sponsorship/study-notification.html).

The University Ethics of Research Policy and Procedure (see bristol.ac.uk/red/research-governance/practice-training/researchethicspolicy.pdf) governs the ethics of research across the University and applies to all those conducting research under the auspices of the University.

4 Misconduct

In the event of suspected research fraud or other research misconduct, the matter should be drawn to the University's attention under the Policy on Public Interest Disclosure. The University's Insurance Officer should be notified, in confidence, of any possible future claim, or insurance cover may be lost (Ginny.Hope@bristol.ac.uk). The Director of Communications should also be notified, in confidence, in case of media interest (David.Alder@bristol.ac.uk).

Approved by Council 5 July 2002. Last updated August 2012.

Regulations on Research Misconduct

1 General

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities.

For the purpose of these regulations, the Vice-Chancellor and other officers may act through their properly appointed nominees.

2 Definition of research misconduct

Research misconduct includes the following, whether deliberate, reckless or negligent:

- failure to obtain appropriate permission to conduct research
- deception in relation to research proposals
- unethical behaviour in the conduct of research, for example in relation to research subjects
- unauthorised use of information which was acquired confidentially
- deviation from good research practice, where this results in unreasonable risk of harm to

humans, other animals or the environment

- fabrication, falsification or corruption of research data
- distortion of research outcomes, by distortion or omission of data that do not fit expected results
- dishonest misinterpretation of results
- publication of data known or believed to be false or misleading
- plagiarism, or dishonest use of unacknowledged sources
- misquotation or misrepresentation of other authors
- inappropriate attribution of authorship
- fraud or other misuse of research funds or research equipment
- attempting, planning or conspiring to be involved in research misconduct
- inciting others to be involved in research misconduct
- collusion in or concealment of research misconduct by others.

Fraud or other misuse of research funds or research equipment may be dealt with under the University's financial regulations.

3 Procedure in the case of suspected research misconduct

The University has a responsibility to investigate allegations of research misconduct fully and expeditiously. It also has a responsibility to protect researchers from malicious, mischievous or frivolous allegations.

All those to whom these regulations apply should report any incident of misconduct, whether witnessed or suspected. Members of staff and students are encouraged to raise concerns about suspected research misconduct in confidence under the University's Policy on Public Interest Disclosure.

In the event that serious allegations are made, they will be referred to the Vice-Chancellor under the appropriate disciplinary regulations. The Vice-Chancellor may take immediate action under the disciplinary regulations, or, if the Vice-Chancellor considers it appropriate to do so, he or she may first appoint a panel to investigate the allegations.

If a panel is appointed, it shall normally consist of three members: someone unconnected with the allegation who is a member of the school or faculty, a member of the University from outside the faculty and a lay member of Council, who shall chair the panel. Members of the panel must be impartial and unbiased. At least one member should have expert knowledge of the area of research involved. The individual or individuals

against whom the allegation is made shall be informed of the decision to appoint a panel and shall be given the opportunity to comment on the proposed membership of the panel.

The panel shall take all reasonable steps to preserve the anonymity of the person or persons accused and the person or persons making the allegation, unless this would compromise the investigation. All reasonable steps must be taken to ensure that the investigation is undertaken as expeditiously as possible. The panel may seek legal advice.

The panel shall require the production of such records as are necessary to enable the investigation to proceed and shall secure their safekeeping. The panel may interview the person or persons accused and the person or persons making the allegation, together with anyone else who may have relevant information. Anyone attending for interview may be accompanied by a friend or representative.

The panel shall prepare a report setting out the evidence received, accounts of any interviews conducted and the panel's conclusions. The person or persons accused of research misconduct shall have an opportunity to comment on the report. The report and any comments received from the person or persons accused shall be submitted to the Vice-Chancellor. The panel may also make recommendations to promote best practice in the conduct of research and any such recommendations shall be brought to the attention of Senate and Council.

On receipt of the report, the Vice-Chancellor shall proceed as follows:

- In the event that the panel has found no evidence of misconduct, the complaint shall be dismissed.
- In the event that a complaint is upheld, but the offence found to be insufficiently serious to warrant formal disciplinary proceedings, the matter may be referred to the head of school or other appropriate individual for resolution.
- If the investigation has uncovered prima facie evidence of serious misconduct, then the matter shall be dealt with under the appropriate disciplinary procedures. Action may be taken in respect of members of staff under the Disciplinary Rules for Members of Staff and Disciplinary Procedure for Members of Staff. Action may be taken in respect of students suspected of research misconduct under the Student Disciplinary Regulations or Examination Regulations.

In cases where the outcome implicates someone who is not subject to the University's disciplinary procedures, the Vice-Chancellor shall bring

the report to the attention of any appropriate disciplinary or other body.

If the panel finds the allegation to have been malicious or mischievous in nature, the matter may be referred to the Vice-Chancellor to consider whether disciplinary action should be taken against those making the allegation.

Where the research is funded in whole or part by an outside grant, the Vice-Chancellor shall have regard to the guidance issued by the relevant funding body. The Vice-Chancellor shall ensure that any such body is given appropriate and timely information as to the instigation and progress of an investigation and any referral under disciplinary regulations.

In the event of a finding of misconduct, where the person responsible is subject to the regulation of a professional body such as the General Medical Council, the Vice-Chancellor shall consider whether it is appropriate to inform the professional body of any finding.

Where the person responsible has published research, especially research to which the misconduct relates, the Vice-Chancellor shall consider whether it is appropriate to inform journal editors or others of any finding.

Approved by Council 5 July 2002. Last updated July 2010.

Intellectual Property Policy for Students – summary

This policy defines intellectual property, explains the requirement for any intellectual property generated by students as part of University project work to be assigned to the University, and sets out the University's 'fair share' system for apportioning any revenue generated from the commercial exploitation of such intellectual property.

bristol.ac.uk/secretary/studentrulesregs/intelprop.html

Regulations and policies

Use of facilities

General Regulations for the Library Services and Facilities

1. Introduction

- 1.1 The University of Bristol Library service with its headquarters in Tyndall Avenue comprises: the Arts and Social Sciences Library, the Medical Library, the Queen's Building Library (containing the collections of Engineering, Mathematics and Computer Science), the Wills Memorial Library (containing the collections of Law, Earth Sciences and the European Documentation Centre), the Education Library, the Worsley Chemical Library (School of Chemistry), the Maria Mercer Library (School of Physics), the Biological Sciences Library, the Geography Library (School of Geographical Sciences), the Dental Library, the Veterinary Science Library, the reference-only Social Medicine Library (in Canynge Hall) and the Library Store at Brislington.
- 1.2 The Library service is available throughout the year. Opening times can be found at: **bristol.ac.uk/library/using/branches**.
- 1.3 The University Card acts as the Library Membership Card (as well as the identity card) for all students, members of staff and members of Council of the University. The University Card (or, for registered external users, the University of Bristol Library Membership Card) must be presented on request, whether to gain access to the Library, or to prove identity, or to borrow books in the Library. The University Card must not be given to, or used by, anyone else.
- 1.4 Throughout these regulations the term 'book' is deemed to include all types of material in physical format (eg printed books, printed journals, DVDs) provided by the libraries of the University.

2. Admission

- 2.1 Admission to membership of the Library is subject to individuals being and remaining in good standing and may be refused or suspended by the Director of Library

Services subject to paragraph 5 below.

- 2.1.1 The following categories of persons are entitled to all privileges, subject to registering as a member of the Library:
 - a members of the University Council;
 - b members of staff;
 - c enrolled students of the University.
- 2.1.2 The following categories of persons may be granted a limited range of borrowing facilities, at the discretion of the Director of Library Services, subject to registering as a member of the Library:
 - a former members of the University of Bristol's staff who have at least 10 years of continuous service and who have either:
 - i reached the State pension age or
 - ii had no further employer;
 - b graduates of the University of Bristol and associate members of Convocation (on payment of a fee);
 - c members of staff and postgraduate students registered for research degrees at other universities and institutions of higher education in the UK (on payment of a fee, which may be waived for members of approved reciprocating institutions in the UK);
 - d designated representatives of certain institutions which have corporately been granted library privileges (a fee may be charged);
 - e members of groups for which special arrangements have been agreed (a fee may be charged);
 - f such other persons as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes).
- 2.1.3 The following categories of persons may be allowed to use the library facilities for reading and reference, subject to satisfactory registration:
 - a graduates of the University of Bristol and associate members of Convocation;
 - b members of staff and postgraduate students registered for research

degrees at other universities and institutions of higher education in the UK on production of a document of certification from their institution;

- c during University of Bristol vacations, other students of universities and institutions of higher education on production of a document of certification from their institution;
 - d such other persons or designated representatives of other approved institutions as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes).
- 2.2 Readers from outside the University may be subject to restrictions on the times when they may use the library services and facilities.
- 2.3 Readers wishing to use any library within the University are expected to acquaint themselves with and observe any particular regulations in force in that library.

3. Conduct

- 3.1 Users are required to carry proof of Library membership when in any of the University libraries, and to produce this on request by any member of library or security staff.
- 3.2 Conversation or any behaviour likely to disturb or inconvenience other users must be avoided in the reading and silent study areas. Speaking into mobile telephones is not permitted except in designated areas. Within the library telephones must be switched off or set to silent mode.
- 3.3 Eating and drinking are not permitted (except in designated areas, and elsewhere only water from bottles or a library water fountain).
- 3.4 Books, equipment and furniture must not be damaged or defaced in any way.
- 3.5 Loss of, or damage to, books must be reported immediately. The user responsible may be required to make good any such loss or damage.
- 3.6 Any member of staff is empowered to enforce the regulations.
- 3.7 Subject to paragraph 5 below, the Director of Library Services has power to restrict or suspend the library privileges of any user contravening these regulations.
- 3.8 Users are required to comply with the provisions of copyright law and with any restrictions imposed by manufacturers' licences when using library material. The Library and its resources are to be used for the purpose

of academic learning and research alone and not for other forms of commercial gain.

- 3.9 Personal belongings may be brought into the Library at the discretion of the staff and at the user's own risk. The Library cannot be held responsible for loss of, or damage to, personal property.

4. Borrowing

- 4.1 Books may normally be borrowed in accordance with the appropriate procedures laid down in each library; certain classes of books, however, are either confined permanently or available for restricted loan only.
- 4.2 No book may be borrowed until the appropriate borrowing procedure for that library has been followed. The Director of Library Services is authorised to impose a fine of not more than £30 in respect of any attempt to remove a book without following the appropriate borrowing procedure.
- 4.3 Users are responsible for all books borrowed in their name. Their responsibility is not transferable and ends only when the appropriate return procedure has been completed.
- 4.4 Books must be returned by the date or time due. Users are expected to check their online borrower record and University email frequently and respond to Library notices. Users who fail to return a book by the due date or time may incur a fine.
- 4.5 Users leaving the University must return all books on loan and pay all outstanding charges before the end of their course or before they leave. Subscribing users must return all their books before the period of their subscription expires. Users who fail to return their books will be charged for the cost of replacement. In the case of those graduating the books must be returned, or the cost of replacement paid, and all other outstanding charges paid, at least one week before the award of their degree.

5. Powers of the Director of Library Services

The Director of Library Services has discretionary power to restrict, suspend or refuse library membership, to refuse to lend, or to recall any book at any time. Suspension of membership of an enrolled student under these regulations is a temporary measure only and will be referred to the Vice-Chancellor as soon as possible for further consideration under the student disciplinary procedures.

Last updated July 2013.

Information Security Policy – Acceptable Use

Introduction

This Acceptable Use Policy is a sub-policy of the Information Security Policy (ISP-01) and sets out the responsibilities and required behaviour of users of the University's information systems, networks and computers.

Scope

All members of the University (staff, students and associates), members of other institutions who have been granted federated access to use the University's facilities together with any others who may have been granted permission to use the University's information and communication technology facilities by the Director of IT Services are subject to this policy.

User identification and authentication

Each member will be assigned a unique identifier (userID) for his or her individual use. This userID may not be used by anyone other than the individual user to whom it has been issued. Each member will be assigned an associated account password which must not be divulged to anyone, including IT Services staff, for any reason. This University password should not be used as the password for any other service. Individual members are expected to remember their password and to change it if there is any suspicion that it may have been compromised.

Each member will also be assigned a unique email address for his or her individual use and some members may also be given authorisation to use one or more generic (role based) email addresses. Members must not use the University email address assigned to anyone else without their explicit permission.

Email addresses are University owned assets and any use of these email addresses is subject to University policies.

Personal use of facilities

University information and communication facilities, including email addresses and computers, are provided for academic and administrative purposes related to work or study at the University. Very occasional personal use is permitted but only so long as:

- it does not interfere with the member of staff's work nor the student's study
- it does not contravene any University policies
- it is not excessive in its use of resources.

University facilities should not be used for the storage of data unrelated to membership of the University. In particular, University facilities should not be used to store copies of personal photographs, music collections or personal emails.

Members of staff and research postgraduates should not use a personal (non-University provided) email account to conduct University business and should maintain a separate, personal email account for personal email correspondence.

All use of University information and communication facilities, including any personal use is subject to University policies, including the Investigation of Computer Use Policy (ISP-18).

Connecting devices to University networks

In order to reduce risks of malware infection and propagation, risks of network disruption and to ensure compliance with the JANET Acceptable Use and Security policies, it is not permitted to connect personally owned equipment to any network socket which has not been provided specifically for the purpose. It is permissible to connect personally owned equipment to the University's wireless networks.

To further reduce risk of data loss, members of staff and research postgraduates should not connect any personally owned peripheral device which is capable of storing data (for example, a personally owned USB stick) to any University owned equipment, irrespective of where the equipment is located. Only University owned peripheral devices may be connected to University owned equipment.

Any device connected to a University network must be managed effectively. Devices which are not able to be physically or logically disconnected from the network without notice.

Use of services provided by third parties

Wherever possible, members should only use services provided or endorsed by the University for conducting University business. The University recognises, however, that there are occasions when it is unable to meet the legitimate requirements of its members and that in these circumstances it may be permissible to use services provided by other third parties.

Further information is available in the Information Handling Policy (ISP-07) and the Outsourcing and Third Party Compliance Policy (ISP-04).

Unattended equipment

Computers and other equipment used to access University facilities must not be left unattended and unlocked if logged in. Members must ensure that their computers are locked before being left unattended. Care should be taken to ensure that no restricted information is left on display on the computer when it is left unattended.

Particular care should be taken to ensure the physical security of University supplied equipment when in transit.

Unacceptable use

In addition to what has already been written above, the following are also considered to be unacceptable uses of University facilities. These restrictions are consistent with the JANET Acceptable Use Policy (by which the University is bound) and the law.

- Any illegal activity or activity which breaches any University policy (see the Compliance Policy – ISP-03).
- Any attempt to undermine the security of the University's facilities. (For the avoidance of doubt, this includes undertaking any unauthorised penetration testing or vulnerability scanning of any University systems.)
- Providing access to facilities or information to those who are not entitled to access.
- Any irresponsible or reckless handling of University data (see the Information Handling Policy – ISP-07).
- Any use which brings the University into disrepute.
- Any use of University facilities to bully, harass, intimidate or otherwise cause alarm or distress to others.
- Sending unsolicited and unauthorised bulk email (spam) which is unrelated to the legitimate business of the University.
- Creating, storing or transmitting any material which infringes copyright.
- Creating, storing or transmitting defamatory or obscene material. (In the unlikely event that there is a genuine academic need to access obscene material, the University must be made aware of this in advance and prior permission to access must be obtained from the Director of IT Services.)
- Using software which is only licensed for limited purposes for any other purpose or otherwise breaching software licensing agreements.

- Failing to comply with a request from an authorised person to desist from any activity which has been deemed detrimental to the operation of the University's facilities.
- Failing to report any breach, or suspected breach of information security to IT Services.
- Failing to comply with a request from an authorised person for you to change your password.

Penalties for misuse

Minor breaches of policy will be dealt with by IT Services. Heads of Department may be informed of the fact that a breach of policy has taken place.

More serious breaches of policy (or repeated minor breaches) will be dealt with under the University's disciplinary procedures.

Where appropriate, breaches of the law will be reported to the police. Where the breach has occurred in a jurisdiction outside the UK, the breach may be reported to the relevant authorities within that jurisdiction.

Approved by the Information Security Advisory Board December 2012.

Information Security Policy – Investigation of Computer Use (summary)

This policy establishes the University's right, in specific circumstances, to investigate an individual's computer usage and sets out the procedures to be followed.

bristol.ac.uk/infosec/policies/docs/isp-18.pdf

Regulations and policies

General

Policy on Public Interest Disclosure (whistleblowing) – summary

Staff and students are encouraged to come forward if they have evidence that malpractice is occurring in the University. Examples of malpractice include:

- Fraud or financial irregularity
- Corruption, bribery or blackmail
- Criminal offences
- Failure to comply with a legal or regulatory obligation
- Miscarriage of justice
- Endangering the health or safety of any individual
- Endangering the environment
- Improper use of authority
- Serious financial maladministration arising from the deliberate commission of improper conduct
- Research misconduct.

This policy sets out the procedures to be followed and the safeguards provided for the 'whistleblower'.
bristol.ac.uk/secretary/studentrulesregs/public.html

Freedom of Speech – summary

This code of practice sets out the procedures to be followed by staff and students in connection with the organisation of meetings and activities taking place on University premises, as required under the Education Act 1986.

bristol.ac.uk/secretary/studentrulesregs/freespeech.html

Governance of the Students' Union – summary

This code of practice sets out the arrangements for ensuring that the Students' Union operates in a fair and democratic manner and is accountable for its finances, as required under the Education Act 1994, Section 22.

bristol.ac.uk/secretary/studentrulesregs/edact94.html

Equality and Diversity Policy

bristol.ac.uk/equalityanddiversity/policy.html

Fitness to Study Policy and Procedure

bristol.ac.uk/equalityanddiversity/act/protected/disability/fitnesstostudy

Recording of Academic Teaching Policy

bristol.ac.uk/secretary/studentrulesregs/recording

Guidance on Student Pregnancy, Maternity and Paternity

bristol.ac.uk/equalityanddiversity/act/protected/pregandmat

Safeguarding Policy

bristol.ac.uk/secretary/legal/cppolicy.html

Good Neighbour Policy

bristol.ac.uk/accommodation/prs/community/policy.html

Environmental Policy

bristol.ac.uk/environment/policy

Statement on the Possession, Use or Distribution of Illicit Drugs or Alcohol

bristol.ac.uk/safety/media/gn/alcohol-gn.pdf

Smoking Policy

bristol.ac.uk/safety/policy/cop/smokingpolicy.pdf

Information security policies

bristol.ac.uk/infosec/policies

Text Messaging Policy

bristol.ac.uk/university/governance/policies/sms.html

Glossary of University terminology

Academic Personal Tutor

A member of academic staff in the student's school who is his/her first point of contact for any personal or academic problems. All taught students are assigned an Academic Personal Tutor (except for MB ChB students, where different arrangements apply) and are expected to have meetings with him/her at regular intervals.

Academic year

The University year, which runs from 1 August to 31 July the following year. Within this there is the academic teaching *session*, but students' actual period of study will vary according to their *programme* (eg some programmes run from September to the following September).

Anonymous marking

A process whereby, to ensure impartiality, the identity of students is not revealed to those marking their examination scripts or to the Board of Examiners.

Assessment

A generic term for processes that measure students' learning, skills and understanding. Assessment can be *diagnostic*, *formative* or *summative*.

Assignment

Piece of coursework (eg project or essay) to be completed by a student. The *marks* may or may not count towards the student's overall degree result.

Candidate number

A number issued to an examination candidate for use in all University examinations. Candidates write this number rather than their name on examination scripts. See also *Anonymous marking*.

Collusion

A term denoting a form of cheating resulting from inappropriate collaboration with one or more other students. See also *Plagiarism* (page 10).

Credit points

All taught *programmes* comprise *units* of teaching, to which a specified number of credit points is assigned, eg 10 or 20 credit points. Credit points denote the notional amount of time (formal classes plus private study) to be allocated to that unit of teaching. Full-time undergraduate students normally take units totalling 120 credit points in each year of study, whilst full-time taught postgraduate students normally take 180.

Dean

The head of a *faculty*. Each dean is a senior member of the academic staff, in most cases appointed for a four-year period.

Degree classification

Undergraduate degrees (except professional programmes in Medicine, Dentistry and Veterinary Science) are normally awarded at one of four levels or classes:

- with First Class Honours (a first)
- with Second Class Honours, First Division (a 2:1 or Upper 2nd)
- with Second Class Honours, Second Division (a 2:2 or Lower 2nd)
- with Third Class Honours (a 3rd).

Taught postgraduate degrees are awarded with a Pass, Merit or Distinction.

Diagnostic assessment

Assessment designed to identify existing levels of skill in the learner, in order to identify appropriate pathways of study or to identify areas of weakness where the student may need extra support.

Double marking

A process whereby student work (eg examination script or coursework) is marked independently by a second member of staff, in order to achieve greater reliability in the marking process.

Extension of period of study

Postgraduate students may apply for an extension where circumstances prevent them from completing their studies within the period specified in the regulations for their degree.

Extenuating circumstances

Reasons (such as illness, accident or severe personal or family problems) put forward by a student, with supporting evidence, to the Board of Examiners in advance of the Board's meeting, to explain absence from or a negative impact upon an *assessment* or series of assessments.

Faculty

The University has six faculties: Arts, Engineering, Medical & Veterinary Sciences, Medicine & Dentistry, Science and Social Sciences & Law, each of which is made up of several academic schools in broadly related subject areas (see list on page 94). Every student belongs for administrative purposes to one faculty only, even if he or she studies in more than one faculty.

Formative assessment

Assessment designed to provide feedback to students on their progress towards meeting stated learning objectives/outcomes.

Fresher

Informal term used to describe a new undergraduate student.

Grade

In certain subjects, particularly those where it is not always possible to assign an exact numerical *mark* to a piece of work, grades are used instead (eg, A, B, C).

Honours degree See *Degree classification*.

Level (of study)

Term denoting the grading of an award or of an individual teaching *unit*. The five levels in use, in ascending order, are Levels: 4 (certificate), 5 (intermediate), 6 (honours), 7 (masters) and 8 (doctoral). Further information can be found in the University's Credit Framework:

**[bristol.ac.uk/esu/assessment/
codeonline.html#credit](http://bristol.ac.uk/esu/assessment/codeonline.html#credit)**

Mark

A numerical score given by an examiner when assessing a piece of work.

Marking criteria

The learning outcome requirements (in terms of knowledge, understanding and skills) that are taken into account in awarding assessment *marks*.

Marking scheme

A detailed structure for assigning *marks* where a specific number of marks is given to individual components of the answer.

Moderation

A quality assurance process by which the *marks* of a cohort of students are reviewed, to ensure that the individual marks awarded are appropriate in terms of consistency, fairness and rigour in the *assessment*.

Module See *Unit*.

Open Units

Some undergraduate *programmes* offer students the opportunity to broaden their academic experience by taking units in subjects unrelated to their main subject of study. Such units generally have no defined pre-requisites and are thus suitable for students with no prior knowledge of the subject.

Personal Tutor See *Academic Personal Tutor*.

Plagiarism See page 10.

Precinct

The part of central Bristol where the majority of the University's academic buildings are located.

Pre-sessional

Denotes an activity which takes place before the start of the *session*, during the summer vacation, eg pre-sessional English language courses for international students.

Programme

A formal structured course of study which leads to an award, such as a degree, diploma or certificate. The structure of each taught programme is available in the Programme Catalogue (see page 07).

Progress

All students are required to make satisfactory academic progress before being allowed to progress to the next year of study (undergraduate and research degree programmes) or to the dissertation stage (most postgraduate Master's programmes). Students on taught programmes are required to achieve a certain level of attainment, and to have acquired a certain number of *credit points*, as laid down in the regulations, in order to progress.

Required to withdraw

Students on taught *programmes* who fail to make adequate *progress* with their academic work, or who repeatedly fail to attend scheduled classes without providing an acceptable explanation, may be asked to leave the University. This decision will be made at faculty level, following discussion at the relevant Examination Board or Progress Committee.

Re-sit/Re-assessment

Students on taught *programmes* who do not reach the required standard in their *summative* examinations are generally offered an opportunity to re-sit these examinations. With re-sit examinations a student's mark is capped at the pass mark, even if the actual mark achieved was higher. However, if there were *extenuating circumstances*, permission may be granted by the Examination Board for the student to sit supplementary examinations, ie to take the examinations as if for the first time. In these circumstances, the marks are not capped.

Second marking See *Double marking*.

Semester See *Teaching block*.

Session

The University's teaching year, running from late September to mid-June the following year. (For most postgraduate students the period of study extends throughout the summer.)

Student number

A unique number assigned before arrival to each student, for administrative purposes. Students retain the same number throughout their university career.

Summative assessment

Assessment designed to provide a clear statement of achievement or failure in relation to stated learning objectives/outcomes.

Supervisor

A member of the academic staff assigned to a postgraduate research student or to a taught postgraduate student undertaking a dissertation to provide academic guidance and personal support.

Supplementary examination See *Re-sit*.

Suspension of study

In certain circumstances (eg extended periods of ill health) students may need to take a formal break from their studies. All requests for Suspension of Study have to be approved by the student's *faculty*. In some cases students on taught programmes returning from Suspension of Study may need to repeat all or part of a year's programme.

Teaching block

Teaching on taught programmes is delivered in two 12-week teaching blocks (or semesters), each followed by a formal assessment and marking period.

Temporary withdrawal See *Suspension of study*.

Tutor

A member of the academic staff responsible for teaching and/or providing academic advice.

Unit

Units (or modules) are the building blocks of all taught *programmes*. They may be compulsory or optional. Some may run for one *teaching block* only, others for both teaching blocks.

Vacations

For most students on taught programmes there is no teaching during vacations:

- Christmas vacation: approx 3 weeks, (December/January)
- Easter vacation: approx 3 weeks (March/April)
- Summer vacation: approx 14 weeks (June – September).

Week 0

The first week of the autumn *term*, Introductory Week, is designated Week 0. Teaching starts the following week (Week 1).

Withdrawal

Students who, for academic or personal reasons, wish to leave the University before completing their *programme* of study should notify their school or *faculty* by completing a Withdrawal form. See also *Required to withdraw*.

Student handbook

Faculties and academic schools

Faculty of Arts

School of Arts
School of Humanities
School of Modern Languages
Graduate School of Arts and Humanities

Contact

Faculty Office

71 Cotham Hill
bristol.ac.uk/arts

Faculty of Engineering

Merchant Venturers' School of Engineering
Queen's School of Engineering
Graduate School of Engineering

Contact

Faculty Office

Queen's Building
bristol.ac.uk/engineering

Faculty of Medical and Veterinary Sciences

School of Biochemistry
School of Cellular and Molecular Medicine
School of Physiology and Pharmacology
School of Veterinary Sciences
Centre for Clinical and Comparative Anatomy

Contact

Faculty Office

Medical Sciences Building
bristol.ac.uk/fmvs

Faculty of Medicine and Dentistry

School of Clinical Sciences
School of Oral and Dental Sciences
School of Social and Community Medicine

Contact

Faculty Office

Senate House
bristol.ac.uk/fmd

Faculty of Science

School of Biological Sciences
School of Chemistry
School of Earth Sciences
School of Experimental Psychology
School of Geographical Sciences
School of Mathematics
School of Physics

Contact

Faculty Office

Royal Fort House
bristol.ac.uk/science

Faculty of Social Sciences and Law

School of Economics, Finance and Management
Graduate School of Education
School of Law
School for Policy Studies
School of Sociology, Politics and
International Studies

Contact

Faculty Office

Senate House
bristol.ac.uk/fssl

Alphabetical index

Abroad, studying and working	11	English Language and Foundation Studies, Centre for	23
Absence due to illness	09	Entertainment: in Bristol	47
Academic matters	08	Entertainment: Students' Union	53
Academic Personal Tutors	08	Environmental impact	41
Academic schools	94	Environmental Policy	90
Academic structure	03	Equality and diversity	02
Accommodation	40	Equality and Diversity Policy	90
Accommodation fees	27	Examinations	10
Accommodation Office	40	Examination arrangements, Alternative	37
AddLibS – Additional Library Support Service	17	Examination Regulations	10 / 74
Advice – Just Ask	54	Exercise	44
Alcohol, Statement on the Possession, Use or Distribution of Illicit Drugs or	90	Extenuating circumstances	10
AskIT – community IT support	22	Faculties	94
Assessment	10	Faculty Offices	08 / 94
Attendance	09	Faculty staff	08
Blackboard	21	Feedback, student	02
Bristol PLuS Awards	11	Fees and payment arrangements	26
Bullying and harassment	02 / 19	Fees Regulations, Student	26 / 71
Car clubs	49	Filestore, central student	21
Cars and car parking	49	Financial difficulty	29
Careers Service	35	Fitness to Study Policy and Procedure	90
Catering facilities: precinct and Stoke Bishop	39	Freedom of Speech	90
Chaplaincy, Multifaith	39	Funding, sources of	28
Childcare	36	Glossary of University terminology	91
Clubs and societies	39 / 41 / 45 / 46 / 47 / 53	Good Neighbour Policy	90
Complaints	02 / 62	Green issues	41
Computer rooms	21	Guide to the Students' Union	55
Computer software	22	Health care	32
Computer Use, Investigation of	89	Illness	09
Computing enquiries	22	Income Office	26
Council Tax	27	Independent learning	14
Counselling	34	Infectious diseases	33
Coursework assignments	10 / 15	Information literacy skills	18
Crime prevention	39	Information security	19
Cultural activities	46	Information security policies	90
Cycling	48	Information Security Policy – Acceptable Use	88
Data Protection	02	Information Security Policy – Investigation of Computer Use	89
Dates for 2013/14	03	Insurance	27
Deaf and disabled students	37	Intellectual Property Policy for Students	85
Degree certificates	10	International Advice and Support	38
Dental care	33	International students	09 / 38
Disability Services	37	IT service desk	22
Disabled students	37	IT services	21 / 22
Disabled users, Library services for	17	IT skills development	19
Disciplinary Regulations, Student	65	JobShop	11 / 35
Doctor, registering with a	32	Just Ask	54
Drugs or Alcohol, Statement on the Possession, Use or Distribution of Illicit	90	Language skills	23
Email	21	Laptop and mobile device clinic	22
Emergencies	inside front cover	Leisure activities	44 / 46 / 53
Employment, paid	11 / 35	Library Service enquiries	17

Library services	16	Student Agreement	58
Library Services and Facilities,		Student card	20
General Regulations for the	86	Student Complaints Procedure	02 / 62
Library services for disabled users	17	Student Counselling Service	34
Maps	48	Student Funding Office	28
Mature students	36	Student Info	20
Media, Student-run	53	Student parents	36
Medical care	32	Student representatives	54
Mission statement	03	Student Residence Conditions	27
Mobile device clinic, Laptop and	22	Student-run media	53
Multifaith Chaplaincy	39	Student societies	39 / 41 / 45 / 46 / 47 / 53
Music	46	Students' Health Service	32
MyBristol	20	Students' Union	52
National Union of Students (NUS)	52	Students' Union facilities	55
Nightline	54	Students' Union, Governance of the	90
Nursery, University	36	Students' views	02
NUS Extra Card	55	Study & Work Abroad Team	11
Orbital	55	Study habits, developing effective	15
Paid employment	11 / 35	Study skills	14
Parents, student	36	Study spaces	14
Performing arts	47	Study tips	15
Personal Development Planning	11	Submission of coursework assignments	10
Personal security	39	Supervisors (of research students)	08
Personal Tutors, Academic	08	Suspension of study	09 / 29
Phishing	19	Sustainability	41
Photocopying	22	Taught Programmes, Regulations and	
Plagiarism	10	Code of Practice for	07
Pregnancy, Maternity and Paternity,		Taxis	48
Guidance on Student	90	Teaching blocks	03
Printing, computer	22	Telephone system, internal	inside front cover
Public Interest Disclosure (whistleblowing), Policy on	90	Text Messaging Policy	90
Public transport	48	Transcripts	10
Publishing on the web	19	Transferring to another programme	09 / 29
RAG	53	Transport	48
Recording of Academic Teaching Policy	90	Travel awards	29
Refunds	26	Travel information	48
Representation, student	54	Tuition fees	26
Research Degree Programmes,		UCard	20
Regulations and Code of Practice for	08	University, brief facts	03
Research Misconduct, Regulations on	84	University clothing and memorabilia	55
Research Practice, Regulations on	83	University management	03
Research students	08	Visas, student	09 / 38
ResNet	22	Visual arts	47
Rights and responsibilities	02	Volunteering	53
Sabbatical Officers	52	Walking	48
Safeguarding Policy	90	Web, Publishing on the	19
Safety and security	39	What's on in Bristol	47
School staff	08	What's on in the Students' Union	53
Security Services	39	Whistleblowing – Policy on Public Interest Disclosure	90
Senior Tutors	08	Wireless hotspots	22
Skills training	11	Withdrawing from your programme	09 / 29
Smoking Policy	90	Work, paid	11 / 35
Sport	44	Work spaces	14
Sport and activity pass	44	Workload	09
Sports facilities	44		

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