

WELCOME TO WORCESTER

Student Handbook

2023/24



Updated 1st August 2023

The University of Worcester is committed to ensuring that all students, including those with disabilities, long term health conditions, and specific learning differences are treated fairly. Reasonable adjustments to provision will be made to ensure that students are not disadvantaged. An electronic copy of this handbook is also available on <https://www2.worc.ac.uk/registryservices/666.htm> Please call 01905 855333 if you would like to receive this information in an alternative format such as large print.

This handbook is for advice and guidance only and is not a substitute for the formal Academic Regulations and Procedures of the University of Worcester. In case of any conflict, these formal statements and requirements take precedence over the student handbook. Every effort has been made to ensure the accuracy of the information contained in the handbook, as of 1st September 2023. The University reserves the right to change the information given at any time.

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STUDENT HANDBOOK.....	5
WELCOME TO THE UNIVERSITY OF WORCESTER.....	5
SECTION 1: ESSENTIAL INFORMATION	6
SEMESTER DATES	6
<i>Semester 1: 18th September 2023 – 19th January 2024</i>	6
<i>Semester 2: 22nd January 2024 to 31st May 2024</i>	6
REGISTRATION AND RECORD KEEPING	7
<i>Change of Address/Change of Name/Bank Details</i>	8
SECTION 2: ACADEMIC MATTERS.....	9
ATTENDANCE.....	9
EQUIPMENT & SPECIAL CLOTHING	9
ASSESSMENT	9
ANONYMOUS MARKING	10
REFERENCING GUIDES	10
RESULTS/GRADES AND FEEDBACK.....	10
MITIGATING CIRCUMSTANCES.....	11
COMPLAINTS AND APPEALS	11
SECTION 3: FINANCIAL MATTERS	13
INTRODUCTION	13
TUITION FEES	14
<i>Tuition Fees: Home Undergraduate Students - Part Time</i>	14
<i>Tuition Fees: Home PGCE Students, and specified Health Postgraduate Pre-Registration programmes</i>	14
<i>Tuition Fees: Home Graduate Entry Medicine</i>	14
<i>Tuition Fees: Home Postgraduate Students</i>	14
<i>Tuition fees: International Students</i>	14
<i>Refunds</i>	15
OTHER FINANCIAL SUPPORT	15
<i>Part-time Students</i>	16
<i>Masters</i>	16
<i>Insurance</i>	18
<i>Non-Payment of Fees</i>	18
SECTION 4: REGULATIONS, PROCEDURES AND POLICY DOCUMENTS.....	19
SECTION 5: A-Z OF ADVICE, HELP AND STUDENT SUPPORT.....	24
A.....	24
<i>Academic Writing and Skills</i>	24
<i>Access to Campus</i>	24
<i>Access to Learning Fund</i>	24
<i>Accommodation</i>	24
<i>Admissions</i>	25
<i>Application</i>	25
<i>Alumni</i>	25
<i>Appeals</i>	26
B.....	26
<i>Backing up your work</i>	26
<i>Bus passes</i>	26
C.....	26
<i>Careers and Employability Service</i>	26
<i>Care Leavers or Care Experienced students</i>	27
<i>Car Parking</i>	27
<i>Car Parking Permit: 2023-24</i>	27
<i>Cash Machines</i>	28

Catering	28
Computer Facilities	28
Confirming Student Status.....	28
Council Tax.....	28
Counselling and Mental Health Service	29
D	30
Debt	30
Disability and Dyslexia	30
Disabled Car Parking Spaces.....	30
Dyslexia.....	31
E	31
Email.....	31
Estranged students.....	31
Exchange.....	31
F	32
Facilities Helpdesk	32
Fee Assessment.....	32
Fees – Paying tuition fees/problems with paying	32
Feedback.....	32
firstpoint	32
G	33
Graduation.....	33
H	33
Heads of Academic Schools	33
Health	33
Heating and Water	34
Housing Advice	35
I	35
Identity Card	35
Immigration.....	35
Intercalation	36
International Students.....	36
IT Service.....	36
L	36
Laundry.....	36
Learning disability.....	36
Learning/Study skills.....	36
Leaving the University before completing your course.....	37
Leave of Absence	37
Lectures	37
Library Services	37
Lost property.....	38
M	38
Map	38
Mental Health.....	38
Mitigating Circumstances.....	38
Money Management.....	38
N	38
NHS placements.....	38
P	39
Part time Work	39
Personal Academic Tutors	39
Personal Safety	41
Printing and Copying	42
Programme Advisory Service	42
R.....	43
Reception	43

<i>References</i>	43
<i>Recycling and Re-use</i>	43
<i>Registry Services</i>	44
<i>Regulations and Procedures</i>	44
<i>Relationships between staff and students</i>	44
<i>Research School</i>	44
<i>Results</i>	45
S	45
<i>Safety</i>	45
<i>Scholarships</i>	45
<i>SOLE (Student On-Line Environment)</i>	46
<i>Student Loans</i>	46
<i>Student Services</i>	47
<i>Study abroad</i>	47
<i>Study Skills</i>	47
<i>Sustainability</i>	47
T	48
<i>Temporary Withdrawal</i>	48
<i>Tier 4/ Student Visa</i>	48
<i>Transcripts</i>	49
<i>Travel</i>	50
<i>Tuition Fees</i>	50
<i>Tuition Fee Loan</i>	50
W	51
<i>Withdrawal</i>	51
<i>Work based learning placements</i>	51

Student Handbook

2023/24

Welcome to the University of Worcester

Welcome to the University of Worcester - and to returning students - welcome back! I hope your studies go well.

This student handbook contains essential information about being a student at the University. Its main purpose is to provide you with information about the services within the University and important information about the regulations and procedures which are in place to help you. There is important information about start of session arrangements, student loans and the Council Tax to which you should pay particular attention.

You should familiarise yourself with the contents of the handbook so that you can refer to it when you need to as it is designed to help you throughout your course of study.

Student enquiries - whether they are about choosing modules, improving study skills, finding part-time work, getting help with money or choosing a career – should be made via **firstpoint**, which can be found in the Peirson Study and Guidance Centre on St John's Campus (see page 32).

We have continued with 'QR' codes next to most of the websites. Smart-phone users can scan these using an appropriate app so that you are directed to the links straight away. In addition to this handbook, you will find further information about the course you are studying and expanded information about our services on the student web pages – <https://worc.myday.cloud/dashboard/students>

We very much hope your time at the University will be valuable and enjoyable and remember, if you do have queries or problems and need advice, most services can be contacted at **firstpoint**.

Finally, may I take the opportunity once again of wishing you every success in your time here.



Kevin Pickess
Academic Registrar

Section 1: Essential information

Things you need to know.

Semester Dates

Semester 1: 18th September 2023 – 19th January 2024

Induction week/Review week: 18th September – 22nd September 2023

Teaching commences (Semester 1): 25th September 2023

Progress week: 30th October – 3rd November 2023

Award ceremonies: 12th September – 14th September 2023

Christmas Break: 25th December 2023 – 5th January 2024

Teaching recommences after the Christmas Break (Revision week): 8th January 2024

Assessment week/ Personal mid-year review: 15th January – 19th January 2024

Semester 2: 22nd January 2024 to 31st May 2024

Teaching commences (Semester 2): 22nd January 2024

Progress week: 4th March – 8th March 2024

Award ceremonies: 5th March 2024

Easter Break: 25th March 2024 – 5th April 2024

Teaching recommences after the Easter Break: 8th April 2024

Assessment weeks/Personal end of year review: 6th May - 17th May 2024

Reassessment week: 8th July – 12th July 2024

Note: Students on semester-based courses are expected to be in attendance throughout both semesters with the exception of the Christmas and Easter breaks.

Variations to standard Undergraduate Semester dates can be found on the following link:

https://www2.worc.ac.uk/registryservices/documents/Semester_Dates%202023-24.pdf

Further information on the University Calendar can be found at:



<http://www.worcester.ac.uk/registryservices/655.htm>

You can also find a detailed calendar of important dates via your SOLE page.

Registration and record keeping

All students must register online each academic year. When ticking the box on the declaration when registering online, you agree to abide by the University regulations throughout the period of your registration.

Data Protection

The University, as a data controller, complies with its obligations under **Data Protection Legislation**, including but not limited to: the Data Protection Act 2018 (DPA), the UK General Data Protection Regulation (UK GDPR), the Privacy and Electronic Communications (EC Directive) Regulations 2003 (*SI 2426/2003*) as amended, and all applicable laws and regulations relating to the processing of the Personal Data and privacy, including, where applicable, the guidance and codes of practice issued by the Information Commissioners Office (ICO).

The processing of your personal data is necessary in order for the University to deliver its contract with you for your education. The information we hold on you is mainly what is provided by you on application and registration online. If you wish to check the accuracy of the information held on you, please write to Student Records, Registry Services in Woodbury Building. Alternatively, you can make a Subject Access request to the University's Data Protection Officer; more information about your rights to access your personal data can be accessed via:

<https://informationassurance.wp.worc.ac.uk/data-protection/requests-for-personal-data/>

The information you supply at registration will be used by the University's central administration and support services, the library, and departments for administrative and support services only, including the Students' Union.

We may make external transfers of personal data as the University is legally required to submit data about students to the Higher Education Statistics Agency (HESA). Personal data will be released to institutions where University students are involved in exchange programmes and to partner colleges which teach on University awards. Information on progress will also be given to sponsors, loan organisations and scholarship schemes to enable such organisations to establish whether or not the sponsorship/loan/award should continue. Where your studies are arranged and/or paid for by an employer, we may also share your information with them about your attendance and/or progress.

At the end of your programme of studies, the University may be required to disclose information about your award to third parties without reference to you (e.g., to a prospective employer, or to your previous school or college). The University may contact you with information about further opportunities, giving you the option to opt out of communications if you so wish.

Your special category data, such as data relating to ethnicity and disability status, will be disclosed only to those persons having a legitimate need to see it.

The University is required in some circumstances to disclose data, where there is a legal obligation to do so, for example: -

a) for the national student survey on teaching quality

- b) in response to urgent need to prevent injury or damage to health
- c) in response to a statutory request from a Government department
- d) to assist in the prevention or detection of crime.

Information about how the University uses your data and your rights is set out in the University's Student Privacy notice, which can be accessed via:

<https://informationassurance.wp.worc.ac.uk/data-protection/privacy-notice/student-privacy-notice/>

Change of Address/Change of Name/Bank Details

It is very important that changes of address are reported to Registry Services. You can maintain your current address details online via the SOLE page.

It is also important that you inform us of any other relevant changes which we may need to know about – for example, name changes must be properly reported – please enquire at **firstpoint** in the Peirson Study and Guidance Centre, St John's Campus, if you need advice.

Students who are in receipt of a bursary, scholarship or hardship funding administered by the University must ensure that their bank details are accurate and maintained. If you change your bank, please ensure that you update your record via the SOLE page.

Personal Details
You can view and update your personal details using this option. All personal information is stored using 128 bit encryption. We utilise the industry-standard Secure Sockets Layer (SSL) technology to encrypt all the personal information.
Disability & Dyslexia Service
ID Card Collected
My Address Details
My Emergency Contact Details
My Bank Details

Section 2: Academic Matters

An introduction

Attendance

Attendance at lectures, seminars, workshops or other specified forms of learning is required according to the demands of the appropriate module. Students are expected to participate fully in their programme of study, engage actively with learning opportunities and take responsibility for their learning.

Courses that confer a licence to practise may require a specific attendance level in order to meet the award requirements which are described in the Programme Specification.

Staff at the University will monitor student engagement with programmes of study. Persistent failure to engage may result in termination of registration. Students will be liable for tuition fee debts for periods during which they were registered.

The Taught Course regulatory Framework (TCRF) outlines the process for students who fail to engage (Section 5).

<https://www2.worc.ac.uk/registryservices/documents/TaughtCoursesRegulatoryFramework.pdf>

Equipment & Special Clothing

Some courses will require students to provide special clothing and equipment and you should have been sent details of this when you were offered a place. Where this requirement results in hardship, students can apply to the Access to Learning Fund (see Section 5).

Assessment

All students are responsible for ensuring that they are aware of the assessment requirements of the course for which they are registered and the dates of examinations and when assignments are due in. Assessment requirements are described in module outlines.

Students should submit their assignments by the due date and usually by 3pm that day. The key method for submitting assignments is electronically through Blackboard. Some assessment is submitted by paper and should be submitted with an assessment receipt form that is available via your SOLE page. Work should be submitted to the relevant School assessment boxes by the 3pm deadline. Your tutor should advise you of the locations of these boxes during your induction.

Reassessment items should normally be submitted in the same way as the original submission.

In order to gain entry to a formal examination, you are required to have your student ID card and display the card on your desk during the examination. Students without an ID card and who cannot provide an alternative form of photo-based ID may be prevented from sitting the examination. Please contact **firstpoint** if you have lost or need to replace your ID card.

Anonymous Marking

The purpose of anonymous marking is to eliminate any perceived bias which might exist on the part of examiners and to reassure students of the impartiality of the marking process. Assignments and exams are both anonymously marked, whereas oral presentations and practical assessments cannot be.

The module outline should indicate if an assessment item is or is not anonymously marked. Where it is anonymously marked, you should record only your student number throughout the assessment item(s).

Referencing Guides

Plagiarism is using the ideas, words or findings of others without acknowledging them as your source of information or inspiration. It is a form of cheating and is treated very seriously in Higher Education. In order to avoid plagiarism, you need to use a referencing system to acknowledge other people's ideas etc.

To meet the needs of different subjects, a number of referencing systems have been developed.

For further help on referencing, and to check which system to use for your subject, please visit the Study Skills website below:



<http://library.worc.ac.uk/referencing>

Results/Grades and Feedback

Feedback refers to the information tutors give you about your work - either as written comments on a feedback form or in discussion with them. This information is designed to help you know what you are doing well and what you need to improve. Some tutors may also provide generic feedback in lectures or workshops covering areas where students in general seem to be struggling without reference to individual assessments.

If you are genuinely unsure why you have been awarded a particular grade after reading your feedback, you should consult your Module or Personal Academic Tutor.

In normal circumstances assessed work should be marked and returned to students with feedback within 20 working days of the date of submission.

Mitigating Circumstances

The University defines mitigating circumstances as circumstances which:

- a) are beyond the control of the student
- b) could not be reasonably accommodated by the student
- c) had a significant impact on the student's performance immediately before or during an assessment

Claims must be submitted with supporting evidence via your SOLE page. You will locate the claim form in the "Assessments" tab and all claims must be submitted within 7 days of the assessment due date. Claims can be submitted up to midnight on the 7th day. Claims submitted after 7 days will only be considered if there is a compelling reason for the delay i.e., bereavement, hospitalisation, or severe mental illness.

Claims must be supported by suitable supporting evidence which should be uploaded to your claim on SOLE. Photos/scans of official documentation are acceptable. Please don't send original documents through the post. Ideally evidence should be uploaded to the claim, but evidence can be sent to mitcircs@worc.ac.uk if required, although this can delay review.

Students who are unable to attend or submit work for an extended period should contact **firstpoint** for advice about temporary withdrawal from their course.

A submission of a claim should not be delayed (and a deadline missed) because you are waiting to receive evidence to support the claim. Evidence can be submitted at a later point.

We recommend that students who are struggling to complete their Dissertation due to unforeseen mitigating circumstances, apply for an extension with the aid of their Dissertation Supervisor. The 'IS/Dissertation/Project Extension Task' can be found under the "Course Information" tab on your SOLE page.

Further details are available on the following links:

[Mitigating Circumstances Advice](https://www2.worc.ac.uk/registryservices/679.htm) <https://www2.worc.ac.uk/registryservices/679.htm>
[Late Submission of Assessments Advice](https://www2.worc.ac.uk/registryservices/680.htm) <https://www2.worc.ac.uk/registryservices/680.htm>

Or contact **firstpoint** in the Peirson Study and Guidance Centre, St John's Campus.

Complaints and Appeals

Sometimes things do go wrong. In most cases matters can be resolved quickly and informally at a local level. If you continue to be dissatisfied with the response, then you can submit an academic appeal or formal complaint.

An academic appeal is made to the Academic Registrar if there has been an administrative error in the conduct of an assessment, application of regulations or some other irregularity relevant to an assessment and subsequently the grade received. Please speak to the marking tutor in the first instance, and if required refer to Stage One of the [Student Academic Appeals Procedures](#) for further information.

A complaint may be made about your experience at University, including relationships with administration, any services, departments, or discrimination issues. Students should attempt to resolve complaints informally with the persons involved in the first instance. If you can't resolve the

issue locally, you may enter a formal complaint to the Complaints & Appeals Officer, by submitting the completed form to complaintsandappeals@worc.ac.uk.

Complaints must be entered within 3 months of the incident to allow a thorough investigation. Complaints submitted later than this will only be considered if there is a compelling reason for the delay.

Students studying at partner organisations are required to pursue any matter of complaint through the partner organisation's complaints procedure first. When the partner organisation's procedures are exhausted a complaint can be entered for review by the University via the usual route.

For further information and a copy of the complaints and appeals forms, please visit our [webpage](#).

Further help can also be sought from the [Students' Union](#).

Section 3: Financial Matters

Money, money, money...

Introduction

There is a range of financial support available to students to help fund the cost of their studies, depending upon their country of residence before the course started:

Student Finance England <https://www.gov.uk/student-finance> for students resident in England.
Student Finance Wales <https://www.studentfinancewales.co.uk/> for students resident in Wales.
Student Awards Agency Scotland <http://www.saas.gov.uk/> for students resident in Scotland.
Student Finance Northern Ireland <https://www.studentfinancenir.co.uk/> for students resident in Northern Ireland.

There are also separate schemes for residents of:

Jersey <https://www.gov.je>

Guernsey <https://www.gov.gg/article/152744/Policies>

Isle of Man <https://www.gov.im/student-grants>

Students from the European Union or from Iceland, Liechtenstein, Norway or Switzerland who have [pre-settled status](#) can also apply for a tuition fee loan from the Student Loan Company. Students from these countries who can be classed as “workers” or who have [settled status](#) may also be able to apply for Maintenance Loans and Dependant Grants.

Students from the Republic of Ireland do not need to have settled or pre-settled status.

More information can be found at <https://www.gov.uk/student-finance/eu-students>.

Further Information

Further information is available from **firstpoint** or the Students’ Union. The University Money Advice Team also produces a handbook: *Financial Information and Support for Higher Education students at the University of Worcester*, which is widely available at the University and on the webpage.



<http://www.worc.ac.uk/moneyadvice/>

There is also information on the web at:



www.gov.uk/student-finance

or the Money Advice link available via the SOLE page or alternatively speak with the University’s Money Advisers who can be contacted via **firstpoint**, by telephone 01905 542551 or email firstpoint@worc.ac.uk

Tuition Fees

For students starting courses in 2023/24 the amount of fees you will be charged by the University will vary depending on the course you are taking, whether you are a “Home”, EU or International student, and whether you are a new or continuing student.

A tuition fee loan may be available from the providers mentioned above which will be paid direct to the University on your behalf (see Financial Support below). You may, if you wish, choose not to take out a tuition fee loan, in which case you will be invoiced for tuition fees at the start of your course. They can be paid at Registration or in instalments in line with the University course Tuition Fees Policy, link below.

Tuition Fees: Home Undergraduate Students (BA/BSc/LLB, Integrated Masters or Foundation Degree) - Full Time

If you are from the UK or have “settled” status and you are starting a full-time undergraduate degree in 2023/24 you will be charged £9,250 per year for tuition fees by the University. You can find these on the University’s web pages, link below.

Tuition Fees: Home Undergraduate Students - Part Time

Part time fees are generally charged on a pro-rata basis, which for most undergraduate courses equates to £1,156 per 15-credit module for new students. Please consult the tuition fees pages on our website.



<https://www.worcester.ac.uk/study/fees-and-finance/fees-and-finance.aspx>

Tuition Fees: Home PGCE Students, and specified Health Postgraduate Pre-Registration programmes

Tuition fees in 2023/2024 for Home and “settled” status are £9,250 per year and, if eligible, you can apply for a Tuition Fee Loan to pay your fee.

Tuition Fees: Home Graduate Entry Medicine

Fees information for Graduate Entry Medicine students can be found on our [Medicine MBChB course page](#).

Tuition Fees: Home Postgraduate Students

Postgraduate students who are studying on a Masters Course or PhD may be eligible to apply for a Postgraduate loan from Student Finance England or their Home Nation’s funding body. This is a single loan that is paid directly to the student over three instalments during the academic year. Part time students may be eligible for the same loan, but payments will be made over the length of their course. Separate payments are not made for tuition fees, so if you are in receipt of the loan, you will still need to arrange to pay your tuition fees to the University. For further information on Postgraduate Loans, please visit www.gov.uk/funding-for-postgraduate-study

Tuition fees: International Students

Fees for students who have been classified as Overseas for fee purposes are different from UK students, and the fee will have been notified to you at the time you were offered a place.

International students and EU non settled/pre settled status are required to pay their tuition fees as follows:

- a) in full at registration, or
- b) Semester 1 starts: 50% prior to Semester 1 (30th September) and 50% prior to Semester 2 (31st January)
- c) Semester 2 starts: 50% prior to Semester 2 (31st January) and 50% prior to Semester 1 (30th September)

Fees for pre-sessional courses are required to be paid in full prior to the commencement of the course. For further information, please see the University Tuition Fee Policy.

Refunds

For further information on the calculation of Tuition Fees and Refunds 2023/24, please see the Tuition Fees Policy: https://www2.worc.ac.uk/finance/documents/Tuition_Fee_Policy.pdf

Other Financial Support

There are various schemes to assist eligible students financially. These include grants, maintenance loans, and support for students who have dependants, Educational Charities and Trust Funds and the University Scholarships. See also, Access to Learning Fund, NHS Learning Support Fund, Scholarships, Student Loans and Grants, in Section 5.

Please note that previous study at Higher Education level (i.e., above Level 3) can affect eligibility for financial support. Contact your student funding body for clarification or get advice from the Money Advice service via **firstpoint** telephone 01905 542551 or email firstpoint@worc.ac.uk

Home Full Time Undergraduate Students

In addition to the tuition fee loan described above, UK students on full time undergraduate or equivalent courses starting in 2023/24 can also apply for funding to help meet their living costs. These vary by funding body. You normally have to apply for your funding within nine months of the start of your academic year.

Student Finance England has a maintenance loan of up to £9,978 to help meet living costs for a full academic year. Students on courses that last longer than 30 weeks and 3 days may also be eligible for extra funding through a Long Course Loan. Students eligible for benefits while they study may also be able to receive an increased Maintenance Loan.

Eligible students may also apply for:

Parents' Learning Allowance – extra help for students with dependants
<https://www.gov.uk/parents-learning-allowance>

Childcare Grant – to help towards registered childcare costs <https://www.gov.uk/childcare-grant>

Adult Dependants' Grant – extra help for students with other adults financially dependent upon them <https://www.gov.uk/adult-dependants-grant>

Disabled Students' Allowance – help with extra costs due to mental health problems, long term illness or disability <https://www.gov.uk/disabled-students-allowances-dsas>

All of the above, except for the Disabled Students' Allowance, are income assessed.

Part-time Students

Support will depend upon the funding provider. New part-time undergraduate students funded by Student Finance England, undertaking 25% or more of an equivalent full-time course, may be able to obtain a loan for the cost of tuition fees and living costs. Part-time Foundation degree courses are only eligible for a tuition fee loan.

The level of support available for living costs is based on the full-time equivalent funding:

25%-33% study = 25% of full-time award - £2,427 maximum

33%-50% study = 33% of full-time award – £3,235 maximum

50% - 66% study = 50% of full-time award - £4,853 maximum

66%-75% study = 66% of full-time award - £6,470 maximum

75%-100% study = 75% of full-time award - £7,280 maximum

Part-time students can apply for support before starting their course. If you do not apply within nine months of the start of your academic year, you may lose your right to apply.

Apart from Disabled Students' Allowance, the other full-time grants are not available to part time students.

Full time eligible Home and EU students on a postgraduate course leading to qualified teacher status may be eligible for a Teacher Training Bursary, depending on the classification and subject of their first degree. For more information see the Department of Education website:

<https://getintoteaching.education.gov.uk/funding-and-salary/overview>

Masters

Eligible Postgraduate students can apply to Student Finance England for a Postgraduate Loan of up to £12,167 to support their study <https://www.gov.uk/masters-loan>. The other home country funding bodies may also offer Masters funding. See links at the beginning of this section.

This funding may also be available to eligible EU students.

Doctoral Research Students

Eligible students can apply to Student Finance England for a Postgraduate Doctoral Loan of up to £28,673 <https://www.gov.uk/doctoral-loan>. The other home country funding bodies may also offer funding for Doctoral and Research students. See links at the beginning of this section.

This funding may also be available to eligible EU students.

Repayment

Tuition fee loans and maintenance loans do not have to be repaid until you have finished your course. Undergraduate loans are repayable when earnings are over £25,000 per year for new students starting a course after August 2023 or £27,295 per year for continuing students. 9% of anything earned over the thresholds is deducted from your salary.

Postgraduate loans are repayable when your earnings are above £21,000 and then 6% of anything earned over £21,000 is deducted from your salary.

Some part-time course loans may become repayable after four years subject to the above income cap.

Grants, bursaries and allowances are not repayable.

To obtain the tuition fee loan and maintenance loan, you should apply as soon as possible to your funding provider. If you do not apply within nine months of the start of your academic year, you may lose your right to apply.

There may be other financial help available where access to Higher Education might be affected by financial circumstances or where students face financial difficulties due to physical or other disabilities, being a parent or having high travel or equipment costs. These include the University of Worcester's Access to Learning Fund, which awards money to students in financial difficulty and does not have to be repaid. This Fund is administered through the University Money Advisers.

Full details and application forms are available to be downloaded from the Money Advice webpage:



<https://www.worc.ac.uk/moneyadvice/accesstolearningfund.htm>

Scholarships and Fee Waivers – the University also offers many scholarships: details and methods of application are shown on the University website:



<https://www.worcester0.ac.uk/study/fees-and-finance/scholarships.aspx>

Details of Educational Trust Funds and charities are also available on the website:



www.worc.ac.uk/moneyadvice/

NHS Learning Support Fund

Available to eligible new and continuing students on pre-registration allied healthcare courses that start on or continue from September 2020. There are six elements:

Training Grant - £5,000 per academic year

Parental Support - £2,000 per academic year for students with dependants

Specialist Subject - £1,000 per academic year for students on certain courses – automatically awarded. Students on the Nursing (Mental Health) or Diagnostic Radiography courses are currently eligible.

Travel and Dual Accommodation Expenses – reimbursement of additional travel costs and temporary accommodation

Exceptional Hardship - £3,000 per academic year for students in hardship

Regional Incentive – extra payments in hard to recruit areas – automatically awarded.

Please see the NHSBSA website for details:

<https://www.nhsbsa.nhs.uk/learning-support-fund>

Insurance

You are advised to insure your belongings. The University cannot accept responsibility for loss or damage to private property which is brought onto and left on University premises entirely at the owner's risk.

Non-Payment of Fees

Failure to pay tuition fees by the payment date may mean that you will cease to be eligible to use University facilities and could result in your exclusion from the University. Students with tuition fee debts relating to a previous session will not be allowed to re-register until the debt is cleared. Students who are in debt to the University may attend their award ceremony if that debt is less than £500, but the award certificate will be withheld until the debt has been paid.

Section 4: Regulations, procedures and policy documents

The University has a number of regulations, procedures and policies of which you must be aware during your time as a student. It is your responsibility to ensure that you are familiar with them and that you know where to access them.

It is particularly important that you read and understand the publications in the following list at, or prior to, the beginning of your course of study. These regulations are not included in the printed student handbook but are available from the Registry Services website.

(www.worcester.ac.uk/registry).



The Worcester Charter for Students

The University of Worcester seeks to be an outstanding University at which to be a student and will provide an outstanding educational experience through inspiring and relevant teaching and research. This Charter sets out the implications of those commitments for the University, the Students' Union and every student working together in a spirit of partnership. The Students' Union works with the University in their mutual interest of continually improving the educational experience of all students, including those on undergraduate, postgraduate taught courses and postgraduate research degrees.

The Charter is intended to be a signpost, rather than a comprehensive source of information. To ensure the continued relevance of this Charter, it is reviewed regularly by the University's Academic Board and the Students' Union Council.

Culture and expectations

Staff of the University, Students' Union and Students on University awards will:

- interact with students and colleagues fairly and respectfully
- accept responsibility for their actions
- show fairness, professional impartiality and diligence
- value diversity across disciplines, cultures and expertise
- be respectful in their dealings with staff and students, clients and those in the local community
- be committed to, and exercise responsibility for, their own personal, academic and professional development, taking into account any relevant professional standards
- accept and take due account of feedback, given in whatever form
- respect the physical environment and property of the University and Students' Union and contribute in a positive way within the local community
- be aware of all documents published by the University and the Students' Union which relate in any way to being a student and/or a member of the Students' Union e.g. University [regulations and procedures](#) and [Students' Union constitution](#) etc.
- aim for excellence in educational endeavours

Teaching and engagement

Staff of the University and Students' Union are committed to the delivery of high standards of teaching, support, advice and guidance. Opportunities for regular continuing professional development exist for all staff.

Staff will make clear the contact hours and any detailed attendance requirements in the module outline issued at the beginning of the module. Students are expected to attend induction, participate in timetabled classes and attend meetings with tutors etc. On occasion it may be necessary to be absent from teaching and students will seek agreement from their tutors, in advance, when practicable. On occasion, it may be necessary to cancel classes and the University will follow the procedures stated in the [class cancellation policy](#) if this is necessary.

The curriculum will include access to activities that will enhance employability and personal development.

The University will provide library, IT facilities and support.

Students are also expected to take responsibility for managing their own learning, attend timetabled sessions and actively engage in their course; ensure they spend sufficient regular time in private study, and participate fully in group learning activities.

Assessment and Feedback

Staff at the University will make clear the detailed assessment criteria and tasks in module outlines.

Students will be provided with the opportunity to discuss assignment tasks before submission.

Students are required to submit all assessed items or if appropriate bring to the attention of the University details of any mitigating circumstances for consideration up to one week (seven days) after the assessment submission date or when appropriate seek an extension, by stated deadlines.

Formative assessment and feedback is issued throughout the course. Staff will provide feedback on formative assessment or interim assessment, normally before the summative assessment deadline for all modules.

Where appropriate, there is anonymous marking for all summative assessments.

Staff will provide individual feedback to students within twenty working days or communicate to students the reasons for delay within the timeframe. Students should actively seek and use feedback for their academic development.

Course Management

All students will have access to a course handbook which will set out the formal requirements of the course along with information on [academic appeals and complaints](#).

Staff at the University and Students' Union will encourage and support student participation in academic development and course management through the election of Course Representatives <https://www.worcsu.com/yourvoice/reps/>

Students are expected to support Course Representatives and participate in systems which will lead to improvements in the quality of learning and teaching such as course surveys and the National Student Survey.

Support for students

The University seeks to provide outstanding support through academic tutoring or research supervision and a highly professional range of services to support students including access to counselling and advice on: health and welfare; accommodation; academic guidance, finance and careers etc. in order to assist students with academic and welfare problems.

In addition, the [Students' Union](#) will provide independent support for students who encounter academic or welfare problems. They will also provide a range of clubs, societies, volunteering and fundraising to enhance students' personal and professional development.

The University will make clear to students the course costs, payment options and deadlines, and an estimate of necessary [additional costs](#) associated with the course. Students are expected to make prompt payment of charges made by the University.

Further Information

Many of the areas referred to in the Student Charter are described in more detail in other University documents.

Should you have any difficulties interpreting these documents, advice and support are available from a range of sources including your Personal Academic Tutor and the Students' Union.

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1. Diversity & Equality



<http://www.worc.ac.uk/personnel/655.htm>

2. Health & Safety



<https://healthandsafety.on.worc.ac.uk/>

3. IT Services



<https://www.worc.ac.uk/it>

4. Fitness to Practise Procedures



<http://www.worcester.ac.uk/registryservices/documents/FitnesstoPractiseProcedures.pdf>

5. Assessment Policy



<https://www2.worc.ac.uk/aqu/documents/AssessmentPolicy.pdf>

6. Procedures for Dealing with claims of mitigating circumstances



<https://www2.worc.ac.uk/registryservices/documents/proceduresformitigatingcircumstances.pdf>

7. Procedure for Academic Appeals



<http://www.worcester.ac.uk/registryservices/documents/ProceduresforAppeals.pdf>

8. Procedure for Investigation of Alleged Academic Misconduct



<https://www.worcester.ac.uk/registryservices/documents/Proceduresforinvestigationofallegedacademicmisconduct.pdf>

9. Student Complaints Procedure



<https://www2.worc.ac.uk/registryservices/documents/Student%20Complaints%20Procedures.pdf>

10. Class Cancellation Policy



<https://www.worcester.ac.uk/registryservices/documents/classcancellationpolicy.pdf>

11. Taught Courses Regulatory Framework (TCRF)



<http://www.worcester.ac.uk/registryservices/documents/TaughtCoursesRegulatoryFramework.pdf>

12. Tuition Fees Policy



https://www2.worc.ac.uk/finance/documents/Tuition_Fee_Policy.pdf

13. Refunds and Compensation Policy



<https://www2.worc.ac.uk/registryservices/649.htm>

14. Debt Management Policy



https://www2.worc.ac.uk/finance/documents/Debt_Management_Policy.pdf

15. Fire Safety



<https://healthandsafety.on.worc.ac.uk/fire-safety/>

16. Peeps Form (part of Fire Safety)



<https://healthandsafety.on.worc.ac.uk/fire-safety/>

Section 5: A-Z of advice, help and student support

A good starting point

A

Academic Writing and Skills

The [Centre for Academic English and Skills](#) offers all students free advice and support with academic writing and presentations. Tutors can help you write more effectively and advise you on your critical writing skills and use of academic vocabulary, grammar, style, referencing and more.

You could also choose to take the 1st year module [Academic Writing and Study Skills](#) to develop your knowledge of the requirements of academic writing at university level.

There are other options you can take to develop the knowledge and skills needed to [teach English as a foreign language](#).

Email english@worc.ac.uk for more information or to book time with a tutor.

Access to Campus

Detailed access guides can be found at:

<https://www.accessable.co.uk/university-of-worcester>

Access to Learning Fund

A discretionary non-repayable payment to help eligible Home and EU students who are experiencing financial difficulties for example, students with an ongoing financial shortfall or an unexpected expense. The amount awarded varies, but awards over £3,000 are exceptional. Please note, that the fund is administered by the Money Advice Service. Application forms, which include more details and conditions of eligibility, can be downloaded from:

<https://www.worc.ac.uk/moneyadvice/accesstolearningfund> or email moneyadvice@worc.ac.uk

If you would like help completing the application form, please contact the Money Advisers via **firstpoint**. The Students' Union can also help with the completion of the application form.

Accommodation

The Accommodation Team assists students to find suitable accommodation whilst studying at the University. All advice and support regarding accommodation, landlords and welfare can initially be accessed via **the Accommodation Hub**, St John's Campus.

If you are experiencing any problems with University Managed accommodation, please contact the Accommodation Team in the first instance. Students can phone on 01905 855300, email accommodationteam@worc.ac.uk or visit the Accommodation Hub during opening hours.

Further accommodation information and support can be accessed via the firstpoint website <https://www2.worc.ac.uk/firstpoint/>

Accommodation Team: Telephone: 01905 855300 (Office hours)

Email: accommodationteam@worc.ac.uk
Residential Experience Manager is Judith Bick.

The contact details for the University are as follows:

University of Worcester
Henwick Grove
Worcester
WR2 6AJ
01905 855000

www.worcester.ac.uk

Accommodation Guide



<https://www.worcester.ac.uk/documents/accommodation-guide.pdf>

Admissions

Staff in the Admissions Office can provide:
Advice on how to apply
Progress on your application

<https://www.worcester.ac.uk/study/find-a-course/how-to-apply/admissions-information.aspx>

Students on HNDs or Foundation Degrees who want to top-up to degree courses or submit applications for credit transfer in respect of modules at the University should apply on their SOLE page.

Students who wish to apply for postgraduate courses should visit the relevant course page on the University website www.worc.ac.uk

Application

Please see Admissions

Alumni

When you leave the University, you become an automatic member of our worldwide network of alumni. We hope you will stay in touch with us and follow future news and developments with interest. The University offers a range of benefits to its former students, including the use of our many facilities, often at preferential rates. These include:

Careers Service
Conference Facilities
Accommodation
Learning Resource Centre
Sports Centre and Facilities
Students' Union
Alumni Gifts

www.worcester.ac.uk/community/alumni.html

Appeals

Please see Section 2

B

Backing up your work

It is your responsibility to make regular backups of important work.

There are many causes of data loss, including hardware failure, software corruption, malicious or accidental loss, and while it may feel like a waste of time performing regular backups, it is a vital task.

The University advises that you save your work in your OneDrive cloud storage – students are provided with 5 terabytes of storage space via this facility. Please do not also save work onto University open access PCs, loan devices, or other computer lab PCs as all data is wiped at the end of each session.

Bus passes

Please see Travel.

C

Careers and Employability Service

The Careers and Employability Service is here to help you to draw together your career plans and put them into practice. Students from all University programmes, at whatever stage of their course, are very welcome to use the service, as are those who have been offered a place at the University, and those who have graduated from the University of Worcester.

The Careers and Employability Service offers information and advice in **firstpoint** and online about a wide range of options including graduate occupations, improving your employability, full and part time job vacancies, job search, and making applications, including CVs and interviews. The Careers and Employability Service can meet you on a one-to-one basis, through lunchtime employability workshops and events, or in careers sessions as part of your course. Workshops and appointments are offered both face to face and online.

myCareer

myCareer is your portal to book a careers appointment, register for a careers workshop or event, and search all the latest job opportunities, whether you're looking for your graduate role or a part-time job whilst you study! Find myCareer on your MyDay page or at <https://worchester.targetconnect.net>

Find Careers:

- Web www.worc.ac.uk/careers
- Bookings: <https://worchester.targetconnect.net>

Care Leavers or Care Experienced students

We understand that as a care leaver you may experience different challenges and barriers when at university. The Student Support and Wellbeing team are here to support you, be that with your transition into university life or at any other time until graduation. The service can tailor the support they provide to your specific needs throughout your time at university to help you overcome any challenges that you may experience and to share in your success when you graduate, whether this be regular check-ins or a named contact that you can reach out to, as and when you want to. They can also, with your permission, liaise with your Personal Adviser and support you accessing other support services such as Money Advice or summer accommodation etc. To contact the team please email studentlife@worc.ac.uk.

Car Parking

In order to further enhance our environmental credentials and minimise our carbon footprint, students are strongly encouraged to find other ways of travelling to and from campus than by car and/or car share. However, should you bring your car onto the University campus, then the following charges and arrangements will apply from 1st September 2023.

Car Park	Rates	Type
Car Park A, St John's Campus	30 minutes – £1.00 Up to 1 hour - £1.90 Up to 4 hours - £6.00 Up to 6 hours - £8.00 Up to 24 hours - £12.00	Short stay
St John's Campus car parks (excluding short stay)	30 minutes – 60p Up to 1 hour - £1.10 Up to 4 hours - £4.00 Up to 6 hours - £5.00 Up to 8 hours - £6.00 Up to 24 hours - £8.00 Evening: 18:00hrs – 23:59hrs - £2.00 Weekend rate - £3.00 Conference rate (per 24hrs) - £8.00	Standard stay
Severn Campus	30 minutes – 60p Up to 1 hour - £1.00 Up to 4 hours - £3.60 Up to 6 hours - £5.00 Up to 8 hours - £6.00 Up to 24 hours - £8.00 Evening: 18:00hrs – 22:00hrs - £2.00 Evening: 18:00hrs – 23:59hrs - £4.00 Event Rate - £5.00	Standard stay

Car Parking Permit: 2023-24

As an alternative to paying daily charges, it is possible to buy a car parking permit as follows:

Permit Type	Rate
Student resident more than one mile from St John's Campus.	£178.00 per annum (valid 01/08/23 to 31/08/24)

Student residents that live on campus or within one mile of their place of study for a set 6 months semester period. £342.00 per 6 months (valid from 01/09/23 to 31/01/2024 or 01/02/24 to 31/08/24)

Students on a Nursing/Midwifery/Teaching course that requires travel to and from a placement throughout the semester for a set 6 months semester period. £260.00 per 6 months (valid from 01/09/23 to 31/01/2024 or 01/02/24 to 31/08/24)

You are not guaranteed a parking space on campus if you purchase a permit. All vehicles parked on the campus are parked at the owners' risk. The University cannot accept liability for any damage caused whilst the vehicle is on University property.

Holders of valid Blue Badge permits are permitted to park free of charge. However, you will still need to register.

Please note – the following parking restrictions will apply:

Car Park G on St John's Campus – reserved parking only

The Moors: Available Monday to Friday only (normal parking charges apply at weekends)

To purchase a car permit, please go to <https://www.worcester.ac.uk/your-home/student-car-parking-information.html> and click on "Apply Online" to register. Your parking permit can be collected from **firstpoint**. Please take your student ID with you when collecting your permit.

Cash Machines

The St John's Campus is near to the Co-operative and Sainsbury's supermarkets, both of which have cash machines.

Catering

There are a number of catering facilities across the Campus.

<https://www.worcester.ac.uk/about/community-collaboration/venue-hire/meetings-conferences-and-functions/catering.aspx>

Computer Facilities

See the IT Service.

Confirming Student Status

Various external bodies may require documentary proof that you are a student. Statements confirming your status are available from your SOLE page. This is not generally accepted for council tax exemption – you should use the specific certificate available to download from your SOLE page for this purpose.

Council Tax

If you are a full-time student who either lives alone, with other full-time students, with minors or people on Council Tax Benefit (e.g., an unemployed or disabled person) you will not be liable to pay Council Tax whilst at university.

Council Tax Certificates are available to download from your SOLE page. They are available only to students who have registered and whose mode of study is recorded as full-time. You should send

this to your Council Tax office quoting the Council Tax reference number and the bill will be cancelled for the period that you are a full-time student.

However, if you are a full-time student who lives with other non-student adults or part-time students you will need to pay at least a proportion of Council Tax. You will need to send your Certificate to your Council Tax office to apply for a reduction. Part-time students will be liable to pay Council Tax but may be entitled to a discount. For further information, please contact your Council Tax office.

Counselling and Mental Health Service

To access support from the Student Counselling and Mental Health Service contact **firstpoint** to book a **STAR (Support, Triage, Advise, Referral) appointment**.

The Student Counselling and Mental Health Team is committed to supporting students experiencing emotional, psychological and mental health difficulties so that they can gain maximum benefit from their university experience and develop their potential to its fullest.

We offer daily **STAR appointments**, which are easy to access appointments for Support, Triage, Advise and Referral, as well as 1-to-1 help. The Counselling and Mental Health Team provides a **programme of workshops** throughout the year on themes such as: Exam & Assessment Anxiety, Procrastination, Transition (settling into and leaving university). We support the “Fancy a Cuppa” sessions run by the Student Services and Wellbeing Team.

The University Counsellors offer a wide range of counselling approaches and help students with many emotional and psychological difficulties, including adjustment and transitions at university, bereavement, relationship difficulties, traumatic experience, depression and anxiety. The counselling service is BACP accredited which reflects the highly professional and confidential service that is provided.

The University Mental Health Practitioners are registered members of the Nursing and Midwifery Council. They work with individual students with pre-diagnosed and emerging mental health conditions, autism spectrum disorder and those experiencing emotional or psychological difficulties.

To access support from the Counselling and Mental Health Service book a **STAR** appointment:



You can contact the Counselling and Mental Health Service directly by emailing cmh@worc.ac.uk or telephone 01905 542832. More information about the Counselling and Mental Health Service is available on our webpages www.worc.ac.uk/counselling

The following organisations can also provide support:

Organisation	Contact details
www.bacp.co.uk/about-therapy/we-can-help/	
Calm Zone (supports men’s mental & emotional health) www.thecalmzone.net	0800 58 58 58
NHS 111 (for non-emergency advice/guidance) www.samaritans.org	111

Papyrus (Hopeline for young people under 35) https://papyrus-uk.org	0800 068 4141
West Mercia Rape and Sexual Abuse Support Centre	01905 724514
The Glade (support for rape or sexual assault) https://theglade.org.uk/	0800 970 0377
Mind (advice on mental health) www.mind.org.uk	0300 123 3393

D

Debt

If you are experiencing financial difficulties or have unmanageable debts, contact the Money Advisers, who may be able to help, on email: firstpoint@worc.ac.uk or telephone: 01905 542551 or further information on: <http://www.worc.ac.uk/moneyadvice>

Please also see Section 3.

Disability and Dyslexia

The Disability and Dyslexia Service (DDS) co-ordinates support and adjustments for students with disabilities, sensory impairments, mobility difficulties, Autism Spectrum Conditions, long term medical conditions or with specific learning differences such as Dyslexia. Support is tailored to students' individual needs and may be supplemented by external funding, e.g., Disabled Students' Allowance (DSA). DDS provides advice and guidance to students throughout their University career and can also advise prospective students and their parents. Students who think they may have a specific learning difference can contact the service for information on how to be assessed.

The Disability and Dyslexia Service can be contacted by emailing disability@worc.ac.uk or by calling 01905 855531.

For further information visit the webpage:



To book an appointment with a Disability Adviser, appointments can be made via the online booking system:



Disabled Car Parking Spaces

See maps and following link: <https://www2.worc.ac.uk/facilities-staff/car-parking.html>

Campus access – see <https://www.accessable.co.uk/university-of-worcester>

Disabled Students' Allowance

Disabled Students' Allowance (DSA) is a non means-tested allowance to help students meet the cost of disability-related support.

An individual package of DSA funded support could include specialist equipment and software as well as funding to cover human support, such as specialist 1-1 study skills support or specialist mentoring. Eligible students are urged to apply directly through their funding body as soon as possible, preferably several months prior to joining University (examples of funding bodies: Student Finance England or Student Finance Wales). The Disability and Dyslexia Service can provide advice and assistance with applying.

Some students, such as international or some part time students, may be ineligible for DSA – however these students are still encouraged to discuss their support needs with the University.

Apprenticeship students do not receive DSA but can access other funding specific to their apprenticeship status.

For enquiries, please email disability@worc.ac.uk or telephone 01905 855531 or visit <https://www2.worc.ac.uk/disabilityanddyslexia/399.html>

Dyslexia

See Disability

E

Email

All students are provided with a University email account and should ensure they check their inbox regularly as official University communications are sent via email.

Estranged students

If you are estranged from your parents, guardians or family it can be daunting coming to university, but the Student Support and Wellbeing team are here to support you. The team can support you throughout your time here to help you overcome any challenges that you may experience and to share in your success when you graduate. They can also support you accessing other support services such as Money Advice or summer accommodation etc. To contact the team please email studentlife@worc.ac.uk.

Exchange

Studying abroad can be a very valuable experience. The benefits are many. It provides the opportunity to travel, to learn a new language, or to improve on a second language, to make new friends and to become immersed in a foreign culture.

Further details can be obtained at **firstpoint** or <https://www.worcester.ac.uk/study/international-students/study-abroad/study-abroad-outgoing-students.aspx>

F

Facilities Helpdesk

The Facilities Helpdesk is in place to get problems around the campus solved quickly and efficiently. To do this we require the help of staff and students to report the problem as soon as it arises. For more information on the Facilities Helpdesk and guides on “how to log a request” please go to <https://www2.worc.ac.uk/facilities-staff/facilities-helpdesk.html>

Fee Assessment

You will have been assessed which level (Home, Channel Islands or Overseas) of tuition fee you are expected to pay during the application process. If you dispute your assessed fee status you should contact the Admissions Office before you complete the enrolment process. Once you have started the course, the fee status will be set and cannot be changed.

Fees – Paying tuition fees/problems with paying

If you have a question about tuition fees and how to pay them, please contact the Finance Department on 01905 542890 or email creditcontrol@worc.ac.uk

For further information, the University’s Money Advice Service is also available for assistance and confidential advice; please contact **firstpoint** to make an appointment (see Section 3).

Feedback

See Section 2 - Assessment

firstpoint

firstpoint provides a welcoming first point of contact for all student enquiries. Based in the Peirson Building, opposite Main Reception, on St John’s Campus, the **firstpoint** team can:

- register new students and issue ID cards
- make referrals and book appointments with specialist services such as Disability & Dyslexia Service, Money Advice, International Experience, Student Support and Wellbeing and the Counselling and Mental Health Service
- advise on, and register, DBS applications
- offer guidance on academic regulations, including mitigating circumstances
- provide information on travel and student car parking permits.

Also located in **firstpoint** is the Careers and Employability Information Zone, where you can find careers information and meet with Career Advisers to discuss career plans and ways of enhancing your employability.

‘Fancy a Cuppa’ takes place every Tuesday and Thursday (in semester time), in the Wellbeing Alcove in **firstpoint**. Come and join Student Support staff for a free hot drink and biscuit at this informal group where we chat about university life and how your week has been. Every other Tuesday, we are also joined by a therapy dog (and owner/volunteer) from the Pets As Therapy charity. Visit <https://www2.worc.ac.uk/studentsupport/cuppa-event.html> for more information.

firstpoint is open Monday to Friday. See our website for current opening times. Telephone 01905 542551 or email firstpoint@worc.ac.uk or visit the **firstpoint** blog for news: <https://firstpoint.blog/>

The **firstpoint** website will also provide you with lots of helpful information during your studies:



<https://www.worc.ac.uk/firstpoint/>

G

Graduation

You will have your qualification presented at an awards ceremony held at Worcester Cathedral in September or March. There is normally room for two guests.

The name under which you graduate will be the name that you are known by on your official student record, and you will have an opportunity to review that name prior to graduation. There is no charge to students for graduating but please note that you will be expected to hire a graduation gown from a specialist company and this will have a cost, which will be advised to you at the time.

Graduation is a free service to students, but there is a standard charge for each guest ticket to offset the high costs of such events; this includes a programme and a drinks reception after the ceremony.

Please note that students who are in debt to the University are only able to attend a ceremony if that debt is less than £500, but the award certificate will be withheld until the debt has been paid.

Further information can be found on: <https://www2.worc.ac.uk/registryservices/663.htm>

H

Heads of Academic Schools

Ms Elizabeth Davies-Ward	School of Allied Health and Community
Mr David Broster	School of Arts
Mrs Catriona Robinson	Institute of Education
Dr Simon Hardy	School of Humanities (interim Head of School)
Mr Robert Dudley	Three Counties School of Nursing and Midwifery
Dr Helen Scott	School of Psychology
Professor Peter Seville	School of Science and the Environment
Ms Lerverne Barber	School of Sport and Exercise Science
Professor Sandra Nicholson	Three Counties Medical School
Dr Scott Andrews	Worcester Business School (interim Head of School)

Health

You are strongly advised to register with a local GP/Doctors' surgery in Worcester so you can easily access medical assistance as and when you need it - don't wait until you are ill. A list of local GPs can be found on the Student Support webpage:



www.worcester.ac.uk/studentsupport/medical-provision-in-worcester

Alternatively, please contact **firstpoint** via email firstpoint@worc.ac.uk or telephone 01905 542551 and they will provide you with a list.

We recommend that you should be fully up to date with the MMR (measles, mumps and rubella) vaccine and that you should ask your GP for the Meningitis vaccination (“MEN ACWY”), if you haven’t already had it.

If you ever need first aid whilst on campus, or encounter someone else who does, just contact the main Reception desk at St John’s Campus on 01905 855495 and someone will send a First Aider as quickly as possible.

Viral and bacterial infections such as Covid-19 and other respiratory infections are still in circulation, so we should continue to take precautions to keep ourselves and others safe.

Students are encouraged to be fully vaccinated against Covid-19. Continue to practise good hygiene by regularly washing your hands for at least 20 seconds and remember to ‘catch it, bin it, kill it’ when necessary.

Do not attend campus if you are feeling unwell with symptoms of a potential respiratory infection; you should report your absence on your SOLE page.

Please refer to the NHS COVID-19 webpage <https://www.nhs.uk/covid-19-advice-and-services/> for more information.

Heating and Water

The University of Worcester is working towards reducing both energy and water use in halls and throughout the campus. During the heating season the heating in halls is switched on all day from 08:00 – 23:00 and is set to 19 degrees.

Hot water is available constantly from 06:00 – 23:00.

Radiators are fitted with a thermostatic radiator valve (TRV) to allow room temperature to be set to suit the room user and to help save energy. Please remember to reduce the setting on the TRV if the room gets too hot or if you open a window, the TRV needs to be set at 0.

Classrooms are heated 8.00 - 21.00 except Peirson Study Centre which is heated 24 hours.

Please refer to the heating and comfort policy for more information:

<https://www.worcester.ac.uk/documents/heating-and-comfort-policy.pdf>

Toilets are fitted with two buttons; the smaller button provides a short flush, and the larger button gives a longer flush. Please use buttons as appropriate.

The University has a student switch off campaign to encourage you to save energy. There are prizes and competitions with a leader board tracking energy use in the halls of residence. See how well you are doing <https://switchoff.nus.org.uk/worcester> .

Visit the website for further details:



<http://www.studentswitchoff.org/unis/university-of-worcester>

Housing Advice

See Accommodation

I

Identity Card

All students based in Worcester will be issued with a physical identity card (ID) and you must carry this with you. Your ID card combines five functions:

- It provides proof of identity and you may be asked to produce it as proof of identity in certain situations. You must carry your card when you are going to sit an examination.
- It provides access to University accommodation and some other rooms such as access to the Peirson Study and Guidance centre 24/7.
- It is your Library card and must be used when you want to borrow books from The Hive.
- It can be topped up with credit and be used to login into photocopiers/printers located around the campus.
- It is your Students' Union membership card.

You are required to produce your ID card when asked to do so by any member of the Community and Security Team.

To obtain a range of student discounts you may want to consider purchasing a Totum card. Apply for your card online at www.nus.org.uk

Lost ID card? If you lose your card, or if you suspect it has been stolen, you should immediately report the loss to **firstpoint**. There is a charge of £10.00 for cards replaced as a result of loss, or because of accidental damage. If your card has been stolen and you can provide a Crime Reference number from the police in support of this, you will not be charged for a new card.

Your new card will have a new 'issue number'. As soon as you have been given the card you will need to go to Security Control (located behind the main Reception at St John's Campus) where a member of security will update your card.

You should notify the library if you lose your card, as you are responsible for any borrowings undertaken up to the time when the card is reported lost.

Students who study with a partner organisation will be able to access a virtual ID card on the MyDay page.

Immigration

See Visas

Intercalation

See Temporary Withdrawal

International Students

International Experience provides support to students from outside the United Kingdom who come to study at the University. For further information see subheading **T – Tier 4 VISAs** or contact the International Student Advisors email: ISA@worc.ac.uk or Tel: 01905 542743. For all other enquiries please email: international-experience@worc.ac.uk

IT Service

The Peirson Study and Guidance Centre, St John's Campus has computers available 24/7 for both scheduled classes and independent work. Laptops and Macbooks can be loaned from the building for short- and long-term loan.

The Hive also has PCs for student use, with additional computers available at City Campus and Severn Campus. All machines have access to print facilities and the internet.

The IT Service can be contacted via phone, live chat, at a walk-up desk or via our self-service portal.

Please note that IT staff can offer advice and support for all University owned equipment. They provide limited software support but no hardware support for personal devices.

Full information on IT Services at the University can be found on our website here: <https://www2.worc.ac.uk/it/>

Additionally full guidance for new students including the most common queries such as registering for Multi-Factor Authentication (MFA) and how to get free software, can be found on our Starting with us this year page: <https://it.wp.worc.ac.uk/students/starting-with-the-university/>

A key document is the student "Your IT Service" summary which can be useful for signposting to IT resources and outlines student responsibilities when using them.

This can be found here: <https://it.wp.worc.ac.uk/wp-content/uploads/2023/05/Your-IT-Service-2.pdf>

L

Laundry

Laundry facilities are available at campus locations. There is an app that can be downloaded from your phone's app store called *The Washstation App*. If you need help, then contact them directly on 0800 141 2331 or visit their website: <https://www.washstation.co.uk/>. Further details can be found in the laundry buildings as well as the Accommodation Hub on the St John's Campus.

Learning disability

See Disability

Learning/Study skills

See Study skills

Leaving the University before completing your course

If you are experiencing academic difficulties or you are considering leaving or taking time out from your course, you may wish to discuss your options. We hope you won't leave but, in some circumstances, students decide that they need to withdraw from their course. It is very important that anyone thinking of leaving should receive good advice. Your Personal Academic Tutor will be able to help you and you may also want to seek further advice and assistance by contacting **firstpoint**, who will be able to refer you to Student Support or Programme Advisers.

Do not make a hasty decision to withdraw – it may be possible to suspend your course for up to one academic year instead (See Temporary Withdrawal). In the event that you do decide to leave, you will want to think about your next step – consult the Careers and Employability Service (via myCareer) who will be able to suggest alternative courses or possible jobs. You will need to complete the online **Withdrawal from Study** form, which can be found on your SOLE page under the *Course Information* tab.

Students will be able to withdraw from a full-time course within 14 days of commencement without charge. After this date the course will be charged on the date of withdrawal and in which liability point the date falls. Tuition fees for part time students are not refundable if withdrawal takes place 14 days after the start of semester. Part time students will be charged by module.

Leave of Absence

Students who feel that they have grounds for Leave of Absence should discuss the matter with their tutors. Students who wish to be away more than five days should complete the relevant form (obtainable via SOLE) at least 7 days before they wish to leave.

Lectures

Lectures will be based in the different buildings around the University.
The locations of the buildings can be found on the map at the back of the handbook.

Library Services

Library Services will play a key part in helping you succeed at the University of Worcester. More information is available on the webpage:



<https://library.worc.ac.uk/new-student-essentials>

You automatically become a member of both the University Library Services and Worcestershire County Council libraries when you become a student of the University. Library Services is based in The Hive and we support your studies by providing study spaces, resources and specialist staff to help you find the information you need. We provide access to a wide range of ebooks and online articles as well as over 250,000 print items in The Hive. The Hive is open 08:30 – 22:00 every day, except Bank Holidays.

You'll frequently find our librarians teaching sessions on finding, using and referencing information as part of your course. To help you get the most out of the library, you can sign up to our online Discovery Sessions on a wide range of topics. And help is available when you need it via email, live chat, FAQs or by booking an appointment with the Academic Liaison Librarian for your area via your subject guide under the Resources tab on our web site.



<https://library.worc.ac.uk>

- Email: askalibrarian@worc.ac.uk
- Text: 01905 504126
- LiveChat: <http://library.worc.ac.uk>
-  @uwlibservices
- Instagram @uwlibservices
- Text: 01905 504126

Library Services also provides access and support for Technology Enhanced Learning, including the Blackboard Virtual Learning Environment, Turnitin e-submission system and PebblePad e-portfolio.

Your tutors will provide module resources and activities through the Blackboard VLE and you will be required to submit most assignments via Blackboard and Turnitin.

Support resources and further information can be accessed from your Blackboard homepage, but you can contact the TEL Unit directly on email: tel@worc.ac.uk or  @uw_tel

Lost property

Contact Main Reception, St John's Campus/City Campus; items which remain unclaimed for 28 days may be disposed of.

M

Map

A map of the University campus sites (including Halls accommodation and carparks) can be found on the back pages of this handbook.

Mental Health

Please see Counselling and Mental Health Service.

Mitigating Circumstances

Please see Section 2

Money Management

Please see Section 3

N

NHS placements

Details of health-related placements will be provided to students and apprentices during induction. Students in either the Three Counties School of Nursing and Midwifery, or the School of Allied Health

and Community, can contact the relevant Placement Support Team:
Nursing, Midwifery, and Allied Health: Email: plast@worc.ac.uk

Students in the Three Counties Medical School should contact TCMSplacements@worc.ac.uk

P

Part time Work

Working part time during semesters and during vacations is a good way of earning money as well as gaining experience and developing useful skills for a future career. The Careers & Employability Service promotes part time opportunities on campus and in the local area and can help you make your job applications. See more at



https://www2.worc.ac.uk/careers/documents/QG_parttimework.pdf

Make sure that you are realistic about the amount of time you give to part time work during the semester; you need to ensure that you can balance study and part time work requirements. If you are an International Student and have a student visa you can usually work up to 20 hours per week while studying a full-time course. For confirmation, please check the vignette in your passport or your BRP. If you are an EU/EEA student and do not have a vignette or BRP, please login to your UKVI account to check your status online.

You can find part time jobs on your myCareer page <https://worcester.targetconnect.net/>

Part time jobs are available for students both in the University and the Students' Union, so keep an eye on their websites:



www.worcester.ac.uk/community/current-vacancies.html



<https://worcsu.com/yourunion/vacancies/>

Personal Academic Tutors

The Personal Academic Tutoring system at the University of Worcester sits at the heart of the student experience. The University's approach to personal academic tutoring is grounded in a philosophy of student educational development that places a high value on induction into the University community, supporting students at key transition points, enabling students to reflect on

progress and set future goals for achievement academically and for employability. Your Personal Academic Tutor will support you to become an independent and autonomous learner.

To ensure that you reach your full potential, it is important to take an overview of your academic development at regular points throughout your study. As a new undergraduate student, you are provided with an appointed Personal Academic Tutor (usually one of the people teaching on your course and who will normally remain with you throughout your undergraduate studies) to help you do this. This system provides continuity for you, as you will get to know one member of academic staff who will be your key regular point of contact with the University.

The three key roles of your Personal Academic Tutor are to:

- support your academic development
- act as a first point of call if you are experiencing difficulties arising whilst at University
- provide your official University reference.

Your Personal Academic Tutor will help you to:

- become a member of the University community and make the transition into Higher Education
- understand your course's approach to learning, skills development and assessment
- reflect on your progress, identify your learning needs and develop useful study strategies
- get the most out of the different learning resources and learning support available
- plan and record your academic, professional and career development
- access additional support and advice, if you need to.

You will be assigned a Personal Academic Tutor at the beginning of your course and meet within the first few weeks, usually as part of your induction. You can expect a minimum of four scheduled meetings during your first year, either as a tutorial group or on an individual basis.

To get the most out of the personal academic tutoring system, as a student, you are expected to:

- attend scheduled personal academic tutoring sessions
- prepare for personal academic tutoring sessions as guided by your tutor
- take responsibility for your learning through reflecting on your progress and responding to advice and guidance from your Personal Academic Tutor
- take the initiative in contacting your Personal Academic Tutor in relation to problems or if in need of advice outside the normal schedule of meetings
- keep a record of learning from meetings with your Personal Academic Tutor
- ensure your personal details on the SOLE page are current and correct.

Your Personal Academic Tutor will write your University reference, so it is also useful to discuss your career intentions, ambitions and work experience with them throughout your studies. They will also discuss the University's Graduate Attributes and how you can demonstrate these whilst studying and beyond. Many employability skills are developed through extra-curricular activity while at university and it is also helpful to discuss this with your Personal Academic Tutor. The better informed you keep your Personal Academic Tutor of your development, the more able your tutor will be to provide you with an effective reference.

Our Personal Academic Tutoring Scheme will help you to become a successful member of the University community and make the transition into higher education. You can access further details

about the University Personal Academic Tutoring system here:

<https://www.worcester.ac.uk/life/help-and-support/personal-academic-tutoring.aspx>

Personal Safety

Worcester City is a relatively safe place to live but you are moving to a new area which is unfamiliar to you and it's a good idea to take some simple measures to ensure that you and your friends feel safe and secure in your new home and environment.

- Carry a personal alarm – these are available via **firstpoint** or one of the Personal Safety Events held during the year
- Download **“Call My App”** on smart phones – “Call my” alert has personal SOS capability, which is an integrated component of the app. If an individual is in a threatening situation, they can activate an SOS alert to notify the University.
- Avoid walking back alone and stay away from unlit areas.
- If possible, take a taxi cab. Pre-book taxis whenever possible and try to group up with people that you know; if you have any reason to complain about the service received from a taxi you can email enquires@worcsregservices.gov.uk or telephone 01905 822799.
- SmartWater is a forensic liquid that assigns your valuables with their own unique forensic code, allowing them to be traced back to you. It is an effective deterrent; consider getting a kit for your flat/house and share the costs with your housemates.
- The University has Community Accredited Security Staff (members of CSAS) which allows University staff to work more closely with the community and the police on and off campus. For security matters please call 01905 855495.
- The University of Worcester Security Team is here to assist students, staff and visitors at all times; 24 hours a day, 7 days a week. You can contact them on 01905 855495 or 07977 973956. For non-emergency enquiries, please email security@worc.ac.uk
- There are also two Police Community Support Officers (PCSO) who work alongside Security and across the University in a support and advisory capacity. Their office is located in Hines Building - HBG008. For non-emergency enquiries, PCSOs can be contacted at pcco@worc.ac.uk or 01905 542629.
- Cycling (see Travel for secure bike storage). Always wear a helmet and be visible to other road users and pedestrians. Always use lights after dark, in the rain or if the weather is overcast. Don't cycle too close to the kerb, give yourself space on the left to avoid drain covers and road debris and be cautious when overtaking parked cars, allowing room to pass safely.
- Fire routine – Fire safety information and evacuation procedures can be found on <https://healthandsafety.on.worc.ac.uk/fire-safety/> Please familiarise yourself with the information provided. If you have an impairment that prevents or restricts you from evacuating the building in an emergency, you must complete a Personal Emergency Egress Plan (PEEP) Declaration form (available on the above link).
- Internet safety. Avoid viruses; install anti-virus software. Use strong passwords and change regularly. Be cautious about revealing personal and private details or your email address whilst online, especially important when using social networking sites – check your privacy settings. Always check before downloading a product, picture or file – make sure it is from a website you trust or check the site is secure (https://) especially if you need to enter personal details.



<https://www.worcester.ac.uk/your-home/welfare-safety-and-insurance.html>



<https://www.worc.ac.uk/studentssupport/safety.html>



[Security Handbook 2023.pdf \(worc.ac.uk\)](#)

Printing and Copying

Information regarding printing and copying services for students including charges can be found in the student section of the IT Service website: <https://it.wp.worc.ac.uk/students/study-anywhere/print-copy/>

Production Print Services

Production print services are now provided by Print Marketplace. <https://print-marketplace.co.uk/>. Students can register for this service using their student email address. The organisation listed below has been created for the students. It's the 2nd option in the list, on the create an account page. This **must** be selected to allow students to register.

You can choose alternative delivery and invoice addresses later on.

**SELECTED OPTION: UNIVERSITY OF WORCESTER STUDENTS
(HENWICK GROVE, WORCESTER, WR2 6AJ)**



If students require one off A1 /A0 posters, please use the Assisted route.

Help guides on how to register for Print Marketplace, raise jobs and support channels can be found at [Print Marketplace help guides](#)

Programme Advisory Service

The purpose of the Programme Advisory Service is to assist students in the planning and registration of their programme of study - including selecting modules, changing courses, registering for retakes and advising about progression. To speak to a Programme Adviser please telephone 01905 542727. Opening hours are updated on the Registry website:

<https://www2.worc.ac.uk/registryservices/684.htm>

For further information on the Programme Advisory Service, please see the Registry Services website <https://www2.worc.ac.uk/registryservices/665.htm> or contact **firstpoint**.

R

Reception

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

References

Requests for academic references are dealt with centrally by the Student Records Office, Registry Services. Students are asked to name *The Academic Registrar* as their referee and give the contact email address reference@worc.ac.uk so all requests are received centrally by the Referencing Team. In the first instance, staff will approach your Personal Academic Tutor to write a reference, whether for course or job application. Please note that if you do not keep in touch with your Personal Academic Tutor throughout your course, only a basic statement can be provided. If a student's Personal Academic Tutor is no longer at the University, we will ask another tutor who has taught the student on modules to draft a reference.

References will not normally refer to your state of health, unless there is a specific reason for its inclusion (normally this is at the prospective employer's request). If you are found guilty of academic misconduct, then your reference will normally refer to this fact.

Requests for references for past students where a purely factual response is appropriate (i.e., dates of attendance and confirmation of course) are dealt with by the Referencing Team. Otherwise, the request will be passed to the Personal Academic Tutor.

Recycling and Re-use

Recycling and re-use are encouraged in halls and throughout the campus. Green bins are in use for all types of recycling; just make sure it goes in clean and dry. All recycling goes in one bin; you don't have to sort it. Look at the information notices displayed in hall kitchens and classrooms to let you know what can be recycled. At the University of Worcester, most things can be recycled as long as they are not covered in food or drink. There are recycling banks for textiles and books; please use these to help out charities. Batteries go in the battery shaped bins dotted about campus.

The University operates a clear bag system in all communal and academic area waste bins. Cleaning Services provide clear plastic bin liners for use within the Halls of Residence kitchen areas.

Caddies are provided in halls kitchens for you to put all food waste. It's for left over takeaways, pot noodles not just apple cores and banana skins.

Use the Black bins for crisp packets, sweet wrappers, any foil-based wrappers and polystyrene foam takeaway boxes. Look out for the notices next to bins if you are unsure.

Re-use. You can donate any unwanted clothes in the British Heart Foundation collection bank, available all year, situated outside the Students' Union Building. At the end of the academic year, the British Heart Foundation also provides bags for you to donate any unwanted items, which can be put in the collection banks on campus.

We also do regular food bank collections; the drop off point is the ground floor of the Hines Building, in the Co-op food bank container. Please bring over any donations; dried pasta, tinned/packet goods.

If you need a new bin or food caddie, please log a job on the Facilities Help desk:

<https://www2.worc.ac.uk/facilities-staff/facilities-helpdesk.html>

Registry Services

Registry Services is primarily based in the Woodbury Building and has five distinct offices within it:

- Student Records – the Student Records section is responsible for maintaining records of all students on undergraduate courses at the University, including examination results.
- Complaints and Appeals – this office deals with formal complaints, academic appeals, late submissions and claims of exceptional mitigating circumstances.
- Programme Advisory Service – this team assists students in the planning and registration advice on module choice, explores the implications of changing your course and discusses a possible course transfer and deals with matters arising from decisions of the Examination Boards.
- Timetabling Office – organises the timetabling of teaching and room bookings.
- Data Management Unit.

Further information about Registry Services can be obtained from their website:



<http://www.worcester.ac.uk/registryservices>

Regulations and Procedures

Further information can be found on the Registry Services website:



<https://www2.worc.ac.uk/registryservices/649.htm>

Relationships between staff and students

The University has a policy which outlines how potential conflicts of interest are managed when there is, or has been, a consensual or close family relationship between a member of staff and a student. For further information please see:



<https://www2.worc.ac.uk/personnel/961.htm>

Research School

The Research School provides a service to all Research Degree students. Staff in the School can advise on all matters relating to registration for MPhils and PhDs.



<https://www.worc.ac.uk/research/research-degrees/home.aspx>

Results

See Section 2

S

Safety

The University recognises that it has responsibilities for the health, safety and welfare of its students. We aim to provide an environment which is stimulating and safe to study in, and which promotes high health and safety standards. This includes:

- information, training and supervision to ensure that during your course of study, any risks to you are assessed and controlled.
- premises and equipment which are safe and fit for purpose.
- arrangements for dealing with emergencies such as fires.
- listening to any concerns of students about their health and safety and taking appropriate action.
- to help us to do this, it is important that as a student you appreciate that you also have responsibilities to look after your own health, safety, and wellbeing and that of others.

At all times you must:

- conduct yourself both socially and in your studies in a mature, safe and considerate manner.
- take all reasonable steps to ensure your own health and safety, and the health and safety of others.
- cooperate with the University by complying with all health and safety requirements (for example by attending any safety briefings). This includes evacuating the University premises following the sounding of the fire alarms, or a request to vacate the building.
- ensure that any medication is readily available such as auto injectors, (EpiPen®) inhalers, medication, nebulizers and inform your lecturers and Student Services of your needs.
- not interfere with any equipment provided for reasons of health and safety.
- not bring equipment onto campus which is not compliant with electrical safety or other standards applicable in the UK. Equipment should have UKCA or CE markings on the equipment (UKCA is the UK Conformity Assessed marking, which is a certification mark that indicates conformity with the applicable requirements for products sold within Great Britain).
- ensure that you raise any concerns about health and safety to help maintain a safe environment.

All accidents should be reported to a responsible person in the area where they occur as soon as possible after their occurrence. This includes any accident occurring in University-owned/managed areas and elsewhere when involved in activities which are part of your course (e.g., field trips, teaching & work placements).

Scholarships

To help with the costs of being a student, we offer a range of scholarships as well as an Access to Learning Fund (also known as the Hardship Fund), details of which can be found on <https://www2.worc.ac.uk/moneyadvice/accesstolearningfund.htm>

£1,000 Academic Achievement Scholarship

The University awards scholarships of £1,000 to eligible undergraduate students in their second and third year of a degree course or second year of a Foundation degree on the basis of their academic achievement in the previous academic year at the University. Students do not apply for these scholarships as they are awarded to eligible students who achieve 120 credits at Grade A- or higher during the 22/23 academic year.

Sports Scholarships

If you have an outstanding record of achievement in a particular sport and want to combine this talent with study at a university with a proven reputation, then you may be eligible for a sports scholarship at Worcester. Our sports scholarships and bursaries represent a very special partnership with some of the region's top sports teams including Severn Stars Netball Club, Worcestershire County Cricket Club (WCCC), Worcester Wolves Basketball Club and Worcester Warriors Women. For further details please see: <https://www.worcester.ac.uk/about/academic-schools/school-of-sport-and-exercise-science/performance-sport-and-sports-scholarships/home.aspx>

Scholarships for International Students

Depending on your academic achievement you are automatically awarded a scholarship on full-time programmes. For further information on fees, scholarships and bursaries for overseas students, please visit: <https://www.worcester.ac.uk/study/international-students/information-for-international-applicants/fees-scholarships-loans/international-student-fees.aspx>

Students may also apply for a range of scholarships and funding provided by UK and International Government bodies, the European Commission, Funding Trusts and a number of research councils, industry and employers. Details for funding opportunities from the British Council can be found on their website: <https://www.britishcouncil.org/>

SOLE (Student On-Line Environment)

SOLE holds personal information for every student. You are able to view your module selections, timetables and grades once logged into SOLE. All new students can use their account to log into SOLE when they register for a course at the University. If you experience any problems with your SOLE page, please log a request for help via the IT Service Desk.



<https://worc.myday.cloud/dashboard/students>

Student Loans

For UK students starting full time undergraduate or equivalent courses in 2023/24 there are two types of student loans available, one to pay tuition fees to the University and a maintenance loan paid to the student to help with living costs such as accommodation, food, clothing, travel etc. There is also a range of grants available. For information about tuition fee loans see Section 3.

For the academic year 2023/24 the standard maximum student maintenance loan through Student Finance England is £9,978 p.a. or £8,400 p.a. for those living at home with their parents. This Maintenance Loan is made up of a basic entitlement, which does not depend on household income and an additional income assessed allowance. Certain courses may be eligible for an increased loan

if the study period exceeds 30 weeks and 3 days. This is the Long Course Loan and the maximum rate is £107 for each extra week or £69 for each extra week for those living at home with their parents. Students who remain eligible to receive benefits while they study may be awarded higher loans that include a Special Support Element of up to £4221, which should be fully disregarded by the DWP (Department for Work and Pensions).

If you normally live in Wales, Scotland, Northern Ireland, Channel Islands, or the Isle of Man you need to apply to your appropriate funding body – see Section 3.

Continuing EU students can apply for a tuition fee loan from the Student Loan Company and in certain circumstances can receive similar funding to Home students.

The funding available to EU students and students from Iceland, Liechtenstein, Norway, or Switzerland who start a new course after the 01/08/2021 will depend upon their status under the [EU Settlement Scheme](#). Those with pre-settled status may be able to get a Tuition Fee Loan. Those with settled status may be able to get a Tuition Fee Loan plus loans and grants towards their living costs. Irish students do not need to apply for a visa or to the EU Settlement Scheme.

You can apply online from www.gov.uk/student-finance. If you do not apply within nine months of the start of your course, you may lose your right to apply.

If you live in England apply to Student Finance England for a Student Loan preferably at least four months before the start of your course.

Student Maintenance Loans are paid directly into your bank account in three instalments a year and are paid at a slightly reduced amount in your final year.

Undergraduate Student Loans are repaid from the April after the course is completed or is abandoned and once you start earning at least £25,000 p.a. (or equivalent) for new students starting a course after August 2023 or £27,295 p.a. (or equivalent) for continuing students.

Interest is added to the loan. More information regarding the repayment of Student Loans can be found on the Student Finance England website.

Student Services

Please see **firstpoint** or <https://www.worcester.ac.uk/firstpoint>

Study abroad

Please see Exchange

Study Skills

Effective study skills are a vital element in achieving academic success on your course. During your time at the University, you will be assessed on your performance in coursework and exams, and you will need to develop successful study, revision and exam techniques in order to achieve your potential.

Our Study Skills website helps you develop these skills and points you to further support if you need it. There's also a link to check your skills and where you might need some extra help.

www.worcester.ac.uk/studyskills/

Sustainability

The University is justly proud of its reputation for leading on sustainability and offers students many opportunities to gain paid work, volunteer or co-create research projects to further improve our

sustainability and help us reach our Climate Emergency goal of net-zero carbon in a 1.5 degree warming scenario for all direct and indirect carbon emissions by 2030. To find out more, please go to <https://www.worcester.ac.uk/about/sustainability/how-to-get-involved/>

T

Temporary Withdrawal

For a variety of reasons – medical, personal, financial – some students find it necessary to suspend their studies temporarily (for up to one academic year). Anyone contemplating this should seek the advice of their Personal Academic Tutor in the first instance; they may also find it helpful to seek help and further advice, particularly on the implications for funding and student support, from **firstpoint** who can refer you to Student Support and/or Programme Advisers.

Students who intend to temporarily withdraw should note that during the time they have suspended their studies they will not usually have access to the library or to computer facilities on campus. SOLE page will still be accessible as long as the student has registered for the facility prior to temporarily withdrawing.

Tuition fees for full-time students will be payable up until the liability point of temporary withdrawal occurs. No fees in respect of semester one will be refunded if temporary withdrawal takes place 14 days after the commencement of semester. Tuition fees for part-time students are not refundable if temporary withdrawal takes place 14 days after the start of the semester.

Students should also be aware that temporary withdrawal may not be considered the most appropriate form of action if a request is received towards the end of the semester. All temporary withdrawals must be approved before a student leaves and you will need to complete the online *Withdrawal from Study* form which can be found on your SOLE page under the *Course Information* tab.

Tier 4/ Student Visa

While you are in the UK with Tier 4/Student Immigration permission, it is very important that you are aware of the rules that you need to follow and the responsibilities that the University has as a Tier 4/Student Sponsor.

As an international student with Tier 4/Student Immigration permission, the UK Home Office (UKVI) expects you to meet a number of conditions which are listed below:

- At your first registration bring your passport, biometric resident card, original qualifications listed on your confirmation of studies to be seen and scanned by University Staff.
- Live within a reasonable distance from the University; if you are uncertain if an address is acceptable, then you need to speak to the International Student Advisor who will be able to advise you. If you are informed that the address you want to live at is too far away, you will be required to move to an address that is within a reasonable distance.
- Inform the International Student Advisor team every time you obtain a new Tier 4/Student visa by bringing your Biometric Residence Permit to **firstpoint** to be copied.
- Remain registered as a full-time student and attend all of your lectures/classes/tutorials as per the University of Worcester Tier 4/ student visa and University Attendance Policy. If you are not able to attend, then you should inform your department via email explaining the reason why you are not able to attend. The department will then decide if it is an authorised/ unauthorised absence.

- Inform Registry Services/ the International Student Advisor Team if you change immigration status and no longer have Tier 4 immigration permission. You can do this by bringing your new visa into **firstpoint**.
- If you plan to travel during term time, you need to seek permission from your Award Leader and Registry to be absent from the University.
- Changes to personal information need to be updated on SOLE and in some cases must be reported to UKVI (the International Student Advisor can assist you with this). This includes, but is not limited to, change in nationality, name, etc. **You must update your address when you move.**
- Leave the UK if you stop studying (for example if you interrupt your studies or have to retake exams and will not be attending during the year). The University will not sponsor you during this period and you need to apply for a new visa before you return to study. The University will not issue you with a new CAS unless you have shown that you have left the UK in a timely fashion. You should always seek advice from the International Student Advisor if your registration status is about to change.
- Respond promptly to any emails you receive from Registry Services/ the International Student Advisor team about your Tier 4/Student visa.
- Do not breach the conditions of your visa. This includes ensuring that you do not work more hours than you are allowed.
- Inform the International Student Advisor Team if during a visa application the UKVI contact you for more Information.
- Inform the International Student Advisor Team if your application to the UKVI is refused.
- Inform the International Student Advisor Team if your leave is cancelled for any reason.

As a Tier 4/Student Sponsor, the UK Home Office requires the University to do the following:

- Keep up-to-date copies of the passport and visa of all students with Tier 4/Student immigration permission.
- Ensure that we have up-to-date contact details for all Tier 4/Student visa students.
- Inform the UKVI and cease to sponsor any students who fail to register for their programme of study within 10 days.
- Inform the UKVI and cease to sponsor any students who interrupt or withdraw from their programme of study and confirm the date that they intend to leave the UK.
- Monitor the attendance of Tier 4/Student visa students as per UKVI attendance monitoring process and report to the UKVI and cease to sponsor any students who fail to meet the UKVI's requirements. Registry Services will check attendance throughout the year. If the University is not satisfied that your attendance is meeting the UKVI's requirements, then Registry Services will email you before any further action is taken.
- Inform the UKVI about any significant changes to a student's circumstances or programme of studies (e.g., if a student completes the programme early).
- Inform the UKVI when a student is eligible for the Graduate Route

Transcripts

When you leave the University (at any point) you are entitled to an official transcript which sets out the detail of your academic performance and award outcome (if you successfully complete the programme of study). The first copy of your transcript will be free of charge, but a charge will be made for subsequent requests.

For current students, if you require an interim transcript, these can be requested online <https://www2.worc.ac.uk/registryservices/981.htm>

Please note that students who are in debt to the University will not be entitled to receive a formal transcript until the debt situation has been resolved.

Travel

Bicycles – There are multiple locations throughout all the campus sites where you can secure your bike. The vast majority are “Sheffield-type” hoops and many are located under cover.

Campus maps show the location and number of cycle parking areas and facilities e.g., cycle repair station, bike shop and pumps. Lockers and showers are also available. More information can be found on: <https://www.worcester.ac.uk/contact/campus/>

Secure bike storage is available at St John’s Campus. To obtain access to this, you will need to report to Security Control (located behind the main reception at St John’s Campus) with your ID card. Access to the secure bicycle storage will be added to your ID card.

You can use the following cycle route journey planner to help work out your route:
<http://worcester.cyclestreets.net/journey/>

Bike Shop

There is a campus bike shop (opposite and along from the Students’ Union bus stop); please see the shop notice board for opening times. The shop sells good quality reconditioned bikes. You can get a bike repaired (booking is advisable) or a quick health and safety check (no booking needed). The shop also sells cycling accessories.

Bike Share

All students can join the bike share scheme which has electric and pedal bikes, just £45 for the whole year, unlimited hires with free helmet and bike lights. Please see link for more details:
<https://www.worcester.ac.uk/about/sustainability/what-we-do/transport-and-travel/bike-share.aspx>

Bus

There are two bus stops on the St John’s Campus and two routes into the City for the day service; the main bus station is a few minutes’ walk from City Campus. Download the First Bus app for student travel, details on: <https://www2.worc.ac.uk/firstpoint/bus-travel.html>



<https://www.worcester.ac.uk/about/sustainability/what-we-do/transport-and-travel/home.aspx>

Tuition Fees

See Section 3

Tuition Fee Loan

See Section 3

W

Withdrawal

See Leaving University before completing your course.

Work based learning placements

Many students undertaking courses within the Institute of Education, the Three Counties School of Nursing and Midwifery, the School of Allied Health and Community, or the Three Counties Medical School will have some form of compulsory work-based learning experience or placement. The nature and duration of these placements will depend upon the specific course and detailed information can be found in your course handbook.

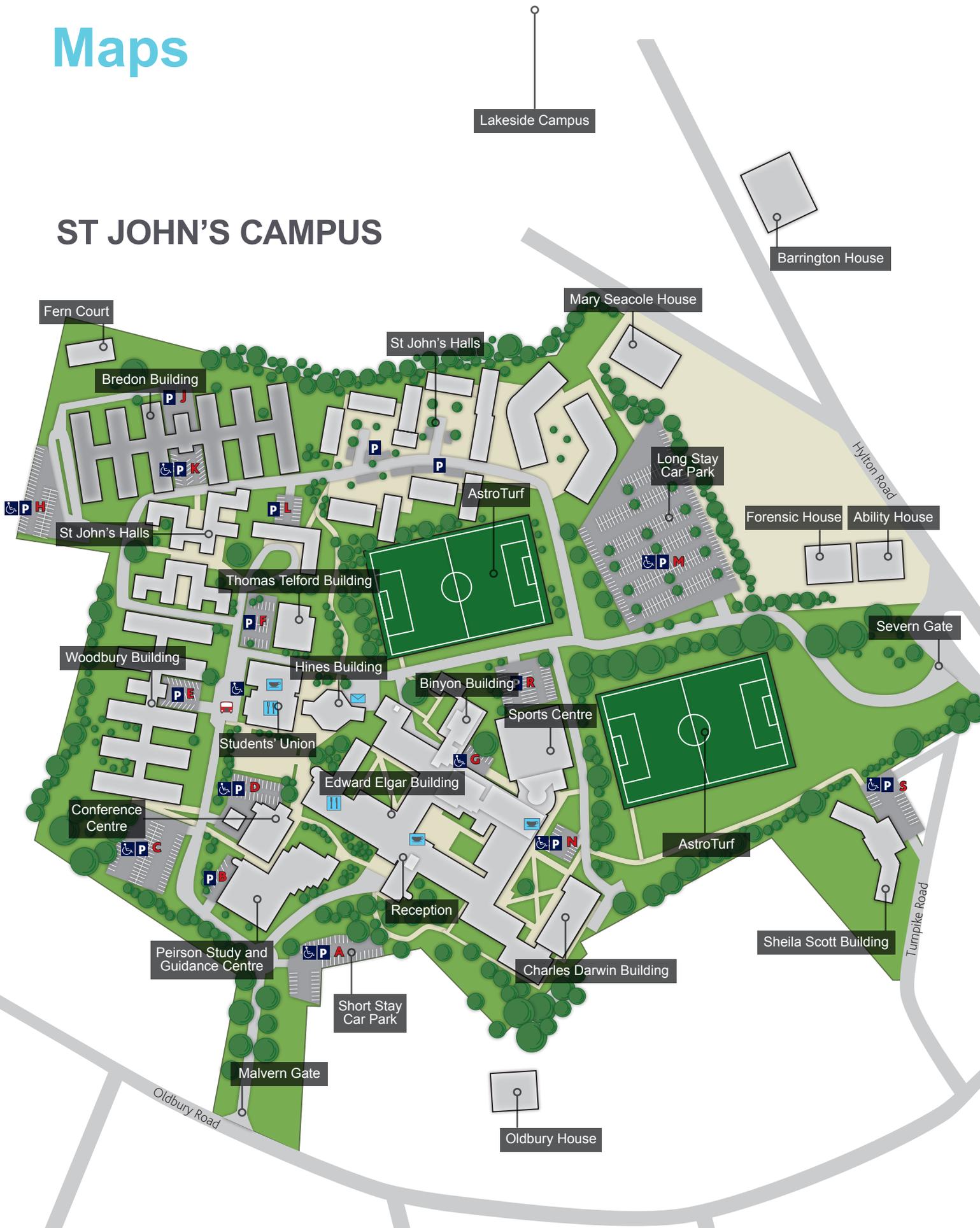
For further information for the Three Counties School of Nursing and Midwifery, or the School of Allied Health and Community, contact the relevant Placement Support Team:
Nursing, Midwifery, and Allied Health at plast@worc.ac.uk

Students in the Three Counties Medical School should contact TCMSplacements@worc.ac.uk

A number of courses in other Schools offer work-based modules where you will generally be expected to source your own placement. For more information, refer to your course handbook.

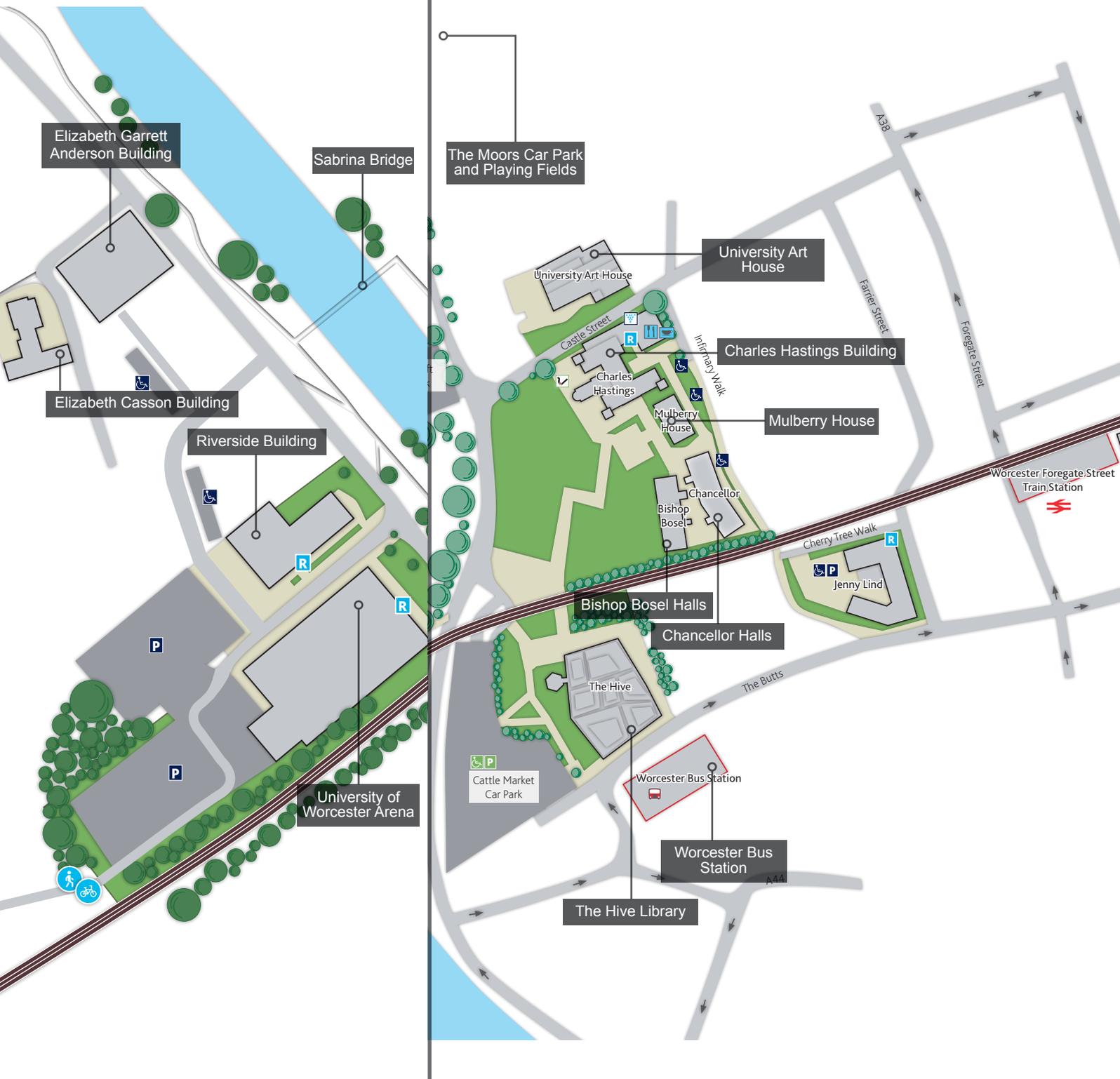
Maps

ST JOHN'S CAMPUS



SEVERN CAMPUS

CITY CAMPUS





Edited by: Registry Services
University of Worcester
Henwick Grove
Worcester WR2 6AJ
www.worcester.ac.uk

QR Codes: <https://www.qr-code-generator.com/>