**Department of English and Comparative Literary Studies**

**University of Warwick**

**MA in English Literature**

**Student Handbook**

**2018 - 2019**

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##### INTRODUCTION

This handbook contains important information about the MA in English Literature. It aims to cover all aspects of your study on the programme: orientation, structure, deadlines, academic expectations and support. The handbook is updated annually – sometimes unforeseen circumstances mean we need to make small alterations, and in such cases we will communicate them to you directly. All module information can be found online at

<http://www2.warwick.ac.uk/fac/arts/english/currentstudents/postgraduate/masters/modules/>

Note that this handbook does not cover the MA by Research (this is a research degree and information about it is found in the Handbook for MPhil/PhD programme), nor does it cover degree courses like the MA in Philosophy and Literature or the MA in Pan-Romanticism, which have their own degree-specific handbooks.

The Department of English & Comparative Literary Studies at Warwick has strengths in comparative literature, medieval and early modern studies, literature of the eighteenth, nineteenth and twentieth centuries, drama and theatre, literature and gender, literary and cultural theory, colonial and post-colonial literature, world literatures, women’s writing, and creative and expository writing. The Warwick Writing Programme is the largest and most comprehensive of its type in Europe. The department maintains ties with Warwick’s research centres, among them: Philosophy, Literature and the Arts (CRPLA), Renaissance Studies and the Study of Women and Gender, as well as the interdisciplinary Humanities Research Centre. More information about the department, including a list of all members of staff, can be found at the end of this handbook.

# **USEFUL INFORMATION ABOUT THE DEPARTMENT**

### Postgraduate office

The Taught Programmes Officers can be reached on 024 7657 4638 and 024 7652 4928.

The Postgraduate Office can also be contacted via e-mail: PGEnglish@warwick.ac.uk

Other departmental contacts – including the convenors for each degree – can be found in section 4.

### Location

The Department of English and Comparative Literary Studies is located on the fifth floor of the Humanities building. The majority of our teaching rooms are located in the Humanities building, but seminars are also conducted in Millburn House.

The Departmental Taught Programmes Office is room **H506**.

You can find campus maps on the Warwick website to help guide you in your first weeks on campus.

The Humanities building can be found on the Central Campus map: <http://www2.warwick.ac.uk/about/visiting/maps/campusmap/>

### Emergencies

In the event of an emergency on campus contact the University gatehouse on 024 7652 2083.

Please also pho**ne** this number if you need the assistance or the advice of [security staff](http://www2.warwick.ac.uk/services/campus-support/about/contact/). [Security](http://www2.warwick.ac.uk/services/campus-support/about/contact/) operates 24 hours a day, 365 days a year.

In the event of an emergency requiring ambulance, police or fire brigade, call 22222 from an internal telephone. If you use a mobile to call for an emergency service (999), you should also then dial 024 7652 2222. This alerts [University security](http://www2.warwick.ac.uk/services/campus-support/about/contact/) and will enable the emergency vehicle to be speedily escorted to where it is required on the campus. Please key the following number into your phone for emergencies on campus: 024 7652 2222.

For [mental health crisis emergencies](http://www2.warwick.ac.uk/services/student-support-services/mental_health/crisis_situations/) specifically see [here](http://www2.warwick.ac.uk/services/student-support-services/mental_health/crisis_situations/).

If you are involved in an emergency off campus dial 999 for ambulance, police or fire brigade. Please also notify your Personal Tutor or Student Support afterwards.

If you need to contact the department in the event of an emergency please call the Taught Programmes Officers on 024 7657 4638/024 7652 4928 or email both the TPO (PGEnglish@warwick.ac.uk) and the convenor, Dr Stephen Purcell s.purcell@warwick.ac.uk

### Postal Address and Student Post

The postal address for the Department of English and Comparative Literary Studies is: Humanities building, University of Warwick, Coventry, CV4 7AL.

Postgraduate students will be advised by email that post has been delivered to the department for them.

### Communication with students

All students are given Warwick email addresses, which will be used by the department for all communications. If you have another private email address please make sure that mail sent to your University email address is automatically transferred to your private one.

### Department website

#### The English and Comparative Literary Studies website is at: <http://www2.warwick.ac.uk/fac/arts/english>

#### Cancelled seminars

Every effort will be made by the department to adhere to the published timetable. Occasionally, sessions may have to be moved due to staff illness or other unforeseen circumstances. In the event of a cancelled seminar, your module tutor will notify you by email and will reschedule the seminar for a later time that is convenient for as many students as possible.

### IT facilities and training

Extensive IT facilities are available to students - computer clusters in rooms H447 and H454, which are shared facilities for all Arts PG students. There are also designated desks and workstations for postgraduate students in Millburn House. There are also many PCs in the library, as well as spaces for Postgraduate students.

### Tabula

The Department of English and Comparative Literary Studies uses Tabula as an attendance, seminar and coursework management tool. You will be submitting your coursework via this system. You can find information on getting started with Tabula on the IT Services website here: <http://www2.warwick.ac.uk/services/its/servicessupport/web/tabula/guides/student/>

IT Services also offers assistance with their supported software and hardware equipment. For all issues regarding Tabula, desktops or any other IT problems, contact IT Services directly on x73737 while on campus or 024 7657 3737 off campus. You can also e-mail the IT Services Help Desk on helpdesk@warwick.ac.uk.

Should you encounter problems while uploading assignments, contact IT Services for assistance in the first instance. The department will not accept an IT problem as a reason for the lateness of an essay so please give yourself plenty of time to submit your essay. Uploading documents to Tabula sometimes takes time.

### Library

The library provides [key electronic resources for English](http://webcat.warwick.ac.uk/search~S1/v?english) which give you access to secondary critical literature, such as journal articles, books, book chapters and dissertations, as well as to electronic primary texts and contemporary sources. Particularly recommended are Literature Online (primary and secondary sources) and the MLA International Bibliography (secondary sources). Support with finding information for English is available here:

<https://warwick.ac.uk/services/library/subjects/arts/english/>

Approaches to finding and managing literature will be covered in the Introduction to Research Methods module.

Kate Courage is the Academic Support Librarian for the department. Please contact Kate at kate.courage@warwick.ac.uk if you would like some help with your research, would like to request a book for the Library or have any other library-related requests. She is available for research support, by appointment, and has an office hour in the department on Wednesdays 4-5 in H5.07. You can also ask for help finding material in the Main Library at the Help Desk on the first floor.

The Library also provides additional study spaces across campus:

### Learning Grid

The Learning Grid at University House comprises two additional study zones, both offering flexible and informal spaces for group or individual study. <https://warwick.ac.uk/services/library/using/libspaces/learning_grid/>

Learning Grid Rootes

Learning Grid Rootes provides another space for you to study collaboratively or individually on campus, and has bookable rooms for group study. <https://warwick.ac.uk/services/library/using/libspaces/grid_rootes/>

### PG Hub

The PG Hub is the heart of the postgraduate community at Warwick. It has facilities for both independent and group study, presentations, meetings and workshops. It also provides you with a space to socialise with peers, meet for informal chat or chill out in our relaxation room.

<https://warwick.ac.uk/services/library/pghub/about/spaces/postgraduate_hub>

Wolfson Research Exchange

The Wolfson Research Exchange is a community space for research students and researchers that offers peer support and a forum for interdisciplinary collaboration to all Warwick researchers.

<https://warwick.ac.uk/services/library/using/libspaces/research-exchange/>

### Staff contacts

The full list of staff contact details can be found on our website here: <https://www2.warwick.ac.uk/fac/arts/english/people/>. Each academic member of staff will have their office hours, research interests and a list of modules taught on their profile pages.

### Contacting academic staff

During term time, all tutors hold office hours during which they are available for consultation. When not posted on the website, times of office hours are posted outside tutors’ offices. You are welcome to visit tutors during these times without an appointment.

The details for the MA programmes' teaching and administrative staff you are likely to contact most often can be found in the table below. You may also wish to contact your Personal Tutor regarding matters such as extensions, well-being, and workload. The information regarding your Personal Tutor can be found in your Tabula record.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Head of Department | Professor Emma Mason | emma.mason@warwick.ac.uk | H503 | 024 7652 3348 |
| Director of Graduate Studies | Dr Emma Francis | e.j.francis@warwick.ac.uk | H511 | 024 7652 2403 |
| Director of Teaching and Learning | Dr Mark Storey | m.j.storey@warwick.ac.uk | H527 | 024 7655 0274 |
| MA Exams Secretary | Dr Michael Meeuwis | m.meeuwis@warwick.ac.uk  | H529 | 024 7652 3268 |
| MA Mitigating Circumstances Officer | Rachel Oelman | r.oelman@warwick.ac.uk | H506 | 024 7657 4638 |
| Taught Programmes Officers | Angela NakraRachel OelmanSally Wallace | PGEnglish@Warwick.ac.uk | H506 | 024 7657 4638024 7652 4928 |
| MA in English Literature Convenor | Dr Stephen Purcell (T1 & T3)Dr Mike Niblett (T2) | s.purcell@warwick.ac.ukm.niblett@warwick.ac.uk | H538H510 | 024 7657 3091024 7652 3467 |
| MA in Writing Convenor | Dr Chantal Wright (T1 & T3)Professor Sarah Moss (T2)  | c.m.wright@warwick.ac.uks.moss@warwick.ac.uk | H523Millburn House, G02 | 024 7657 3092024 7615 0338 |
| MA in Literary Translation Studies Convenor  | Dr Chantal Wright (T1 & T3) Dr Jonathan Skinner (T2) | c.m.wright@warwick.ac.uk j.e.skinner@warwick.ac.uk  | H523Millburn House, G01 | 024 7657 3092024 7652 3346 |
| MA in World Literature Convenor  | Professor Paulo de Medeiros | P.de-Medeiros@warwick.ac.uk  | H526 | 024 7652 4473 |

**Departmental complaints procedures**

The Department adheres to the University's three level Student Complaints Procedure, which are:

* Stage 1: Frontline / Local Resolution
* Stage 2: Formal Departmental Investigation and Resolution
* Stage 3: Formal Institutional Review and Final Resolution

For the first stage, you should contact the MA convenor – in person or by email – to register your complaint. You can find full details of the Student Complaints Procedure on the main university website here: <https://www2.warwick.ac.uk/services/feedbackcomplaints/students/complaints/>

### Data protection information

The University will process any personal data in accordance with the Data Protection Act 2018, the General Data Protection Regulation 2018 and any associated regulations, for the purposes of performing its obligations and exercising its rights under these terms and conditions. Full information on the University’s Data Protection policy can be found here: <https://www2.warwick.ac.uk/services/vco/exec/registrar/legalservices/dataprotection>

The University will keep your full student record for six years after the end of the academic year in which you graduate from, other otherwise leave the University. After six years, the University will retain only the data necessary to identify you and confirm the dates you studied at the University, the degree and classification you were awarded and a transcript of your marks. All other personal data on your student record will be disposed of in a secure manner. More information on the University’s Records Retention Schedule can be found here: <https://warwick.ac.uk/services/idc/recordsmanagement>

# **INFORMATION FOR YOUR FIRST WEEKS AT UNIVERSITY**

### Induction activities

Welcome Week at Warwick is taking place between 22nd and 30th September 2018. This is a great opportunity for you to participate in the programme of events and activities, designed to help students settle in, make friends and adapt to life at Warwick. For more information and to view the timetable of events, please see:

<https://warwick.ac.uk/students/welcome/welcomeweek/>

In the first week of term, on **Wednesday 3rd October**, you will be invited to a Welcome/Induction eventhosted by the MA Convenors. This will be from **14.00–15.00 in room H545\*** (5th floor of the Humanities Building)**.** The MA Convenors will speak about the structure of their courses and be available to answer any questions you might have. This is also a good time to meet your fellow students. This will be followed by afternoon tea **for all new and current postgraduates, from 16:00 in H502.**

\*If you cannot attend the induction in Week 1 due to a teaching clash, there will be an opportunity in Welcome Week on **Thursday 27th September from 12.00–14.00 in H501.**

There is also a Faculty of Arts Induction Welcome and Induction Evening at **17.00–18.25 on the first day of term, Monday 1st October, H0.51**. Cakes and refreshments will be available, please could you sign up [here](https://warwick.ac.uk/fac/arts/cadre/current_students/pgt_induction/) if you wish to attend.

During your first two weeks you should meet your Personal Tutor. This is a member of academic staff who will be able to advise you during your studies. This will appear on your Tabula record.

### Enrolment

Before you commence your studies, there are a few steps the University requests you to undertake. This is known as enrolment and details can be found on the main website here: <https://www2.warwick.ac.uk/students/welcome/checklist/>

### Common Room

You are encouraged to use the postgraduate space for the Arts Faculty on the fourth floor of the Humanities building extension.

### Notice board

There is a notice board for postgraduate students in English in the corridor just outside room H504-H506.

### Sample MA Essays

Students are able to consult copies of a selection of past MA essays and dissertations. Please e-mail the Taught Programmes Officers for details: PGEnglish@warwick.ac.uk. Please note that sample essays are not available for all modules.

### Transport

There is public transport to the University from Coventry, Leamington Spa and Warwick. For more information, please see the following link:

<http://www2.warwick.ac.uk/about/visiting/directions/localbuses/>

### Lost Property

Lost property is held by University House Reception or by the Student Union.

If you lose something within the department, first try the office, and also contact the porters in the lodge on the Ground Floor of the Humanities building. Do not leave personal property unattended. The department cannot accept responsibility for items lost or stolen.

### Students' Union

Upon enrolling at the University of Warwick, all students automatically become members of Warwick University Students’ Union. The Students’ Union provides social activities and supports students in various ways. For more information, please consult their website: <http://warwicksu.com/>

# **ATTENDANCE REQUIREMENTS AND MONITORING**

### Attendance

Attendance at all seminars and lectures is expected. Any student who will be absent from a seminar should e-mail the seminar leader as soon as possible, preferably prior to the start of the seminar.

The University’s Sickness and Absence Policy can be found on the main Warwick website here: <https://www2.warwick.ac.uk/services/humanresources/internal/policies/absence>.

### Monitoring Points

The University requires that the Department use monitoring points to support the early identification of students who may be experiencing difficulties. The list of the 2018-19 monitoring points for the MA is as follows:

FULL-TIME POSTGRADUATE TAUGHT

|  |  |  |  |
| --- | --- | --- | --- |
| **Monitoring point**  | **Description**  | **Example of timing**  | **Monitoring methods** |
| **Term 1**  |  |
| 1 | Attendance at induction event | by end of week 1 | Paper register; Taught Programmes Officer to input attendance into Tabula |
| 2 | Meeting with personal tutor | by end of week 3 | Student records meeting on Tabula; personal tutor approves |
| 3 | Module registration on eMR | by end of week 3 | Taught Programmes Officer to review and update Tabula |
| 4-6 | Teaching sessions (attendance at any seminar during specific weeks) | by end of week 10 | Tabula attendance records completed by Tutor |
| **Term 2**  |  |
| 7-9 | 3 teaching sessions (attendance at any seminar during specific weeks) | by end of week 10 | Tabula attendance records completed by Tutor |
| 10 | Submission of Term 1 assessed work by week 6 of Spring Term | by end of week 6 | Tabula automatically records when work is submitted |
| **Term 3**  |  |
| 11 | Submission of Term 2 assessed work by week 6 of Summer Term | by end of week 6 | Tabula automatically records when work is submitted |
| **Summer** |  |
| 12 | Submission of assessed work by week 1st September (no later than 1st October if extension agreed) | September | Tabula automatically records when work is submitted |
| 13 | Student views feedback on Tabula for dissertation, long project or final submission of assessed work  | September/October | Tabula records when feedback has been viewed; Taught Programmes Officer manually enters  |

PART-TIME TAUGHT POSTGRADUATES will be monitored using the same points used for full-time taught students. However, part-time students will only be expected to meet 7 monitoring points per academic year due to the part-time nature of their registration.

*\*Notes: A teaching session can be for either a critical theory module or an option module.*

### Missed monitoring points

Where a student misses three of the “monitoring points” the Academic Office will write to the student and the department will receive a copy of this e-mail. The department is required to investigate with the student what problems they may be experiencing, to support their full engagement with the course and to explain the consequences of missing further monitoring points. Departments may decide that they wish to initiate such discussions before three “monitoring points” are missed. Where four "monitoring points" are missed, it is likely that a student's problems are such that they should be encouraged to seek advice and support from the Department or University Senior Tutor. Where a student misses five “monitoring points” it is likely that the student is at risk of imminent withdrawal or failure, so appropriate action should be taken immediately.

Where a student has missed six formal “monitoring points” in one academic year the Academic Office will notify the Director of Graduate Studies that the student should be referred to the Continuation of Registration Committee as set out in University Regulation 36 - Governing Student registration, attendance and progress. The department will be given an opportunity to present any reasons why such a referral might not be appropriate. The department may wish to seek advice on this from their Faculty Board Secretary or the Academic Office. The Department will receive copies of correspondence sent to the student at this point.

Where a student has missed eight formal “monitoring points” in one academic year the Department or the Academic Registrar will need to invoke the process outlined in University Regulation 36 - Governing Student registration, attendance and progress.

For further information, please see: <http://www2.warwick.ac.uk/services/aro/dar/quality/categories/attendance/what/>

For further information regarding the process for Regulation 36, please consult the main university webpages here: <https://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg36registrationattendanceprogress/>

Under certain circumstances, monitoring points can be recorded as authorised missed points – for example, when a student misses a lecture with the module tutor’s approval.

*International students* **should be particularly aware of the consequences of missing contact points: the Academic Office is obliged to report to the Home Office UK Visas and Immigration (formerly the UK Border Agency) if any Tier 4 students have been found not to be engaging with and attending their degree course. This will normally lead to the curtailment of their visas.**

# **REFERENCE REQUESTS**

It is essential that all reference requests are made directly to the member of staff who you wish to be your referee via their Warwick e-mail account or in person. There is no guarantee a reference will be written if you have not contacted your prospective referee in advance and given sufficient notice.

# **TRANSCRIPTS**

Final transcripts will be provided by the academic office, once the marks have been confirmed by the MA Exam Board.

Further information on ordering transcripts can be found on the main university website here: <https://www2.warwick.ac.uk/services/academicoffice/examinations/records/transcripts/>

# **COURSE INFORMATION**

### Information on additional costs

There may be additional costs associated with studying this programme, such as the purchase of primary texts. You should consider these costs when deciding whether or not to accept this offer. You can find this information at the following address:

<https://warwick.ac.uk/study/postgraduate/funding/additionalcosts/>

### Course Regulations – MA in English Literature

a. Students must take four modules (each worth 30 CATS) and write a 16,000-word dissertation (60 CATS).

b. Full-time students must take two modules in term 1 and a further two modules in term 2. Part-time students will usually take one module in each of the four taught terms across the two-year period of their study. However, they may take more modules in their first year with the approval of the degree convenor.

b. In addition to their chosen modules, students must undertake and pass the "Introduction to Research Methods" training programme in their first term.

c. At least one of a student's four modules must be a core critical theory module (as identified by the department).

d. Students wishing to do so may take one creative writing module.

e. Students wishing to do so may take one 30 CATS module (or two modules that total 30 CATS) outside the department, but must seek approval from the degree convenor to do so and also acquire permission from the relevant tutor/convenor of the outside module.

d. Students must accrue 180 CATS to complete the MA. Full-time students must gain these credits in a year. Part-time students will usually take 60 CATS of taught modules in Year 1 and a further 60 CATS of taught modules in Year 2, though with the approval of the course convenor they may opt to take more CATS in the first year. They will complete the 60-CAT dissertation in Year 2.

e. The pass mark for this course is 50. Students who complete the MA with an overall average of 70 or higher will be awarded a distinction. Students with a final average of 60-69 will be awarded a merit.

f. If a student fails to achieve the requisite 180 CATS but has passed at least 120 CATS the Board of Examiners may decide to award them a Postgraduate Diploma in English.

g. This course adheres to the examination conventions set out in University Regulations 37.3 through 37.5 (<http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg37pgt_pt1/>).

### Modules

Information for each of the MA modules running in the 2018-19 academic year can be found on our website here:

<https://warwick.ac.uk/fac/arts/english/currentstudents/pg/masters/masters2018-19/>

This page provides links to the module webpages, which contain information about structure and assessment patterns as well as contact information for the module convenors.

### Taking modules outside the department

In place of one of your four modules, you are permitted to take one 30-CATS module (OR two modules that total 30 CATS) from outside the Department - from History, Film, Modern Languages, or Philosophy, for instance - and you may in particular want to look at the [modules offered by the Institute for Advanced Teaching and Learning (IATL).](http://www2.warwick.ac.uk/fac/cross_fac/iatl/activities/modules/pgmodules/)

### Introduction to Research Methods

In addition to your module choices, please note that the formative module, EN100 Introduction to Research Methods, is a **compulsory** component of your degree. The schedule for these seminars for 2018-19 is as follows:

Term 1 (autumn):

Wednesday 13:00-15:00 - Weeks 3 – 6; 8-9

Term 3 (summer)

Wednesday 13:00-15:00 – Week 7

### Dissertation

The MA dissertation requires students to undertake and complete a sustained research project of 16,000 words on a topic of special interest.

TERM 1: Writing your proposal

Dissertation proposals – of 500-words in length – must be submitted to the department by noon on Friday 30 November 2018 (week 9 of term 1). Please send your proposal directly to the MA convenor Stephen Purcell s.purcell@warwick.ac.uk

As part of your Introduction to Research Methods course you will take part in a dissertation proposal writing workshop. This will help you to think about how to frame your proposal. You are also encouraged to look at the areas of expertise covered by our staff and to use staff office hours to discuss ideas with relevant specialists and potential supervisors before finalizing your proposal.

TERM 2: Starting research

You will be assigned a supervisor by the end of week 1 of term 2, and in this term you are strongly advised to begin work on your dissertation research.

In term 2 you will hold two meetings with your supervisor: the first will be an introductory meeting and the second should take placed before your dissertation progress report is due.

The Dissertation Progress Report includes the following:

* [Dissertation Progress Report form](https://www2.warwick.ac.uk/fac/arts/english/currentstudents/pg/masters/mahandbook/dissertation/mael/ma_dissertation_progress_report.doc)
* title and chapter breakdown
* an abstract of 1000 words
* a bibliography

This Dissertation Progress Report must be submitted to the Taught Programmes Officer by the end of week 9 of term 2. The progress reports will be reviewed by the MA Convenor. If there are concerns about progress, the MA Convenor will contact you.

TERM 3: Research and writing

During term 3 you should be hard at work on your dissertation. During this should meet with your supervisor on three occasions (spread evenly across the term). Your supervisor is permitted to read one rough draft of your dissertation, which must be sent to them by the end of term 3.

Number of supervisions

Students receive five supervisions for their MA dissertations, two in term 2 and three in term 3. Supervisions are generally around 45-60 minutes in length, but the initial two meetings may be shorter.

Email contact with your supervisor

You are welcome to contact your supervisor by email. As with all the department's staff, you can usually expect a supervisor to respond within three working days if your query is straightforward. For more complex requests, supervisors will need more time to respond and you need to keep in mind that an email exchange is no substitute for a face-to-face meeting. Face-to-face supervision of dissertations concludes at the end of term 3. Over the summer months of July and August, when staff undertake their own research activities, email contact is at the supervisor's discretion and it will very likely take longer for them to respond to any message you send.

Submission
Dissertations are due on 2 September.

The following reminders may be useful:

* You must be consistent in the style convention used (preferably either MLA, MHRA, Chicago or Harvard)
* Footnotes/Endnotes are included in the final word count; the 'Bibliography' is not included in the final word count.
* An abstract is not required in the final submission.
* A margin of up to 10% over or under length is allowed, but dissertations that are between 10-24% over-length will incur a penalty of 3 marks.
* Work that is more than 25% over-length will be refused.

Dissertation calendar

TERM 1

* Week 6: dissertation proposal writing workshop
* End of week 9 (30 November 2018): proposal due

TERM 2

* 2 meetings with your supervisor
* End of week 9 (8 March 2019): Dissertation progress report due

TERM 3

* 3 meetings with your supervisor

End of term 3: deadline for sending a draft to your supervisor.

# **TIMETABLE**

### Term dates

**Welcome Week** Monday 24 September 2018 – Sunday 30September 2018

**Autumn Term** Monday 1 October 2018 – Saturday 8 December 2018
**Spring Term** Monday 7 January 2019 – Saturday 16 March 2019
**Summer Term** Wednesday 24 April 2019 – Saturday 29 June 2019

### Assessment submission deadlines

**Monday 11 February** – All Term 1 work due

**Tuesday 28 May** – All Term 2 work due

**Monday 2 September** - MA dissertation due

### Return of feedback deadlines

Markers have twenty working days from the original deadline to provide feedback and marks to students via Tabula.

# **EXAMINATIONS AND ASSESSMENT**

### Assessment conventions

Essays are double-marked. Students will normally receive feedback from the markers and the agreed mark. Comments will be returned via Tabula, the University’s online submission system. Students may wish to ask their tutor to discuss feedback with them. Markers have twenty working days from the original submission deadline to return feedback and marks to students. Essay word lengths are 6,000 words; dissertations are 16,000 words.

In marking, examiners will reward cogency of argument, the use of appropriate material, stylistic excellence and good presentation. Candidates must also satisfy examiners that they have carried out the work required by the module. All essays are marked by two members of staff. You will receive feedback from the first marker, and the agreed final mark. All marks awarded by examiners are provisional, until confirmed by the Exam Board in November. The pass mark for the MA in English is 50, with a Merit being marked at 60 or more and a Distinction being marked at 70 or more.

### Marking criteria

Marking descriptors are as follows:

**80+: (Distinction)**: Work which, over and above possessing all the qualities of the 70-79 mark range, indicates a fruitful new approach to the material studied, represents an advance in scholarship or is judged by the examiners to be of a standard publishable in a peer-reviewed publication.

**70-79: (Distinction)**: Methodologically sophisticated, intelligently argued, with some evidence of genuine originality in analysis or approach. Impressive command of the critical / historiographical/theoretical field, and an ability to situate the topic within it, and to modify or challenge received interpretations where appropriate. Excellent deployment of a substantial body of primary material/texts to advance the argument. Well structured, very well written, with proper referencing and extensive bibliography.

**60-69 (Merit)**: Well organised and effectively argued, analytical in approach, showing a sound grasp of the critical/historiographical/theoretical field. Demonstrates an ability to draw upon a fairly substantial body of primary material, and to relate this in an illuminating way to the issues under discussion. Generally well written, with a clear sequence of arguments, and satisfactory referencing and bibliography.

**50-59 (Pass)**: A lower level of attainment than work marked in the range 60-69, but demonstrating some awareness of the general critical/historiographical/theoretical field. Mainly descriptive or narrative, rather than analytical, in approach. An overall grasp of the subject matter, with, perhaps, a few areas of confusion or gaps in factual or conceptual understanding of the material. Demonstrates an ability to draw upon a reasonable range of primary material, and relate it accurately to the issues under discussion. Clearly written, with adequate referencing and bibliography.

**40-49 (Fail/Diploma)**: This work is inadequate for an MA award, but may be acceptable for a Postgraduate Diploma. Significant elements of confusion in the framing and execution of the response to the question. Simple, coherent and solid answers, but mainly descriptive or narrative in approach. Relevant, but not extensive deployment of primary material in relation to the issues under discussion. Occasional tendency to derivativeness either by paraphrase or direct quotation of secondary sources. Some attempt to meet requirements for referencing and bibliography.

**39-(Fail)**: Work inadequate for an MA or Diploma award. Poorly argued, written and presented. Conceptual confusion throughout, and demonstrates no knowledge of the critical/ historiographical/theoretical field. Failure to address the issues raised by the question, derivative, very insubstantial or very poor or limited deployment of primary material.

### Plagiarism and academic misconduct

The departmental guidelines on plagiarism outlined here are governed by the university’s regulations on cheating in a university test (Reg. 11B), to which students are referred:

<http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/cheating/>

**Plagiarism is passing off someone else’s academic or creative work as your own.** This can be a matter of direct transcription, without acknowledgement, of passages, sentences and even phrases from someone else’s writing, whether published or not. But it also refers to the presentation as your own of material from a printed or other source with only a few changes in wording. There is of course a grey area where making use of secondary material comes close to copying it, but the problem can usually be avoided by acknowledging that a certain writer holds similar views, and by writing your essay without the book or transcription from it open before you. When you are using another person’s words you **must** put them in quotation marks and give a precise source. When you are using another person’s ideas you must give a footnote reference to the precise source.

All quotations from secondary sources **must** be acknowledged every time they occur. It is not enough to include the work from which they are taken in the bibliography at the end of the essay, and such inclusion will not be accepted as a defence should plagiarism be alleged. Whenever you write an essay that counts towards university examinations, you will be asked to sign an undertaking that the work it contains is your own.

**Self-plagiarism involves the re-submission of academic or creative work which has previously been submitted by the student for assessment in another module and/or for credit at another institution**. Auto-plagiarism involves a failure to acknowledge use of excerpts from your own, older work in new, original work. **You should not use the same material in more than one piece of work nor write at length on the same text or topic in more than one essay**. Where this rule is not observed, examiners will disregard the repeated material, and mark the essay or dissertation only on the basis of the new material. This may result in a fail mark for the essay or dissertation.

The University regards plagiarism as a serious offence. A tutor who finds plagiarism in an essay will report the matter to the Head of Department. The Head may, after hearing the case, impose a penalty of a nil mark for the essay in question. The matter may go to a Senate disciplinary committee which has power to exact more severe penalties. If plagiarism is detected in one essay, other essays by the student concerned will be examined very carefully for evidence of the same offence.

In practice, some cases of plagiarism arise from poor scholarly practice. There is nothing wrong with using other people’s ideas. Indeed, citing other people’s work shows that you have researched your topic and have used their thinking to help formulate your own argument. The important thing is to know what is yours and what is not and to communicate this clearly to the reader. Good scholarly practice involves intellectual discipline and acknowledging one’s debt to other thinkers and practitioners.

### Extension Requests

In some circumstances, such as illness or other hardships, it is possible for students to apply for an extension to the essay deadline.

* **You MUST apply for extensions via the Coursework Management section of Tabula.**
* **You will also need to send an email to PGEnglish@warwick.ac.uk, copying in the Convenor of your MA.**
* **Please state the nature of the circumstance and supply appropriate documentation, such as a medical note**. This must be an original note signed by a medical doctor or equivalent. The department treats all medical notes and other sensitive material in confidence.
* **You must apply for an extension in advance of the deadline**. Requests for extensions after the deadline has passed will only be considered where the circumstances are grave and unforeseeable. Extensions are granted at the discretion of the Convenor of your MA programme

### Policy on late submission

Work which is late without permission will be penalised by 3 marks per day.

### Marks and feedback

Marks and feedback on student assessed work are provided via Tabula.

### Policy on over or under-length assessed work

All assessed work must conform to the stated word lengths. The word lengths are inclusive of quotations and footnotes but not of bibliography. You will be asked to provide a word count of your essays on the cover sheet which you complete when the work is submitted. We allow a penalty-free margin of up to 10% over or under-length. Essays that are 10-25% over or under-length will incur a penalty of 3 marks. Essays that are more than 25% over or under-length will be refused and a mark of nil will be recorded.

### Failure and resubmission

To obtain the MA degree, candidates must earn pass marks in all their modules and in their dissertation. Boards of Examiners are not permitted to condone and/or compensate failure in a module.

The maximum pass mark on re-examination/reassessment is 50. Boards of Examiners, following a procedure detailed in paragraph 3(f) of the Requirements, have the discretion to grant a resit/reassessment as first attempt in situations where there are extenuating medical or personal circumstances.

Students on taught postgraduate courses are normally allowed to remedy failure in up to (and including) 1/2 of the total credits awarded in the taught element of the course.

Students failing their dissertation/project with a mark of >30 will be permitted to remedy failure. Students obtaining a mark of 30 or less in the dissertation/project carrying a credit weighting of more than 60 credits will only be permitted to submit a re-worked dissertation/project for examination against different learning outcomes, the achievement of which would enable them to be considered for the award of a Postgraduate Diploma.

Where a student fails an assessment as a result of penalties for late submission, the student should normally be required to undertake a new assessment, dissertation or project (i.e. not revise/resubmit the same assessment). Where reassessment of work failed because of penalties for late submission is not practicable, the fail mark should stand and the matter considered by the relevant Board of Examiners.

The right to remedy failure resulting from a finding of cheating under University regulations shall be determined by the Head of Department, the Investigating Committee of the Senate or the Board of Examiners as appropriate.

### Mitigating Circumstances

What are Mitigating Circumstances?

During the course of study, you may experience exceptional unforeseen short-term circumstances which are outside your control and might have a detrimental effect on your studies. Please find a definition of possible short-term circumstances classified as mitigating circumstances in the table below**.** Please note that this list is not exhaustive. The purpose of mitigating circumstances is to inform exam boards about the circumstances in your life which may have affected your studies to allow them to take this into account when making decisions about your assessment, progression and degree classification. Mitigating circumstances **cannot** result in a change of marks for specific pieces of assessed coursework, exams, or modules. Equally, a successful mitigating circumstance case does not excuse you from assessment in any of your modules, and mitigating circumstances cannot be used to allow you resit assessment in order to improve your marks. For further information see the guidance on mitigating circumstances for students at <https://warwick.ac.uk/fac/arts/staffintranet/teachingsupport/mitigatingcircumstances/mc_guidance_for_students_final_300718.docx.pdf>. This can also be found in Appendix D below.

Applying for mitigating circumstances

If you would like to apply for mitigating circumstances you should, in the first instance, contact your Personal Tutor. They will be able to provide advice and support with your mitigating circumstances. It is important to contact your Personal Tutor as early as possible to ensure that appropriate support is put in place. You may also seek advice from the Senior Tutors. Additionally, you may wish to consult Wellbeing Services, Support Services, the Dean of Students Office, or one of the advisors at the Students’ Union Advice Centre. Even if your circumstance is not eligible for consideration under mitigating circumstances, you should consider seeking support from the central university support services.

If you decide to make a mitigating circumstances application, you will be asked to submit a mitigating circumstances form to the Mitigating Circumstances Officer via our online form: <https://warwick.ac.uk/fac/arts/english/currentstudents/pg/masters/mitigatingcircumstances>

With this application you must also submit at least one piece of relevant evidence. A list of relevant evidence relating to claim type is provided below**.**

Information provided by you is sensitive and will be treated confidentially and in line with General Data Protection Regulation (GDPR). Any student who believes that the mitigating circumstances submission contains sensitive personal information and/or highly confidential evidence, may submit their mitigating circumstances marked “strictly confidential and for the attention of the Chair of the Mitigating Circumstances Panel only”. The information will be relayed by the Chair to the Mitigating Circumstances Panel (MCP) in each Department and/or Faculty without divulging the details of the sensitive nature of the information. Subsequently, the MCP will decide on the recommendations to be made to the Board of Examiners. Any further communications to other bodies (such as to Board of Examiners boards and/or module leaders) is ONLY permitted to list the type of mitigation agreed and reporting the appropriate grading of the MC submission AND NOT the details of the circumstances or any evidence or how it was assessed.

While it is acknowledged that you may be reluctant or not comfortable disclosing relevant information pertaining to private or sensitive issues or mental or physical health difficulties which are impacting on your academic progression, this cannot be used as an excuse not to do so. We cannot take into account circumstances that we are not told about. To ensure fairness to all students, it is your responsibility to fully disclose all relevant mitigating circumstances within the time frames laid down. Once marks have been officially released to you, it is too late to submit mitigating circumstances and retrospective applications. Consequently, mitigation where a student did not wish to raise their issues until they received their results, will not normally be considered or accepted. All applications for mitigating circumstances are treated confidentially, and only a small number of staff will sit on the panel which decides the outcome.

Mitigating Circumstance Panel

The Mitigating Circumstance Panel (MCP)meets in the summer term, before the meetings of the Boards of Examiners, to consider all applications made in the department. The Panel is made up of: the Head of Department or Deputy; the Examination Secretary; the Director of Graduate Studies; the Senior Tutor; the Mitigating Circumstances Officer, the Secretary to the MCP.

Deadline

**The deadline for submitting the mitigating circumstances form will be a week before the MA Exam Board, the date of which is to be confirmed.**

Definition of mitigating circumstances

Mitigating circumstances are defined as:

* Situations that you could not have predicted and had no control over (e.g. serious illness, death of someone close, being the victim of a crime, family difficulties and unforeseen financial hardship);
* Situations with significant impact on your ability to undertake assessments/examinations which are independently evidenced in a timely fashion; (e.g. doctor’s note during illness showing duration and level of negative impact);
* Situations that are acute or short term, the timing of which are relevant to the impact on your study (normally within three weeks of the relevant assessment event or deadline).

In general terms, mitigating circumstances must be (a) significant (they have more than a minor impact on you), (b) unexpected (you must have had no prior knowledge of the event), (c) unpreventable (there was no reasonable steps you could have taken to prevent the event), (d) relevant (you must be able to link the event, and its impact on the period for which your claim is being made) and (e) corroborated (it must be independently verifiable and the evidence must meet the University requirements-see appendix A).

*NOTE: Long term chronic conditions (normally greater than a term in duration and that are likely to be ongoing) and disabilities are dealt with under the reasonable adjustments (RA’s) policy which can be viewed at:* [*https://warwick.ac.uk/services/disability/howwecanhelp/*](https://warwick.ac.uk/services/disability/howwecanhelp/)

Claims based on the following fall normally within the definition of mitigation circumstances (the list is not exhaustive):

* A significant deterioration of a permanent or chronic condition close to assessment (normally within three weeks of the assessment due) which you have already reported and is already covered by reasonable adjustments OR/IF the reasonable adjustments do not fully address the impact of the condition and still leave you at a disadvantage over others.
* Serious illness (physical or mental), accident or severe trauma at the time of the assessment or during the preparation for it.
* Death of someone close to you around the time of the assessment.
* Serious illness or accident (including significant caring responsibilities) of someone close to you at the time of the assessment.
* Significant change in employment circumstances beyond your control (part-time students only).
* Significant change in personal or unforeseen financial circumstances (e.g. divorce of student, fire, court appearance by student, acute accommodation crisis).
* Late diagnosis of a disability, including Specific Learning Difficulty (SpLD).
* Bullying, harassment or threatening behaviour.
* Victim of a crime or involvement in a criminal case (e.g. as a witness).

*NOTE: This list is not exhaustive and if you feel that you want to report a claim for mitigating circumstances which is not listed above, but does in in your opinion represent a mitigating circumstance, you should list the mitigating circumstances on your mitigating circumstances form and submit it for consideration. The department will seek advice from the Academic Director of Graduate Studies to ascertain if the mitigating circumstance falls within the definition of mitigating circumstances.*

Claims based on the following would not normally be considered to fall within the definition of mitigating circumstances (the list is NOT exhaustive):

* Minor illnesses of relatives (unless you have substantial care or support responsibilities for the person).
* A permanent or chronic condition which you have already told us about and is covered by reasonable adjustments.
* Circumstances that do not relate to the assessment period in question unless independent evidence is provided which demonstrates the ongoing detrimental impact of a personal situation/medical condition Minor illnesses, minor injuries (e.g. coughs, colds etc.) not requiring treatment from a qualified practitioner and that in a work situation would not normally lead to absence.
* Examination stress and anxiety, unless a flare-up of a pre-diagnosed illness/condition.
* Stress or symptoms of anxiety or low mood which do not meet the criteria or threshold for a diagnosis of an anxiety or mood disorder.
* Pressure of academic workload.
* Computer, printer or other IT failure.
* Temporary self-induced conditions, e.g. hangover.
* Travel disruption (e.g. traffic jams, delayed trains).
* Misreading or misinterpreting of an assessment title, assessment dates, time and deadlines.
* Claims submitted without independent supporting evidence.
* Assessment dates being clustered or close together unless there has been a specific recommendation for reasonable adjustments which includes spacing of assessment dates.
* Employment or other types of external work (unless due to hardship that could not be foreseen).
* Non-academic activities and events that can be planned (such as holiday, moving house, weddings, sporting events etc.) or that were foreseeable and preventable.
* Late disclosure of circumstances on the basis that the student did not feel comfortable submitting mitigating circumstances prior to the relevant Board of Examiners’ meeting where marks are confirmed (i.e. only submitting mitigation after they have failed an assessment.)
* Staff absence due to illness or other unforeseen circumstance.
* Ignorance of the regulations or examination or assessment arrangements.

For guidance on the types of evidence required to support a mitigating circumstances application, please refer to the guidance on mitigating circumstances for students at <https://warwick.ac.uk/fac/arts/staffintranet/teachingsupport/mitigatingcircumstances/mc_guidance_for_students_final_300718.docx.pdf> and see the table below:

**Circumstances normally eligible for consideration & evidence required**







Reasonable adjustments

The Equality Act 2010 (https://www.gov.uk/definition-of-disability-under-equality-act-2010) requires the University to make reasonable adjustments where a candidate who is disabled (within the meaning of the Act), would be at a **substantial disadvantage** in comparison to someone who is not disabled.

‘Substantial’ is defined as ‘more than minor or trivial’ and that a disability (https://www.gov.uk/definition-of-disability-under-equality-act-2010) is defined as ‘a physical or mental impairment that has a substantial and long-term negative effect on the ability to carry out normal day-to-day activities’.

Students who have long term chronic conditions or disabilities and who believe they are entitled to reasonable adjustments should in the first instance contact Disability Services or Mental Health and Wellbeing and request an appointment to discuss their support requirements: https://warwick.ac.uk/services/supportservices.

A reasonable adjustment may be unique to the individual and could include special examination arrangements, delayed deadlines but also alternative methods of assessments.

Any reasonable adjustments made are evidence-based; students are required to supply appropriate and recent medical evidence, or, in the case of a specific learning difference such as dyslexia or dyspraxia, a full diagnostic assessment. The type of appropriate evidence required can be discussed with Disability Services or Mental Health and Wellbeing.

Once a student has met with Wellbeing Support Services, the adviser will contact the student's department and the Examinations Office (with their permission) to recommend any specific adjustments.

Reasonable adjustment recommendations for examinations must be made before the annual deadlines as set out by the Examinations Office on the Disability Services website at: <https://warwick.ac.uk/services/disability/howwecanhelp/examinations>. Recommendations that are made AFTER these deadlines will be handled under the Mitigating Circumstance Policy.

Recommendations to apply reasonable adjustments may include for the student to be able to complete assessments via alternative assessment methods; bearing in mind that academic or professional standards in relation to core competencies and assessed criteria still need to be met.

Further information on disabilities and reasonable adjustments can also be accessed in the University’s Disability Policy at: <https://warwick.ac.uk/services/equalops/disability/policy>

### Board of Examiners

The task of the Board is to review all student marks. Special factors affecting the performance of individual candidates may be taken into consideration by the Board, but only if the Board is aware of any mitigating circumstances by the deadline of the mitigating circumstances submission. This is a week before the Board is held. The Board awards the MA degree and the MA with distinction, subject to the approval of Senate.

### ****Appeals****

If it is decided that your performance merits the award of a lower qualification than the one for which you were registered or does not merit the award of a qualification at all, you have a right of appeal. Regulation 37 sets out the procedure to be followed for taught postgraduate courses, and Regulation 38 sets out the procedure for research postgraduate courses. Both these Regulations can be found in the [University Calendar](http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/).

Students should note that there is no right of appeal against the requirement to resubmit work or resit examinations nor against the decision to award a Master's degree at pass level rather than with distinction or merit.

You can download the appeals form in [Word Format](https://www2.warwick.ac.uk/services/academicoffice/examinations/students/appeals/appeals_form_-_postgraduate.doc), or in [PDF Format](https://www2.warwick.ac.uk/services/academicoffice/examinations/students/appeals/appeals_form_-_postgraduate.pdf).

Further information on submitting a postgraduate appeal may be found on the [Postgraduate Examinations](https://www2.warwick.ac.uk/services/academicoffice/examinations/students/postgraduate) page. **Please consult the Graduate School (see** [**http://www2.warwick.ac.uk/services/academicoffice/gsp**](http://www2.warwick.ac.uk/services/academicoffice/gsp) **) for any further advice required.**

### Failure and resubmission

To obtain the MA degree, candidates must earn pass marks in all their modules and in their dissertation. Boards of Examiners are not permitted to condone and/or compensate failure in a module.

The maximum pass mark on re-examination/reassessment is 50. Boards of Examiners, following a procedure detailed in paragraph 3(f) of the Requirements, have the discretion to grant a resit/reassessment as first attempt in situations where there are extenuating medical or personal circumstances.

Students on taught postgraduate courses are normally allowed to remedy failure in up to (and including) 1/2 of the total credits awarded in the taught element of the course.

Students failing their dissertation/project with a mark of >30 will be permitted to remedy failure. Students obtaining a mark of 30 or less in the dissertation/project carrying a credit weighting of more than 60 credits will only be permitted to submit a re-worked dissertation/project for examination against different learning outcomes, the achievement of which would enable them to be considered for the award of a Postgraduate Diploma.

Where a student fails an assessment as a result of penalties for late submission, the student should normally be required to undertake a new assessment, dissertation or project (i.e. not revise/resubmit the same assessment). Where reassessment of work failed because of penalties for late submission is not practicable, the fail mark should stand and the matter considered by the relevant Board of Examiners.

The right to remedy failure resulting from a finding of cheating under University regulations shall be determined by the Head of Department, the Investigating Committee of the Senate or the Board of Examiners as appropriate.

# **ACADEMIC SUPPORT**

Planning your year
While teaching takes place only in terms 1 and 2, you will be required to submit work for assessment at various times throughout the entire year. In order to keep on top of things, you will need to plan your year carefully. The best way is to construct your own personal year planner, noting not only deadlines, which are spaced throughout the year, but also blocks of time when you will be able to write your essays. It is each student’s responsibility to construct his or her personalised year planner. If you have questions or would like help, contact the MA Convenor, your personal tutor or the Taught Programmes Officer. Students who plan their time wisely routinely perform better on the MA than those who don’t.

Choosing your essay topic
Choosing a topic for your essay is extremely important. Early planning is vital and will help you pace their work throughout the year. You must discuss your ideas for an essay topic carefully with your tutor well in advance of the deadline.

Getting Advice
Tutors keep office hours during term time, and you should feel free to approach your tutor during these times, or at an alternative mutually agreed time. You’ll find a tutor’s office hours posted outside their door and also on their page on the Department’s website. Bear in mind that members of staff may be on leave in the term(s) when they are not teaching their MA module: e.g. your tutor in term 1 may not be around in term 2 as you begin to write your term 1 essay. So, when you plan your year, check your tutor’s availability. Also bear in mind that tutors will not generally be available during vacations; however, they may agree to consultations by arrangement. If you need to consult your tutors outside of term time, you may email them to arrange an appointment. However, please be aware that many tutors are not easily contactable between terms, since this time is nearly always devoted to research. When contacting a tutor by email you should not expect an instant response. Most tutors will aim to reply to emails within two days but will not respond at evenings or weekends.

Personal tutor
Every student is assigned a personal tutor. The personal tutor is a member of academic staff in the department who can offer advice on academic matters and also help direct students in difficulty to appropriate support within the University. You should meet with your Personal Tutor soon after you arrive at Warwick, and regularly thereafter. A notice about Personal Tutor arrangements for MA students will be posted on the graduate notice board and also on your Tabula profile. You may request a change of personal tutor at any point during the academic year without specifying a reason for your request.

You are always welcome to contact the [Director of Graduate Studies, the Convenor of your MA, your module tutors and any member of the postgraduate staff](http://www2.warwick.ac.uk/fac/arts/english/currentstudents/pg/masters/mahandbook/macontacts) if you have any queries and/or concerns.

### University-wide academic support resources

The University offers several sources of support for home and international MA students who are looking for help with academic writing, and specific support is available for international students seeking to improve their English-language facility.

* [The Academic Writing Programme](http://www2.warwick.ac.uk/services/skills/academicwriting/) - Masters academic writing is the first step into research writing. Your writing should be able to demonstrate not only your ability to analyse, critically engage with material and develop complex arguments, but also aspects of originality. Visit the website to see all the courses available and pick the ones that suit you best.
* [The Masters Skills Programme](http://www2.warwick.ac.uk/services/skills/events/mastersworskhops/) offers academic writing workshops alongside a range of events and online resources.
* International students can take advantage of the [in-sessional English-language classes offered by the Centre for Applied Linguistics (CAL).](http://www2.warwick.ac.uk/fac/soc/al/study/learn-english/in-sessional)
* [The Language Centre](http://www2.warwick.ac.uk/fac/arts/languagecentre) provides language-learning opportunities for undergraduate and postgraduate students, University staff, and members of the public. There are several ways you can learn languages with the Centre. You can take a language as part of your degree, as an extra course of study, through a language proficiency test or by taking a shorter summer course.

# **STUDENT ENGAGEMENT**

### Postgraduate Staff-Student Liaison Committee (PGSSLC)

The task of the PG Staff-Student Liaison Committee PGSSLC) is to review regularly all aspects of postgraduate study in the Department. It is made up of representatives of postgraduate students (MA, PhD) as well as academic staff with a role in running postgraduate programmes. Via the PGSSLC, students can voice concerns and together with staff can work on solutions. The PGSSLC is also a forum where staff can communicate changes to the courses and proposed improvements. The PGSSLC is an extremely effective body and its work is very valued by both teaching staff and students. Student members are elected by their peers at the beginning of the year. Students are strongly encouraged to get involved. If you are interested in being a part of the PGSSLC, please contact the Director of Graduate Studies. [Visit the PGSSLC page for information on current members and meeting dates](http://www2.warwick.ac.uk/fac/arts/english/currentstudents/pg/pgsslc_committee/).

You can find further information on the Staff-Student Liaison Committee system on the Warwick University Students' Union website: <https://www.warwicksu.com/sslc/>

# **DISCLAIMER**

Every effort has been made to ensure the information in this handbook is up-to-date at the time of publication. From time to time, it may become necessary to amend the information in this handbook. Any corrections or additions made to this handbook will be e-mailed to students’ Warwick e-mail addresses in the first instance and updated on the document and the English department webpages as soon as possible thereafter.

# **APPENDIX A: University Information**

1. General information
2. Term dates: <http://warwick.ac.uk/termdates> [if not included under 16 above]
3. All students
	1. Warwick Student Community Statement: <http://warwick.ac.uk/wscs>
	2. Study Hours Statement: <http://warwick.ac.uk/quality/categories/studyhours/>
	3. University Calendar: <http://warwick.ac.uk/calendar/>
		1. Regulation 10; Examination Regulations: <http://warwick.ac.uk/regulation10>
		2. Regulation 11; Procedure to be Adopted in the Event of Suspected Cheating in a University Test: <http://warwick.ac.uk/regulation11>
		3. Regulation 23; Student Disciplinary Offences: <http://warwick.ac.uk/calendar/section2/regulations/disciplinary/>
		4. Regulation 31; Regulations governing the use of University Computing Facilities: <http://warwick.ac.uk/regulation31>
		5. Regulation 36; Regulations Governing Student Registration, Attendance and Progress: <http://warwick.ac.uk/regulation36>
	4. University Community Values and Expectations: <http://warwick.ac.uk/studentbehaviour>:

At Warwick, we value our diverse and international community, the pursuit and dissemination of knowledge and research with real impact. We nurture intellectual challenge and rational, rigorous debate. We want to support our students and each other to become critical thinkers and collaborative yet independent learners – individuals with a global and sustainable outlook, who are able to make an active and positive contribution to society. At the same time, we are committed to working towards a supportive, accessible and inclusive environment within which all members of our community can successfully learn, work, live and socialise.

We uphold the importance not only of freedom of thought and expression, but also the significance of academic and personal integrity, [equality and diversity](http://www.warwick.ac.uk/go/equalops/), and mutual respect and consideration for the rights, safety and dignity of all.

We place great importance on the responsible behaviour of both our students and staff at Warwick. It is important for you, as a student, to have an idea of Warwick’s core values and an understanding of the primary expectations of student members of the Warwick community. Take a look at the following to help you understand what this means for you:

warwick.ac.uk/studentbehaviour/ **What’s Expected of Students at Warwick**, which summarises key expectations for students and signposts to associated support

warwick.ac.uk/equalops/ **Equal Opportunities Statement**, setting the value we place on maintaining an inclusive environment where all can contribute and reach their full potential

warwick.ac.uk/dignity/ **Dignity at Warwick Policy**, setting out how our differences are respected and valued and how we aim to prevent and address harassment and bullying

warwick.ac.uk/strategy/ **University Strategy**, which sets our vision as a world-class university and our values

warwick.ac.uk/wscs/ **Warwick Student Community Statement**, which sets out aims for the University as well as for students

warwick.ac.uk/calendar/ **University Calendar**, the main ‘rule book’ and includes ordinances and regulations which you need to be aware of, including examinations, cheating, use of computing facilities and behaviour

warwick.ac.uk/studentrights/ **Student Rights and Responsibilities**, which provides quick and easy links to University regulations, policies and guidelines that govern what a student can expect from the University and what they need to adhere to as a student

* 1. Feedback and Complaints

We want you to be able to let us know when things are going well or there is something that you particularly like, but also if there is a problem that you don’t feel you can resolve yourself. As part of this, we have a Student Feedback and Complaints Resolution Pathway and actively encourage feedback on all aspects of the student experience.

While we are committed to providing high quality services to all our students throughout their University experience, if there is something that goes wrong and you want assistance to resolve, we have an accessible and clear procedure which you can use to make a complaint (<http://warwick.ac.uk/studentfeedbackandcomplaints/>).

* 1. Health, Safety and Wellbeing Policy Statement: <http://warwick.ac.uk/services/healthsafetywellbeing/guidance/handspolicy>
	2. Equal Opportunities Statement (<http://warwick.ac.uk/equalops>)

“The promotion of Equality, Diversity and Inclusion concerns all of us and is the responsibility of all members of our community. It is expected that we will all contribute to ensuring that the University of Warwick continues to be a safe, welcoming and productive environment, where there is equality of opportunity, fostered in an environment of mutual respect and dignity.

The concept of diversity encompasses acceptance and respect. It means understanding that each individual is unique, and recognising our individual differences. We understand that simply having diversity in our work force and student body is not enough; we must create an inclusive environment where all people can contribute and reach their full potential.

Inclusion is engaging the uniqueness and talents, beliefs, backgrounds, capabilities and ways of working of all individuals, joined in a common endeavour, to create a culture of belonging, in which people feel valued and respected.”

* 1. Dignity at Warwick Policy: <http://warwick.ac.uk/equalops/dignityatwarwick>
	2. Policy on Recording Lectures: <http://warwick.ac.uk/quality/recordinglectures/>
	3. Smoking Policy: [http://warwick.ac.uk/services/healthsafetywellbeing/guidance/smokingpolicy](http://www2.warwick.ac.uk/services/healthsafetywellbeing/guidance/smokingpolicy)
	4. Policy on the Timing of the Provision of Feedback to Students on Assessed Work: <http://warwick.ac.uk/quality/categories/examinations/assessmentstrat/assessment/timeliness>
	5. Moderation guidance: <http://warwick.ac.uk/quality/categories/examinations/moderation>
	6. University assessment strategy: <http://warwick.ac.uk/quality/categories/examinations/assessmentstrat>
1. Postgraduate Students
2. Warwick Graduate School

The Graduate School at Warwick is responsible for enhancing postgraduate student experience and upholding the high standards of graduate educational provision across the University. The Graduate School provides support to students to ensure timely progress, academic success and appropriate preparation for careers, and is available as a source of information and support beyond students’ departments.

To meet the needs of the University’s postgraduate students, the Graduate School:

* Works to ensure that postgraduate students are provided with appropriate facilities and take advantage of the wider student experience offered by the University environment, for example the Wolfson Research Exchange and the PG Hub
* Supports and delivers a series of activities and events to provide postgraduates with opportunities for networking and socialising beyond their departments
* Administers student feedback mechanisms, for example, research students’ Annual Reports and the Postgraduate Research and Taught Student Experience Surveys
* Provides information and support to students applying for internal and external bursaries and scholarships
* Offers impartial advice on the University’s regulatory framework
* Supports the conduct of formal appeals and complaints processes and other investigations

For the latest information on how the Graduate School can support you in your studies please visit: <http://warwick.ac.uk/gsp>.

1. PG Hub (Ground floor, Senate House (card access, postgraduate-only))

PG Hub is a peer-led collaborative community space that brings together postgraduates from across Warwick.

At PG Hub you can:

* Book meeting rooms for group-work and collaborative study, as well as find first-come-first-served study and meeting space
* Ask any questions you might have about your postgraduate life at Warwick
* Access support for your dissertation through Dissertation Station
* Find mentorship to take you to the next level
* Get actively involved in cultural events, such as Hallowe’en, the Burns Poetry Competition, Chinese New Year and a Nowruz Celebration
* Locate support for your studies and future career plans through events and drop-ins
* Share your postgraduate life through our competitions and social media

We recognise that postgraduate life is about more than just work. The PG Hub exists to make your time at the University more productive and enjoyable, so we welcome your ideas on things you want to see as a Warwick postgraduate.

Opening times: 09:00 – 00:00 (see website for holiday opening)

For more information:

<http://warwick.ac.uk/pghub/postgraduate_hub>

[#WarwickPGHub](http://www2.warwick.ac.uk/services/library/pghub/)

pghub@warwick.ac.uk

1. Postgraduate Taught
	* 1. Regulation 37; Regulations Governing Taught Postgraduate Courses: <http://warwick.ac.uk/regulation37>
		2. Requirements for Taught Postgraduate Awards (harmonised PGT conventions), including any approved exemptions and specific departmental requirements: <http://warwick.ac.uk/quality/categories/examinations/conventions/pgt/>
		3. Masters Skills Programme

Use the Masters Skills Programme to develop your academic, personal and professional skills whilst at Warwick. Our range of workshops, events and online resources will help you adjust to postgraduate study, boost your employability and enhance your research skills.

Selected highlights:

* Warwick Skills Portfolio Award: tailored by you to meet your personal development needs, this award encourages you to work towards your own goals and reflect on your learning experiences
* Leadership Scheme: this scheme runs during the spring term and is designed to support students in developing their leadership skills whilst at Warwick

There are plenty of opportunities to meet other students and you can gain recognition for your efforts through the Warwick Skills Portfolio Award.

For more information:

<http://warwick.ac.uk/skills/events/mastersworkshops>

skills@warwick.ac.uk

@warwickskills

1. Learning resources and Student Support
2. Library

The Library has a designated Academic Support Librarian (ASL) for each academic department. The Academic Support Librarians are able to provide advice about Library services and resources for staff who are planning courses or putting together course materials and module websites. They can give advice on the Talis Aspire Reading List software which can help you with acquiring resources and which improves the student experience by connecting them seamlessly to their reading material.

The ASLs work with academic colleagues to embed information skills throughout the curriculum, including the Student as Researcher programme.

They can also provide discipline-specific text about the Library for student handbooks. These include:

* General information about accessing and using the Library, various Learning Grids and the Modern Records Centre
* Information sources for your subject
* Developing information and research skills
* Sources of help and advice

Students can be directed to the Library website at: <http://warwick.ac.uk/library> for general information, and to subject web pages at: <http://warwick.ac.uk/library/subjects/> for support in starting research in their subject area. Regular news and updates can be found via the Library’s homepage, FaceBook pages (@WarwickUniLibrary) and its Twitter account (@warwicklibrary).

The Library also manages a number of learning and teaching spaces from which skills enhancement and community engagement programmes are run:

* The Learning Grid: (<http://warwick.ac.uk/library/using/libspaces/learning_grid/>)
* The Learning Grid Rootes: (<http://warwick.ac.uk/library/using/libspaces/grid_rootes>)
* The Learning Grid Leamington: (<http://warwick.ac.uk/library/using/libspaces/grid_leamington>)
* The BioMed Grid (for Biological Sciences and Medical students): (<http://warwick.ac.uk/library/using/libspaces/biomed_grid>)
* Wolfson Research Exchange (for all Warwick’s researchers): (<http://warwick.ac.uk/library/using/libspaces/research-exchange>)
* The Postgraduate Hub (for PG students): (<http://warwick.ac.uk/pghub/postgraduate_hub>):
* The Teaching Grid (for teaching staff): (<http://warwick.ac.uk/services/library/using/libspaces/teaching-grid>)
* Modern Records Centre: (<http://warwick.ac.uk/library/mrc>)

More on the Library’s community engagement wellbeing services for students can be found at: <https://warwick.ac.uk/library/students/study-happy/> or via Twitter at #StudyHappy.

1. Student Careers & Skills

The Student Careers & Skills team offers a wide range of online resources, workshops, 1:1 information, advice and guidance, employer presentations, careers fairs and a student helpdesk accessible in person, by email and phone. Student Careers & Skills can help students:

* Succeed in their studies and get help with academic writing, revision, note-taking and seminar presentations
* Understand what’s important to them, their values, strengths and career goals
* Recognise and develop the transferrable skills employers look for
* Research employers, search for vacancies, gain work or volunteering experience and find a job or further study place for after graduation

Each academic department has a designated Careers Consultant who can provide discipline-specific support for students and online careers. This can include 1:1 careers guidance, support for alumni events and discipline-specific information sessions. Students can also be referred to the Careers & Skills website for more information (<http://warwick.ac.uk/careers>).

1. IT Services

IT Services provide the essential resources and support necessary to give all students access to information technology services and support. If students have problems with IT related issues, IT Services provide a dedicated Help Desk. Students can go to the drop-in centre on the 1st floor of the Library building (Monday to Friday, 9am-5.30pm), telephone 024 765 73737 (Monday to Friday, 8.30am-5.30pm) or email: helpdesk@warwick.ac.uk.

Every student, with the exception of those students on courses at partner institutions which are validated by the University, is entitled to register to use the services provided by IT Services, which can be accessed from anywhere on campus. Information on setting up an account, accessing the network from on and off campus, printing and purchasing computers is available on-line at: <http://warwick.ac.uk/its>. IT Services also produce information on acceptable use of University IT facilities for students and staff: <http://warwick.ac.uk/regulation31>.

A range of Help Desk Leaflets providing useful IT support information are available from: <http://warwick.ac.uk/servicedesk/leaflets> MAEL Handbook 2016-17 draft.docxor students can pick up copies from the IT Services Help Desk Drop-in centre. IT services also provide support for personal computer-related issues such as slow performance, removing viruses, replacing hardware and assisting with file recovery.

The training service provided by IT Services is available to all University students and is provided to facilitate students to work more effectively with applications delivered by IT Services: <http://warwick.ac.uk/its/servicessupport/training>.

IT Services provides a number of open access work areas across Gibbet Hill, Westwood and main campuses, accessible to all students, and the University provides student residences with a network connection and access to wireless. For further information on the Residential Network Service (ResNet), please visit: <http://warwick.ac.uk/its/servicessupport/networkservices/resnet/>.

Other useful links:

MyWarwick at: [http://warwick.ac.uk\students](http://warwick.ac.uk\students\) for links list to useful pages.

Start.Warwick at: [http://start.warwick.ac.uk](http://start.warwick.ac.uk/) offers access to individual student records, module registration, etc.

1. Language Centre

The Language Centre (<http://warwick.ac.uk/languagecentre>) supports the University's commitment to the increased provision of foreign language learning opportunities for undergraduate and postgraduate students across the University. For those interested in developing their language skills, the Language Centre offers a wide range of modules and the facilities, resources and programmes to support students.

There are a number of choices available for acquiring a new foreign language or brushing up language skills:

1. Modules for credits on the academic programme

These can be taken as part of an undergraduate degree course, but must be agreed with the student’s home department before enrolling. There are a range of levels available, as well as accelerated options for those who want to develop their language skills at a faster pace. More information is available from: <http://warwick.ac.uk/languagecentre/academic/>

1. Academic modules not for credit

The same modules as those available for academic credit are also available to take in addition to degree studies. A fee applies to these modules. More information is available from: <http://warwick.ac.uk/languagecentre/academic/fees/>

1. Lifelong Language Learning (LLL) Courses

A programme of language courses available to students, staff and the public from beginner through to advanced level. More information is available from: <http://warwick.ac.uk/languagecentre/lifelonglearning/>.

Enrolment takes place on Wednesday, Thursday and Friday of week 1, with online enrolment for Lifelong Language Learning courses from mid-September, and consultation evenings for those unsure of their level.

The Language Centre is located on the ground floor of the Humanities Building and can be contacted by email: language.enquiries@warwick.ac.uk.

1. Director of Student Experience and Progression

Directors of Student Experience and Progression (DSEPs) are responsible for working with students to enhance the student experience. Roles vary in different departments but usually include development of personal tutoring; a focus on building a learning community; supporting student learning using technology; and developing department policies and practice to improve student experience. They work closely with departments’ Student Staff Liaison Committees and are always keen to hear students’ views and feedback.

Talk to your Director of Student Experience or equivalent if you have any ideas about how you would like to improve your course or department, build a community between students and staff, or enhance student support.

1. Wellbeing Support Services

Wellbeing Support Services (<http://warwick.ac.uk/supportservices>) offer a comprehensive support structure available to help with all kinds of different problems, including personal, physical and mental health; financial; problems connected with the law and University regulations; problems involving the provision of facilities for students with disabilities; or harassment of any sort.

Students may consult the services of their own accord, or may be referred to them by personal tutors/supervisors. There may be more than one option available to students in difficult situations.

Support services available to students through the University and the Students’ Union comprise the following:

* Student Support (<http://warwick.ac.uk/studentsupport>)
* Dean of Students’ Office (<http://warwick.ac.uk/services/tutors>)
* Personal Tutoring System (<http://warwick.ac.uk/personaltutors>)
* Residential Life Team (<http://warwick.ac.uk/residentiallife>)
* Office for Global Engagement (<http://warwick.ac.uk/services/ofge>)
* Counselling Service ([www.warwick.ac.uk/counselling](http://www.warwick.ac.uk/counselling))
* Disability Services (<http://warwick.ac.uk/disability>)
* Mental Health & Wellbeing Team ([http://warwick.ac.uk/mentalhealth](http://go.warwick.ac.uk/mentalhealth))
* University Health Centre (<http://www.uwhc.org.uk>)
* Chaplaincy (<http://warwick.ac.uk/chaplaincy>)
* Students’ Union Advice Centre (<https://www.warwicksu.com/advice/>)
* Student Funding (<http://warwick.ac.uk/academicoffice/funding/>)
* Security Services (<http://warwick.ac.uk/services/campus-security>)

Wellbeing Support Services, located on the ground floor of University House, can be contacted by telephone on 024 765 75570 or email on: studentsupport@warwick.ac.uk

1. Student Support

The Deputy Director of Wellbeing Support and the Student Support Team work closely with the University Dean of Students to help students in times of need, and lead on the development of policy and practice in the area of student support across the University.

They advise students on non-academic issues, including personal or family problems, financial difficulties, accommodation problems, and situations where students are unsure who to go to or where to get help.

The Student Support Team provide support and pastoral care giving advice and practical help to students on a daily or more long term basis, and manage emergency and crisis situations which impact on students.

Student Support, located on the ground floor of University House, can be contacted by telephone on 024 765 75570 or email on: studentsupport@warwick.ac.uk

1. University Dean of Students and Faculty Senior Tutors

The University Dean of Students works closely with Faculty Senior Tutors to help students in times of need by promoting the academic support of students, individually and collectively.

The Dean of Students and Faculty Senior Tutors are experienced members of academic staff whom students can turn to in confidence for support regarding difficulties with their studies, which they have been unable to resolve with departmental Personal and Senior Tutors.

The University Dean of Students has overall responsibility for the personal tutor system, but no disciplinary function. Issues typically dealt with by the Dean of Students’ Office include: academic course issues unresolved at the departmental level; advice on temporary withdrawal; appeals against academic decisions; academic complaints; ongoing difficulties with a personal tutor, course tutors or supervisors; and problems with termination of registration proceedings.

The Dean of Students' Offices are located on the First Floor of the Social Sciences Building (open Monday to Thursday, 9am-5pm, Friday 9am-4pm). In the first instance, please contact the appropriate Faculty Senior Tutor (<http://warwick.ac.uk/services/tutors/about/>). The Dean of Students can be contacted on: SeniorTutor@warwick.ac.uk or telephone the Offices on 024 765 22761.

1. Personal Tutors

Personal Tutors are academic members of staff based in departments, assigned to each student on arrival at Warwick. They provide academic advice to personal tutees on their studies and personal development including feedback on academic progress and transition into university life. They also offer help and advice on other issues that impact students’ ability to study which may involve signposting students to Wellbeing Support Services for professional assistance.

Personal tutors are the first point of contact for help with concerns about academic progress, study problems, enquiries about course changes, general concerns about university life, and financial issues. All departments have one or more Senior Tutors with whom students can also discuss issues. On occasion your personal tutor may refer you to the Senior Tutor.

1. Residential Life Team

All students who have accommodation on campus have access to an excellent network of support called the Residential Life Team. The Residential Life Team works and lives alongside students within the Halls of Residence and is a key part of the University’s support network.

Resident Tutors are there to help with a wide range of matters including personal or family problems, feeling lonely or homesick, problems with accommodation, and when students are not sure where to get help or who to talk to. Resident Tutors in students’ accommodation are their primary point of contact, if unavailable, students are advised to contact the Residential Life Team.

The Residential Life Team can be contacted via email: residentialteam@warwick.ac.uk or telephone 024 765 75570.

1. Office for Global Engagement (Immigration Team)

The Office for Global Engagement supports all EU and international students during their studies at Warwick and is able to assist with immigration advice (a free and confidential service advising on issues including visa extensions, dependant visas, working in the UK during or after study, travel visas, etc.); practical support (bringing family to the UK, Police registration, providing letters to prove student status for visa purposes, banking); and the International Student Experience (Welcome to Warwick programme and a programme of ongoing induction events, social events and trips for international students and their families, and the opportunity to take part in a HOST visit).

Immigration Advice for Students

Advice on immigration can only be obtained via authorised staff who are deemed to meet the Immigration Services Commissioner’s Code of Standard and Guidance. Students should be directed to the Immigration Team within the Office for Global Engagement (immigrationservice@warwick.ac.uk) or the Students’ Union Advice Centre (advice@warwicksu.com) in the first instance for immigration advice. It is also worth noting that changes in a student’s enrolment status, for instance, temporary withdrawal, can have implications for their ability to hold a visa to remain in the UK and students may wish to seek advice accordingly.

The Office for Global Engagement is located on the first floor of University House Building (open Monday to Thursday, 9am-5pm, Friday 9am-4pm) and can be contacted by telephone on 024 765 23706 or via: <http://warwick.ac.uk/study/international/connect/contacts>.

1. Counselling Service

The University Counselling Service provides an opportunity for all students at any level and at any time of study at the University of Warwick to access professional therapeutic counselling so that they may better develop and fulfil their personal, academic and professional potential. There are a wide variety of services, including individual counselling, group sessions, workshops and email counselling.

Students may wish to visit the Counselling Service if they are suffering from depression or experiencing stress/anxiety; having problems with self/identity or interpersonal relationships; having issues from the past or present that may hinder their capacity to function: abuse, self-harm, eating disorders, loss. Counselling can help with exploring issues to develop insight and bring about positive change to psychological and emotional distress.

The University Counselling Service is located in Westwood House and can be contacted by telephone on 024 765 23761 or email: counselling@warwick.ac.uk.

1. Disability Services

Disability Services offer advice, guidance and support to students with specific learning differences/dyslexia; hearing and visual impairments; physical disabilities and mobility difficulties; social communication difficulties/ASD; unseen medical conditions; and any other disability that is likely to have an impact on their studies and life at University. The services provided are tailored to the individual and aimed at enabling students to successfully complete their studies and have a positive experience of University life.

Disability Services can support students with reasonable adjustments and the Disabled Student Allowances (DSAs); NMH support such as mentoring or specialist study skills; information about accessible campus accommodation and assistive technology; and signposting students to other support services.

Disability Services are located on the ground floor of University House (office hours Monday to Friday, 8.30am-5pm) and can be contacted by telephone on 024 761 50641 or email: disability@warwick.ac.uk.

1. Mental Health and Wellbeing Team

The University Mental Health and Wellbeing Team provides advice, information and support to facilitate academic work and participation in University life. Their main aims are to promote mental health and wellbeing throughout the University; to identify support needs; to discuss strategies for managing mental health difficulties; to provide short-term or ongoing support, which may include mental health mentoring for students in receipt of Disabled Students Allowances; to provide information and, if needed, access to other services within the University and local mental health services.

Students should contact the Mental Health and Wellbeing Team if they are struggling to manage a mental health difficulty; if they, or other people, have become concerned about their mental health recently; and if they would like to discuss strategies which may help them to cope with university life.

As well as working institutionally to promote positive wellbeing, there is also an opportunity for students to attend wellbeing groups or to meet with a Wellbeing Advisor if they have concerns about their wellbeing or would like to make changes to their lifestyles in order to improve their wellbeing, e.g. healthy lifestyle, work life balance, managing stress, relationships with others, etc.

The University Mental Health and Wellbeing Team can be contacted by telephone on 024 765 75570 or email on: studentsupport@warwick.ac.uk.

1. University Health Centre

Students resident on campus and in some local areas should register with the University Health Centre. Students must be registered in order to use the Health Centre, although the Centre may be able to assist non-registered people in emergencies.

The Health Centre provides primary health care GP services to registered patients; two medical practices with both male and female doctors; nurse practitioners and Practice Nurses; sexual health clinics; travel clinics and immunisation facilities; and physiotherapy sessions. Students should visit the Health Centre if they require a consultation with a doctor or nurse, an emergency appointment, emergency contraception, vaccinations or advice on vaccinations, and sickness certification.

Students living off-campus, who are not able to register with the health centre, can locate their nearest GP by visiting: [www.nhs.uk](http://www.nhs.uk).

The University Health Centre is located on Health Centre Road and can be contacted by telephone on 024 765 24888.

1. Chaplaincy

The Chaplaincy is the focus of Spiritual life on campus and provides a meeting place for Christian, Jewish and Muslim prayer and worship. It is a focal point for different faith groups and student societies and offers a safe, supportive space at the centre of campus where people can ‘learn to live well together’. Students of all faiths and none can come and find a friendly place to chat and eat. A chapel, three kitchens, meeting rooms and an Islamic prayer hall make the Chaplaincy an inclusive, spiritual and social space that welcomes the whole University community.

Students can visit the Chaplaincy with personal issues: stress, debt, relationships, loneliness, vocational issues, theological issues, and enquiries about using the Chaplaincy for religious and social functions.

The Chaplaincy is located by the Arts Centre and can be contacted by telephone on 024 765 23519 or email: chaplaincy@warwick.ac.uk.

1. Students’ Union Advice Centre

The Students’ Union Advice Centre is an independent Warwick Students’ Union-run service for all students. It offers free, confidential, non-judgemental advice and support on a whole range of issues.

Students can contact the Advice Centre if they have academic problems and difficulties with, for example, exams; change of course; academic appeals and complaints; have a housing problem with their accommodation, on or off campus; have immigration problems such as entry clearance, family members and working in the UK; have money or legal difficulties; or are simply not sure who to talk to or where to get help.

The Advice Centre is on the second floor of SU HQ (open Monday to Friday, 9am-3pm). It will see students usually by appointment or can be reached by telephone on 024 765 72824 or email: advice@warwicksu.com.

1. Student Funding

The Student Funding team offers advice and guidance on all aspects of financial support. This includes government grants and loans, and scholarships and bursaries provided directly by the University. The team can provide budgeting advice to help make students’ money go further and also administers University hardship funds.

Students should visit Student Funding if they want to know what financial support they may be entitled to; want to know more about the scholarships and bursaries; are having difficulty paying for day-to-day living expenses; or have additional financial needs because they care for a child or have a disability.

The Student Funding team is located on the ground floor of Senate House (open Monday to Thursday, 9am-5pm, Friday 9am-4pm) and can be contacted by telephone on 024 761 50096 or email: studentfunding@warwick.ac.uk.

1. Security Services

The University Security Team works 24 hours a day to support the University’s overall aims by ensuring there is a safe, secure and friendly environment for students, staff and visitors. The University also has a campus policeman who is located on the University campus, is available Monday to Friday (9am-5pm) and can be contacted by telephone on 024 765 22083 or email: security@warwick.ac.uk. For an emergency on campus phone 22222 or 024 765 22222 and in an emergency off-campus phone 999.

Students should call the security team about emergency response requirements: Doctor/Ambulance/Fire; safety and security issues on and off campus; assistance: pastoral care, directions and facility support; outdoor event applications and entertainment support.

1. University Children’s Services

Some students, especially postgraduate or mature, may need information about child care provision on campus. Children of Warwick staff and students are eligible to attend the University Nursery (<http://warwick.ac.uk/nursery>). In recent years, holiday schemes and summer schemes have also been made available (<http://warwick.ac.uk/services/childrensservices>).

The Nursery is located on Lakeside, opposite the Scarman House Conference Centre, on Scarman Road and can be contacted by telephone on 024 765 23389 or email: nurseryenquiries@warwick.ac.uk.

1. Academic Registrar’s Office
2. Academic Office: <http://warwick.ac.uk/ao>
3. Office for Global Engagement: <http://warwick.ac.uk/services/ofge>
4. Student Recruitment, Outreach and Admissions Service: <http://warwick.ac.uk/aro/sroas>
5. Student Careers and Skills: <http://warwick.ac.uk/careers>
6. Teaching Quality: <http://warwick.ac.uk/quality>
7. Academic Office
8. Examination Office: <http://warwick.ac.uk/ao/examinations>
9. Student Records: <http://warwick.ac.uk/studentrecords>
10. Awards and Ceremonies: <http://warwick.ac.uk/ao/congregation/ceremonies>
11. Student Finance: <http://warwick.ac.uk/ao/finance>
12. Student Funding: <http://warwick.ac.uk/ao/funding>
13. Graduate School: <http://warwick.ac.uk/gsp>