

2018/19

MA Educational Leadership (Teach First)
Course Handbook

Contents

1. Student Handbook.....	3
2. Course Information.....	3
2.1 Introduction to the MA Educational Leadership (Teach First).....	3
2.2 Course Regulations.....	3
2.3 Staff Roles and Responsibilities.....	4
2.4 Course Delivery Dates	5
2.5 Coursework Submission Dates	5
3. Departmental Information.....	5
3.1 Studying at the Centre for Education Studies.....	5
3.2 Office Hours.....	7
3.3 Communication.....	7
3.5 Student Administration and Assessment	8
3.6 Teaching and Learning Platforms	10
3.7 Attendance Requirements.....	11
3.8 Monitoring Points 2018/19.....	11
3.9 Temporary/Permanent Withdrawal	12
3.10 Exam Boards	12
3.11 Feedback and Complaints	14
4. University Information	15
4.1 Term Dates and Bank Holidays 2018/19.....	15
4.2 Data Protection Information.....	15
4.3 Behaviour Expectations.....	15
4.4 Student Status.....	16
4.5 Learning Resources and Student Support	16

1. Student Handbook

Welcome to the handbook for the MA Educational Leadership (Teach First). This handbook is updated prior to the start of each academic year. Please note that the information in this handbook is correct at the time of publication. For the most up to date information you are recommended always to double check the information in this handbook with information available on the websites, as this information is updated throughout the year.

2. Course Information

2.1 Introduction to the MA Educational Leadership (Teach First)

This is a bespoke MA course for Teach First participants only. It was designed to provide you with the opportunity to study the fundamentals of educational leadership, encounter ideas that will help you to reflect upon your own practices as a teacher and leader, and deepen your knowledge and understanding of specific issues by carrying out independent research projects.

The University recognises that Teach First students have a different set of needs and circumstances to many of our other cohorts. This handbook has been put together to help you navigate the processes of your MA. You will also be supported throughout your course by our able team of academics and administrative staff, who will be able to help you with any specific queries or issues that you may have. Though the structure of this MA requires little presence on campus, the full range of University facilities and services are available for you to access as you require.

All processes, guidance and requirements are in line with those set out by the University on their [Governance](#) pages.¹

In this final year of the course, teaching days for those who have been on temporary withdrawal will take place on the Warwick Campuses only.

2.2 Course Regulations

All MA degrees require 180 credits. Your Teach First PGCE provides 60 credits (CATS points) towards the MA Educational Leadership (Teach First). You must have

¹ **Disclaimer:** All information in this handbook is correct at the time of publishing. However, students are reminded to always check relevant information on departmental or University webpages.

completed this qualification before entry onto this course. The remaining credits **must** be obtained through the following modules:

First year

IE9D3: Improving Schools in Areas of Socio-Economic Disadvantage (30 CATS)

IE9D5: Independent Study (Teach First) (30 CATS)

Second year

IE9D4 Making a Difference: Sustained School Improvement Project (Dissertation) (60 CATS)

Students who leave the course before completion may receive the following awards:
 successful completion of ONE module – PG Certificate
 successful completion of TWO modules – PG Diploma

2.3 Staff Roles and Responsibilities

A full list of CES staff contact details can be found [on the CES website](#).

Course Specific Staff – MA Educational Leadership (Teach First)

Madeleine Findon	Course Leader M.Findon@warwick.ac.uk	Leads the MA course.
Justine Mercer	Consultant Course Leader Justine.mercer@warwick.ac.uk	Supports the delivery of the MA course.
Paula Clarke-Bennett	Programme Officer Room C1.10 Paula.Clarke-Bennett@warwick.ac.uk	First point of contact for course related administrative issues.

Departmental Staff

Emma Smith	Head of Department E.Smith.22@warwick.ac.uk	Overall academic responsibility for the department
Helen Reynolds	Centre Administrator H.Reynolds@warwick.ac.uk	Overall operational responsibility for the department
Dimitra Hartas	Director of Graduate Studies D.Hartas@warwick.ac.uk Room C1.09	Oversees and directs the postgraduate taught programme
Sarah Dahl	Department Senior Tutor Sarah.Dahl@warwick.ac.uk Room C1.18	Leads the personal tutor function within the department
Anne Packwood	Academic Administrator Room C1.05 b.a.packwood@warwick.ac.uk	Responsible for overseeing the student programme administration from enrolment to graduation, including exam boards.

You will be allocated an **Assignment Tutor** for each of the first year modules. These individuals will help you to plan your work and may look at up to 10% of a full draft of your assignment to provide you with some formative feedback.

For your second year, once your dissertation proposal has been agreed by your course leader, you will be allocated a **Dissertation Supervisor**. They will support you as you plan, enact and write up your project. They may look at drafts of each section of your dissertation, but no more than twice per section.

Your course leader also serves as your **Personal Tutor** who you may wish to contact throughout your period of study for more pastoral support.

The tutors are able to provide you with a reference for future employment or study. Please remember to ask the member of staff for their permission prior to giving their name as a referee.

2.4 Course Delivery Dates

These are the final whole cohort teaching days:

East and West Midlands, at the University of Warwick:

Saturday 15th September 2018 *Westwood Campus*

North East, in Durham:

Saturday 22nd September 2018 *Collier Room, St Hild and St Bede*

Teaching Days for those returning from temporary withdrawal TBC.

2.5 Coursework Submission Dates

Dissertation Due: 2nd September 2019

Outstanding first year assignments: by arrangement with the course leader.

3. Departmental Information

3.1 Studying at the Centre for Education Studies

By choosing to study at the Centre for Education Studies, you will benefit from attending a university which is consistently ranked one of the top 10 in the UK. The

Centre for Education Studies is a major centre for education teaching and research. The Centre is truly international and this is reflected in its current student population and staff profiles, and also in the pedagogical orientation and research expertise that cross national boundaries to educate young people to function in a globally networked world.

Our expertise ranges from theorising and applying research methodologies in social sciences to exploring the nature of leadership in schools and other educational institutions, to engaging with creative learning, interrogating notions of ability/disability and difference, and exploring the role of religion in a rapidly changing world.

The Centre for Education Studies is currently situated in the Social Sciences building. You can find it using this [interactive map](#).

The University's Statement of Commitment to Equal Opportunities

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 student 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 creating a culture of belonging, in which people feel valued and respected.

Getting Involved in the Department

Though many of you are based far away from Warwick, you can get involved in activities and events if you wish. Throughout the year we hold a number of student engagement activities, which tend to involve students from different levels of study. We can also discuss opportunities for you to engage in at-a-distance activities too.

Additional Costs associated with your course

Although the department recommends books for your course of study there is no obligation to buy these texts and they should be available in the Library for you to borrow, or online for you to access free of charge.

You may wish to print various articles etc. to help facilitate your studies and the University estimates most students in Social Science departments might spend £20-£30 on printing. You will also be required to submit an electronic and paper copy of your dissertation – please note that the printed copy of the dissertation is your responsibility and you will need to arrange and pay for the printing – most students use [Warwick Print](#) but you may choose to use an alternative service.

You may want to visit schools other than your Teach First posting whilst a student at Warwick. Please be aware that it may be necessary for you to undergo additional checks, depending upon your activities.

Your teaching days are catered for; lunch and hot drinks are provided for you at these events. Parking at both Warwick and Durham on Saturdays is free of charge. Be aware that additional events or meetings you may wish to attend alongside your course can entail parking fees if held during the working week.

3.2 Office Hours

Your Programme Officer is based in C1.10 (Social Sciences Building). Office hours are 8.30 - 4.30 Mondays to Thursdays and 8.30 – 3.30 on Fridays. This member of staff will be able to assist you with all questions relating to University facilities and procedures. This includes any questions you have about:

- Submitting academic work either on Tabula or in hard-copy.
- Submitting mitigating circumstances evidence
- Requesting an extension

Enquiries about all the above items can also be made via email to educationpostgrad@warwick.ac.uk . However please note (see 3.5) that all work for assessment **must** be submitted through Tabula.

3.3 Communication

All communications from the University will be through your Warwick email account so please ensure that you check yours regularly. Please note that we will not use personal email accounts to meet [GDPR](#) security concerns. For convenience, you may wish redirect email from this account to another private email account, instructions for which can be found [here](#).

Most of the information you will need about your course can be found on the webpage here: <https://www2.warwick.ac.uk/fac/soc/ces/postgrads/teachfirst> . Do make this your first port of call to resolve any queries.

Another useful source of information is the [CES departmental website](#). You can contact the department by email at: educationpostgrad@warwick.ac.uk . To contact the department by telephone ring 02476 523800 or 02476 572676. University

information is easily accessible in [My Warwick](#). Students should ensure that they keep the department and University up to date with their contact details and can do that through My Warwick.

You are encouraged to visit the web pages regularly and familiarise yourself with the continually updated information provided. This will include procedural information relating to all aspects of your course (including University regulations) as well as news items alerting you to the latest opportunities promoted internally within the department and the wider University.

General Postgraduate Taught Information can be found on Moodle [here](#). This will be updated throughout the year with more information as it becomes available.

Please also remember that the department has a Facebook page and twitter feed which you might like to subscribe to. In addition, you may get emails from Moodle module courses or members of staff from either in the department or the University – do ensure that you read them or you may miss valuable information.

Finally, if you need to make a direct query, Paula Clarke-Bennett will be able to help with procedural/institutional queries and academic matters and the tutor team will help with academic issues. We endeavour to respond to all communications within three working days – if you have not received a response in this timeframe, check that you have sent your message from your Warwick account, as this is the only account that the University now use.

3.5 Student Administration and Assessment

The Centre for Education Studies uses Tabula to support the administration of teaching and learning. You can log in and view your profile [here](#).

It is through Tabula that you submit coursework, apply for extensions, and view feedback on your assignments. Any discussions with Personal Tutors or Dissertation Supervisors can also be recorded on Tabula by either the student or the tutor and the other party in the meeting will then need to agree the record. You will be sent an automatic email if a meeting record has been recorded. Any meeting records are confidential and can only be seen by the student, the Personal Tutor or Dissertation Tutor (whoever the meeting was with), the departmental Senior Tutor and the Academic Administrator.

Ethical Approval Forms

An ethical approval form must be signed off before any research with human subjects is undertaken. If a dissertation is submitted without prior approval of an ethical approval form or without inclusion of a signed copy of the approved form (as an appendix) a penalty of 5 marks will be deducted from the final mark. 5 marks may

also be deducted for failing to submit an ethical approval form for the case study assignment IE9D3.

Ethical approval forms are available on the module web pages and [here](#).

Requesting an Extension

Extension requests are reviewed on a case-by-case basis. It is recommended that students try to avoid making last minute requests for extensions. Last minute requests that are not supported by strong evidence will be rejected. IT failure is rarely considered sufficient reason, owing to the University facilities for students to keep their work backed up (e.g. [files.warwick](#)) and the ready availability of computers in most homes, workplaces, libraries and, indeed, on campus.

All extension requests should be made through Tabula. On the student profile next to the assignment details there is a button linking to a form for submission of an extension request. The request will be sent to the course leader and a decision will be notified via email through Tabula. Please ensure that if you ask for an extension request that you give full disclosure of why the request is being made and if you have medical evidence then please submit it to your course leader or Programme Officer at the same time as submitting the request. Be assured that all the information provided will be viewed only by those Warwick staff concerned with the case.

Assignment Submission

To submit an assignment electronically you will need to attach the Masters Feedback sheet, which is available on Moodle, your course web page and [here](#). Please read carefully any assessment guidance for each module and then submit through the link on your Tabula page. Tabula will show assignment due dates and these will also be on the module information pages – if you are in any doubt please ask your module tutor. Late assignments are subject to penalties of 3 marks per working day. Assignments that are over or under the 10% leeway given for assignment word counts will receive a penalty of 5 marks. Dissertations have no leeway as they may be between 15,000 to 18,000 words long – work that is over or under these thresholds will also incur a 5 mark penalty.

Assessment and Feedback

The [Postgraduate Assessment Criteria](#) and Marking scales are available on the website and on [Moodle](#). Please remember that assessment methods may vary between different modules.

Feedback is returned to students within 20 working days (the return date will be shown on Tabula); the exception to this rule is dissertations, which are longer and more complex and thus do not have a deadline for return to students. If you submit an assignment late or have an extension then your work may not be returned with

the rest of your cohort, but should still be returned within 20 days of you submitting it. When an assignment is returned to you via Tabula you will get an email alert to tell you, you will receive a feedback sheet highlighting overall feedback strengths and weaknesses and also, in the case of assignments, some comments within the text that may be helpful. For dissertations, the feedback sheet only is returned as there are no in-text comments.

A sample of all assignments submitted on a module are moderated by the whole team – therefore feedback may have additional comments reflecting this. Assignments that are moderated are chosen randomly. Assignments that fail are reviewed by a second marker. Dissertations are blind double marked by two academics, who will then discuss the final mark before returning it to the student. A further sample of all work is sent to the External Examiner, who ensures that consistency is being maintained across all UK institutions.

Please contact your first marker if you would like to discuss your feedback.

Cheating and Academic Conduct

The University has regulations with regard to cheating and academic conduct – they can be found [here](#). Students are particularly encouraged to take note of the Plagiarism Policy and will be required to confirm that the work they submitted is their own (not copied without acknowledgement from another source or created with uncredited input from another individual). Potential plagiarism may be flagged up by either the plagiarism checker, through which all assignments are submitted, or by a marker. In both cases the departmental plagiarism process is then initiated. If you are in any doubt about what constitutes plagiarism or how to reference correctly please speak to your module leader or personal tutor, who will be able to advise you.

Note should also be taken of the advice regarding the use of [proof readers](#).

University regulations for Taught Postgraduate Courses can be found [here](#). Please note that these regulations have ultimate authority.

Additional Academic Support

Do have a look at the [Study Skills](#) section on the course website for assistance with some of the specific elements of academic study and writing.

[Student Careers and Skills](#) offer a wide range of workshops that student find useful throughout their course of study – and you should look especially at the Masters Skills Programme.

3.6 Teaching and Learning Platforms

As indicated earlier, the course has a comprehensive [website](#) that is designed to support your learning both on and off-campus. It enables learning resources and

activities to be collected into one online location offering users convenient 24/7 anywhere, anytime access.

It includes links to Moodle pages for each module. Moodle is the University's Virtual Learning Environment (VLE); a web platform designed specifically to support the delivery of teaching and learning materials and activities. Students can find their teaching resources on [Moodle](#).

You can also find links to the [Talis Aspire](#) course reading list, which will help you to locate and to manage your reading.

3.7 Attendance Requirements

The University requires all students to be monitored on a termly basis, to establish that students are engaging with their course in a manner that reflects course progression requirements. Monitoring points for your course have been set by academic and administrative staff within the department, working in conjunction with the International Office and the University's Teaching Quality department.

The Centre for Education Studies uses Tabula to record attendance at teaching sessions and submission of coursework. On your Tabula profile you will be able to see which teaching sessions and coursework submissions are obligatory monitoring points. You will also be able to see if you are judged to have missed any monitoring points.

It is also important students are aware that the course leader analyses attendance and submission data and alerts personal tutors to any issues relating to consistent absences and/or failure to submit work on time. Personal tutors follow up alerts by making contact with the students concerned. Students need to be aware that their academic progress and level of engagement is not just assessed in relation to monitoring points but through the department continually creating a detailed picture of their participation in course activities. A failure to attend can sometimes be unavoidable, but it must be stressed that missed material, input and opportunities are the students' responsibility to deal with.

The sections that follow outline your monitoring points for 2018/19.

3.8 Monitoring Points 2018/19

Postgraduate monitoring points for the department can be viewed in the [Taught Postgraduate Moodle Handbook](#) or your individual monitoring points can also be viewed in [Tabula](#).

Contact with Dissertation Supervisor – October-December 2018
Dissertation Submission – September 2019

Students who are in extension or have a resubmission opportunity on their dissertation are expected to keep in regular contact with their dissertation supervisor.

Please remember that all academic support for this course ends in December 2019 and it is essential that all academic work is submitted and marked by this deadline – there will be no extensions allowed past this point.

3.9 Temporary/Permanent Withdrawal

We are very aware that our Teach First students are often in the process of embarking upon challenging and immersive projects. For some students, it may not be possible to balance their many commitments at certain points in the course. Should you find yourself struggling, please contact your course leader/personal tutor – if an extension to your deadline is not going to make much of an improvement to your situation, withdrawal might be an appropriate route to take. Unfortunately we are no longer able to offer temporary withdrawal as an option owing to the looming end of the course.

Please see the guidance [here](#) for further information on permanent withdrawal and section 2.2 of this handbook for information about exit awards in the case of permanent withdrawal.

3.10 Exam Boards

The Centre for Education Studies has two exam boards for postgraduate taught students each year. An Interim Board (usually held in April) for students who may fall into one of the following categories:

- a) Have failed a module
- b) Have an extension or resubmission resulting from a previous exam board
- c) Have not been meeting their monitoring points, or have not been communicating or attending teaching sessions on a regular basis.

A Final Exam Board is held at the end of October/early November and will include an External Examiner.

Decisions open to the Interim Board of Examiners:

1. To permit the student to proceed to the next part of the course.
2. To require the student to resit specific work within a stated period.
3. To require the student to withdraw from the course because of a failure to meet the requirements for proceeding to the next part of the course. In this instance the Board may recommend the award of an alternative

qualification if the student has met the requirements set out in the Course Regulations.

Decisions open to the Final Board of Examiners:

1. To recommend the award of the qualification for which the student is registered.
2. In the case of the award of a Master's degree, to recommend the award of a Master's degree with Distinction or a Master's degree with Merit.
3. To require the student to resit an examination, resubmit specified work or repeat a professional placement within a stated period.
4. To recommend the award of a qualification other than that for which the student is registered, if the student has met the requirements for the award set out in Course Regulations.
5. To require the student to transfer to an alternative course if this is permitted under the Course Regulations.
6. To make no award.

There is a [University Assessment Strategy](#) and also a [Departmental Assessment Policy](#) which is available in the online handbook.

Mitigating Circumstances

Mitigating circumstances are defined as:

- Situations that the student could not have predicted and had no control over (e.g. serious illness, death of someone close, being the victim of crime, family difficulties and financial hardship);
- Situations with negative impact on the student's 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 study (normally within three weeks of the relevant assessment event deadline).

Mitigating Circumstances must be submitted to your Department using the University's Mitigating Circumstances Form as soon as possible. DEADLINES: For extension requests as soon as possible and definitely before the submission deadline. For all other mitigating circumstances that might be relevant to a Board of Examiners by the Departmental Deadline provided in the [Moodle Handbook](#).

NOTE: Long term chronic conditions (normally greater than a term in duration and that are likely to continue) and disabilities are dealt with under the reasonable adjustments (RA's) policy which can be found at:

<https://warwick.ac.uk/services/disability/howwecanhelp> . However a significant deterioration of a permanent or chronic condition already reported and covered by reasonable adjustments, is classed as a mitigating circumstance.

Further information about categories of mitigating circumstances and University policy can be found at

https://warwick.ac.uk/services/ldc/teaching_learning/mitigatingcircumstances

Mitigation forms should be sent directly to the Academic Administrator along with full supporting documents to ensure confidentiality. Alternatively they can be delivered by hand to C1.05.

Graduation

Pass Lists from the Exam Boards are sent to the University Senate for approval and students gaining an MA will be invited to the next graduation ceremony.

Information on graduation can be found on the [Awards and Ceremonies](#) website.

Pass lists are no longer published outside the Exam Board and relevant University committees but students will be informed of their result through a data reveal webpage – the link will be communicated to them nearer the Exam Board.

3.11 Feedback and Complaints

There will be opportunities for you to give us feedback throughout your course.

Evaluation

After every teaching day you will be asked to complete an online evaluation.

Postgraduate Taught Experience Survey (PTES)

The PTES is conducted every year. It is an online survey across many UK universities (who choose to take part) to give students the opportunity to give feedback on an institutional level about their course and the University. For more information see

<http://www2.warwick.ac.uk/services/academicoffice/gsp/surveys/ptes>

Staff Student Liaison Committee (SSLC)

You are also able to feedback on your course during the teaching sessions for your cohort. These will act as your SSLC.

Student Complaints

In some circumstances you may wish to discuss a matter with a member of staff, this would probably be the module leader, personal tutor or course leader in the first instance.

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.

However, you should raise any concerns as soon as possible, initially within the department with a relevant member of staff: either the module leader, course leader or your personal tutor. Should a complaint not be satisfactorily resolved informally, you are able to submit a formal complaint under the [complaints procedure](#).

4. University Information

4.1 Term Dates and Bank Holidays 2018/19

Can be found here <https://warwick.ac.uk/study/termdates> .

4.2 Data Protection Information

All students at the University of Warwick who handle or process personal data about individuals (names, contact details, financial details, course details, personal circumstances, beliefs etc) during the course of their studies **must be aware** of the [Data Protection Principles](#) and how to apply them lawfully within the confines of the University Data Protection policy. It may be that certain procedures are already in place, (e.g. for dealing with NHS or DWP data), and where this is the case you are advised to speak to your tutor or dissertation supervisor in the first instance. Further clarification can be sought from the Administrative Officer for Legal Compliance at infocompliance@warwick.ac.uk.

4.3 Behaviour Expectations

All members of the University are responsible for ensuring that individuals do not suffer any form of harassment or bullying and that they are encouraged and

supported in any legitimate complaint. Students are encouraged to examine their own behaviour and to raise issues with individuals before they escalate. The University encourages constructive discussions of different views and approaches.

Please see the University's [Dignity at Warwick Policy](#).

4.4 Student Status

You are able to request a Student Status Letter in order to confirm that you are a student at the University – you will need to complete the [online form](#). You can also access resources at other libraries using the [SCONUL system](#)

4.5 Learning Resources and Student Support

Use the hyperlinks below to find out more information about these services.

The Library

The Centre for Education Studies has a designated Academic Support Librarian called Chris Bradford.

Please visit the [Library](#) website for academic resources, developing information and research skills and sources of help and advice. They also have a [community engagement wellbeing service](#) for students.

Student Careers and Skills

The [Student Careers and Skills](#) team offers a wide range of online resources, workshops and 1:1 information advice and guidance. CES has a designated Careers Consultant (James Goodwin) who can provide discipline-specific careers support for students.

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, telephone 024 765 73737 or email helpdesk@warwick.ac.uk.

Personal Tutoring System

You will be allocated a [personal tutor](#) from staff in CES during your first few weeks at University. There is also a Departmental Senior Tutor – Dr Sarah Dahl. If for any reason you wish to change your personal tutor please make an appointment to

discuss this with Sarah. More information on what to expect from the Personal Tutoring System please see the [online handbook](#).

Wellbeing Support Services

[Wellbeing Support Services](#) 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. 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](#)
- [Dean of Students' Office](#)
- [Counselling Service](#)
- [Disability Services](#)
- [Mental Health & Wellbeing Team](#)
- [Students' Union Advice Centre](#)

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

Student 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. It will see students usually by appointment or can be reached by telephone on 024 765 72824 or email: advice@warwicksu.com.

Students with Disabilities

The University offers a wide range of [support services to students with disabilities](#) and encourages a positive climate of disclosure. Students with disabilities can seek advice and support through their academic Department, the Students' Union, the Health Centre, Disability Services, the Counselling and the Mental Health and Wellbeing teams in Wellbeing Support Services.

Students' Union

Upon enrolling at Warwick, every student automatically becomes a member of the [Students' Union](#). The union receives an annual grant from the University and works closely with them but is an independent organisation who represents students' interests on a local, regional and national level. Please visit their independent website for full details of all the services they provide for students.

Outside the Classroom

There are a lot of opportunities and activities if you are ever on campus:

[Warwick Arts Centre](#)

[Academic Seminars and Events](#) within the Department

[Student Engagement Activities](#) within the Department

[Warwick Sport](#)

[Open Studies](#)

[Warwick Volunteers](#)

[Chaplaincy](#)

[Music Centre](#)

Copyright © The University of Warwick

All rights reserved. No part of this booklet may be reproduced, stored in a retrieval system, transmitted or utilised in any form or by any means, electronic, mechanical, photocopying,

recording or otherwise, without written permission of the University. All information in this handbook is correct at the time of going to print.