

LAW SCHOOL UNDERGRADUATE HANDBOOK

DEPARTMENTAL INFORMATION

1. WELCOME TO THE SCHOOL OF LAW

Welcome to Warwick Law School. This Guide has been prepared to help you with the formal aspects of your study. In addition to general information about the Law School and its undergraduate programmes, it contains important information about administrative and regulatory issues. We hope that this Guide, together with information that you will receive from the University, will provide a thorough introduction to the arrangements for study at Warwick, as well as giving you some idea of how to find your way around the Law School.

2. LAW SCHOOL CONTACTS

All general enquiries should be directed to Law School Reception Telephone: 02476 523 075

Email: lawreception@warwick.ac.uk

Postal address: School of Law, University of Warwick, Coventry CV4 7AL, United Kingdom

Where to find us: Law School Reception, Room S0.07C, Social Sciences Building, Library Road, Main Campus

The School offices are located between the ground, first and second floors of the Social Sciences Building. You can find room numbers and contact details for Academic and Administrative staff on the Law School website [People](#) pages and rooms can be found by typing the number into the [Interactive Campus Map](#)

Teaching Rooms:

Rooms with the Prefix:

AXXX/BXXX/CXXX/DXXX/EXXX/SXXX are in the Social Sciences Building;

HXXX are in the Humanities Building;

MSXXX are in the Maths Building;

OCXXX are in the Oculus Building;

RXXX are in the Ramphal Building;

LX/PLT/PXXX/PSXXX and BXXX are in the Sciences Buildings;

LIB1/LIB2 are in the Library Building;

Woods Scawen Room/Arts Centre Cinema are in the Arts Centre.

L0.09, L0.10, L0.11, L0.12 – Engineering Manufacturing Building, Westwood Campus

Chancellors 1, 2 and 3, Rootes Building

JX.02, JX.03, Junction Building

Study Space

Law School Student Hub:	Ground floor, Law School.
The Learning Grid:	University House. Study space with capacity for approximately 300 students. It is managed by the Library and is open 24/7. (Please note this number will be reduced in 20/21 as a safety measure).

3. COMMUNICATION

Email - is the primary way in which you will receive messages about your timetable, work assignments, changes to groups or class times, requests for students to see a lecturer or one of the administrative team, and so on. You should make sure you check your **Warwick email address** regularly (at least once per day) to ensure that you do not miss anything. Your email can be accessed via <http://webmail.warwick.ac.uk>

Please note that we will communicate with you via your Warwick email only so it is important that you check it regularly or forward it to any other email account you use regularly.

Online Student Hub – <https://warwick.ac.uk/fac/soc/law/student-hub/>. We have re-designed this section of our website to provide you with everything you may need to know as a student studying at Warwick Law School. These pages are updated regularly so please do check back regularly during your time here. This space highlights important information about the Law School including careers and essential examination information. Please make sure you check this regularly to hear about any important updates and new opportunities available to you.

The Law School Website - is at <http://www2.warwick.ac.uk/fac/soc/law/>. Current information about most undergraduate modules can be found at <http://www2.warwick.ac.uk/fac/soc/law/current/undergraduate/materials/>. You will only have access to these pages once you are registered as a student at Warwick. However, a **'new students' area** has been set up for you and you will be sent the login code by email. Lots of really helpful information can be found here to guide you through the first weeks (and in fact, for the rest of your First Year).

The plasma screen - in the Law School Reception will also carry information about your modules and classes.

Cancellation of lectures - in the unfortunate event that we have to cancel a lecture or seminar you will be notified by e-mail. Every effort will be made to find an alternative time and date to replace the cancelled class. Please note that in 2020-21, if a tutor or student is unwell or self-isolating, an in-person seminar might switch to online.

IT Support Systems - The University computing network provides access to the internet, email, word processing and a wide range of other computing applications. Students may use the University computing facilities in any of the student work areas on campus. **All students are expected to word-process their assessed essays and dissertations. Assessed work is submitted using the [Tabula](#) system.** Further information about the University computing network, together with details of the training courses offered by the University can be found on the [Information Technology Services website](#).

Local IT assistance is available from the Law School IT Team, Caroline Proctor C.L.Proctor@warwick.ac.uk and Sunil Chudasama S.Chudasama@warwick.ac.uk

4. KEY CONTACTS

The main point of contact for general enquiries is via the Student Services team who are located in the student reception, on the ground floor of the Law School (opposite the entrance to the library café). You can contact the Student Services Team in person (Monday to Friday 10am to 2pm), by e-mail lawreception@warwick.ac.uk, or by telephone 024 76523075. The team are available via email 8.30am -5pm Monday to Thursday & 8.30am to 4pm on Friday.

Department Student Administration Team

Undergraduate Academic Administrator	Mrs Lesley Morris Room S0.07 Ext 23495	Responsible for student timetables, module registration, examination related matters
Postgraduate Academic Administrator	Miss Claire Denney Room S0.07 Ext 23079	Responsible for student timetables, module registration, examination related matters
Taught Programme Co-ordinator (UG)	Mr Victor Campos Silveira Room S0.07 Ext 23076	Responsible for Administration of UG courses
Taught Programme Co-ordinator (PG)	Mrs Rachael Bidgood Room S0.07 Ext 23685	Responsible for Administration of PG courses
Admissions Co-Ordinator	Mrs Anna Scott Room S0.07e Ext 23171	Responsible for Admissions, Open days, Graduation
Widening Participation Officer	Miss Becca Kirk Room S0.07e Ext 24990	Responsible for the research and practice of the Law School's widening participation strategy.

Student Records Co-Ordinator	Mrs Chris Warner Room S0.07 Ext 24938	Responsible for Student Monitoring & Attendance, Mitigation, Alternative Examination Arrangements
Student Services Assistant	TBA Room S0.07 Ext 23075	First point of contact for all enquiries received to the Law School Reception
Student Services Manager	Mrs Andrea Humber Room S0.07d Ext 23201	Overall responsibility for the Student Services Team
Senior Careers Consultant	Ms Valerie Matthews-Lane Room TBA Ext 28360	Provides help and guidance for Law Students
Director of Administration	Ms Isabel Wood Room S2.09 Ext 23092	Overall responsibility for Administration within the department

The Department has a number of admin roles that are assigned to academic staff. Which staff are assigned which post may change from year to year, and listed below are the key admin roles relating to undergraduate students for this year. Contact details for the staff can be found in [here](#)

Head of Department	Professor Andrew Sanders	Overall responsibility for the Department, including all student discipline issues.
Directors of Teaching & Learning	Professors James Harrison & Andrew Williams	Overall responsibility for Teaching and Learning in the Department
Director of Undergraduate Studies	Professor Dallal Stevens	Overall responsibility for all UG courses in the Department; approver for all course and stream transfer requests.
Deputy Director of Undergraduate Studies	Dr Maggie O'Brien	Responsible for Year 1 teaching and learning issues

Wellbeing Tutors	<p>First years – Dr. Van Anh</p> <p>Intermediate Years – Dr Daniel Lowe</p> <p>Final Years – Dr Sheharyar Hamid</p>	Oversight of the relevant year groups, providing additional academic support, signposting student to University wide support services
Director of Student Well-Being	Dr Henrique Carvalho	<p>Overall responsibility for the operation and design of the personal tutor system at the Law School. Ensures that the Pastoral System within the School embeds University Values, Regulations, and puts its policies into practice by structuring efficient and effective guidance to students with regards to their interaction with the University. The Director of Student Wellbeing is a point of reference for Personal Tutors and Year Tutors in complex situations which require higher level support. Discusses requests for changes to personal tutors with students.</p> <p>Oversees the Student Support Team (headed by the Student Services Manager Andrea Humber), in facilitating student wellbeing including alternative exam arrangements, reasonable adjustments and the implementation of policies regarding mitigating circumstances affecting student performance.</p> <p>Works with the Director of Undergraduate Studies to review the Continued Registration of Students with poor attendance or study records.</p>

Exams Secretary	Dr Stephen Connelly	Responsibility for examinations/assessment Responsible for recording and reporting on student performance.
Director of Student Experience	Dr Raza Saeed	Responsible for overseeing all aspects of student experience and progression, develop and improve on strategies and programming to ensure a positive and holistic overall experience for students in the department, from recruitment to graduation.
Deputy Director of Student Experience	Dr Carolina Alonso Bejarano	

Complaints Procedure

The University has procedures for the handling of both appeals and formal complaints for postgraduate students. Any concerns or complaints should initially be raised with either your personal tutor, the Director of UG Student Support and Wellbeing, your Staff Student Liaison Committee (SSLC), the Director of Undergraduate Studies or our Student Services Manager, Mrs Andrea Humber. Further information on the procedures for both appeals and complaints can be found [here](#).

5. INFORMATION FOR YOUR FIRST WEEKS AT UNIVERSITY

Visit the '[Mywarwick](#)' website for all general University of Warwick student information, as well as a host of welcome information

School of Law

The department will be hosting several events for new students during 'Welcome Week' and during the first week of term for all students. Further information can be found [here](#).

Students Union

Warwick Students' Union is an independent organisation which represents the interests of Warwick students and provides a huge range of student services from the organisation of student societies and social events to the provision of food and drink outlets on campus to campaigning on issues such as democracy and welfare. Do visit the [Warwick Students' Union website](#) for further information on their services.

6. DISCLAIMERS

The Department endeavours to ensure that the information in this handbook is as accurate and up-to-date as possible. Statements of departmental policy are made in good faith and are an honest attempt to describe current practices. However, the final arbiter of policy and procedure is the University Regulations as laid down in the University Calendar, which can be found on the University Governance webpages (www.warwick.ac.uk/services/gov/).

Any significant changes to the practices and procedures detailed in this handbook will be notified to students by email and the electronic copy of the handbook available from the Law School [website](#) will be updated accordingly.

7. DATA PROTECTION INFORMATION

The Law School holds personal data for all students and works to ensure compliance with the General Data Protection Regulation, with clear and careful procedures around the personal data we hold, why we hold it and how it is used. When corresponding by email students must use their Warwick email account in order that staff can be sure of the identity of the person they are communicating with. We are unable to discuss any information regarding a student to a third party without the explicit consent of a student.

8. MOBILE PHONE POLICY

If a mobile telephone is taken into lectures, and/or seminars it must be switched off.

9. ATTENDANCE REQUIREMENTS AND MONITORING

The success of any module depends ultimately on your advance preparation and active participation in classes. You should therefore regard these classes as appointments between you, the other members of your class and the module teacher.

Attendance at seminars is required.

First year students will be assigned to specific seminar groups whereas students in other years are able to select their own groups to fit around their lectures. Please ensure that you select a mix of in person & on-line classes. If you find that you have a clash with other seminars or lectures please contact lawreception@warwick.ac.uk and we will endeavour to find an alternative that fits with your timetable.

You are **required** to attend all formal teaching sessions (lectures, seminars and workshops). A register will be taken at each seminar and workshop session. Attendance will be registered on Tabula.

The Law School monitors your seminar attendance to help us gauge how successfully you are engaging with your course, identify any problems which you may be experiencing, and

offer support to help you. Lack of seminar attendance might indicate that you are having problems with the course and need additional support.

In the event of an emerging pattern of chronic non-engagement, the Year Tutor may ask to meet with you if the Department or University has concerns about your attendance or lack of engagement with your studies; in particular if you are missing too many monitoring points. There is professional literature which identifies non-participation as one of the critical warning signs that you may require Wellbeing support. Speaking with your personal tutor or Year Tutor to reflect on reasons for your non-participation can encourage you to engage with <https://warwick.ac.uk/services/wss> and help facilitate improvements to your study performance.

It is Law School policy **not** to permit students to switch between seminar groups other than where a teaching timetable clash occurs. We only authorise seminar swaps for exceptional unforeseen circumstances. Clashes with commitments outside of classes e.g. sporting clashes, societies, work will not be considered as a suitable reason for change.

If you cannot attend a particular seminar group, please let the student reception know in advance by

Either Text +44 7422 128960 or complete this [on-line](#) Self Certification form to inform the Law School of the seminar you will be absent from and the reason you are unable to attend. Please ensure you provide all details required. We will then inform the seminar tutors of your absence.

We will then inform the seminar tutors of the absence on your behalf. You must include the following information: university ID, module code, date/time/tutor of seminar and reason for absence.

10. REFERENCE REQUESTS

One of the most common roles of a personal tutor is to provide a **reference** for their tutees. This is because they have sight of your overall academic progress and can comment on your marks for work, attendance, reliability and commitment to your studies. Whilst you are free to ask any member of staff to provide you with a reference, your personal tutor will always provide one if asked. It helps personal tutors if you keep them in touch with your progress and aspirations, and if you wish them to be a referee for you, it will be appreciated if you also provide them with a copy of your CV. It is a professional relationship and builds up overtime but it does depend on you meeting regularly and keeping appointments with them. Please remember to ask their permission before you give their name as a referee.

11. TRANSCRIPTS/CERTIFICATES/HEAR STATEMENTS

The Awards and Ceremonies website (<http://warwick.ac.uk/graduation>) provides detailed information on **award certificates** and degree congregation registration and includes a 'Frequently Asked Questions' section.

All undergraduate students receive the **Higher Education Achievement Report (HEAR)**. It provides a fuller record of their achievements whilst at the University. As well as recording module marks and the degree classification awarded it also includes information about other achievements such as academic prizes and volunteering. Further information about the HEAR is available at <http://warwick.ac.uk/hear>.

Please note that the department is unable to provide transcript for students.

12. COURSE REGULATIONS

Our degree programmes (LLB and BA) may be taken as [Qualifying Law Degrees](#) (excluding Politics, Philosophy & Law). If you intend to become a solicitor or barrister, a Qualifying Law Degree (QLD) will exempt you from further study before you enter the vocational stage of professional training. In order to attain a QLD you must pass modules in subjects specified as the 'foundations of legal knowledge' by the [Solicitors Regulation Authority](#) and the [Bar Standards Board](#).

Full details relating to all of the courses offered by the Law School and the regulations that cover each course are available via the link below.

<https://warwick.ac.uk/fac/soc/law/applying/undergraduate/>

13. MODULES

The Law School offers a range of core & optional module which are available to students

Please note that not all modules are available every year as availability will be reliant of teaching staff available.

Please use this link to view law school modules running in 2020-21

<https://warwick.ac.uk/fac/soc/law/current/undergraduate/materials/>

14. UNIVERSITY TERM DATES 2020-21

Autumn Term	Monday 5 October 2020 – Saturday 12 December 2020
Spring Term	Monday 11 January 2021 – Saturday 20 March 2021
Summer Term	Monday 26 April 2021 – Saturday 3 July 2021

With the exception of reading weeks (week 6 in term 1 & 2) students are required to be in attendance for the entire term. Students should also be available for the entire summer examination period including Saturdays.

September resit period will be the week commencing 6th September 2021.

15. EXAMINATIONS AND ASSESSMENTS

Each of the modules you take at Warwick will be assessed. Assessment can take a variety of different forms; e.g. exams, class tests, reflective journals, take-home assessed essays and even podcasts. Check your module website for details of the assessments required in each module.

Assessment Submission Deadlines

Please note that most modules will require submissions of assessments by e-submission, but there may be some assessments that will also be submitted as a hard copy. It is your responsibility to familiarise yourself with each module's submission deadline and format.

All coursework has strict submission deadline. All assessments must be submitted by **NOON** on the day of the deadline. To view the submission deadlines for your assessments please check Tabula.

Feedback Deadlines

In conjunction with the [University](#) policy feedback will be available on tabula 20 working days from the submission date of the piece of coursework.

a. **Assessment Conventions**

Information relating to how each module is assessed can be found on the individual module pages.

<https://warwick.ac.uk/fac/soc/law/current/undergraduate/materials/>

b. **Marking criteria**

(a) The Marking Scheme

All undergraduate modules are marked using one overall system, which runs from 0-100. Marks fall into different classes of performance:

70-100	First Class
60-69	Second Class, Upper Division (also referred to as "Upper Second" or "2.1")
50-59	Second Class, Lower Division (also referred to as "Lower Second" or "2.2")
40-49	Third Class
0-39	Fail

The 20-point scale

The 20-point scale is a University-wide marking scale. It is based on a mapping of the five broad class categories into a 20-point marking scale, as set out in the table below. The 20-point marking scale applies to essay-type questions (both coursework and examination).

For example, an essay which is deemed to be an Upper Second class piece of work may be awarded only the mark of 62 or 65 or 68 within the range 60 to 69, according to whether the work is judged to be of low, medium or high worth, respectively, within the corresponding class. One of the motivations for the scale is to encourage essay markers to use higher marks within the first class range and lower marks in the fail range.

These procedures do not apply to numerical work, quantitative problems or where there are a large number of questions in an exam with small numbers of marks for each question which are marked using the whole range of marks between 0 and 100.

The descriptors in this table are interpreted as appropriate to the subject and the year/level of study, and implicitly cover good academic practice and the avoidance of plagiarism. Faculties and departments publish more detailed marking criteria.

Class	Scale	Mark	Descriptor
		100	Work of original and exceptional quality which in the examiners' judgement merits special recognition by the award of the highest possible mark.
First	Excellent 1st	94	Exceptional work of the highest quality, demonstrating excellent knowledge and understanding, analysis, organisation, accuracy, relevance, presentation and appropriate skills. At final-year level: work may achieve or be close to publishable standard.
	High 1st	88	Very high quality work demonstrating excellent knowledge and understanding, analysis, organisation, accuracy, relevance, presentation and appropriate skills.
	Upper Mid 1st	82	
	Lower Mid 1st	78	
	Low 1st	74	Work which may extend existing debates or interpretations.
Upper Second (2.1)	High 2.1	68	High quality work demonstrating good knowledge and understanding, analysis, organisation, accuracy, relevance, presentation and appropriate skills.
	Mid 2.1	65	
	Low 2.1	62	
Lower Second	High 2.2	58	Competent work, demonstrating reasonable knowledge and understanding, some analysis, organisation, accuracy, relevance, presentation and appropriate skills.
	Mid 2.2	55	
	Low 2.2	52	
Third	High 3rd	48	Work of limited quality, demonstrating some relevant knowledge and understanding.
	Mid 3rd	45	
	Low 3rd	42	
Fail	High Fail (sub Honours)	38	Work does not meet standards required for the appropriate stage of an Honours degree. Evidence of study and demonstrates some knowledge and some basic understanding of relevant concepts and

			techniques, but subject to significant omissions and errors.
	Fail	32	Work is significantly below the standard required for the appropriate stage of an Honours degree. Some evidence of study and some knowledge and evidence of understanding but subject to very serious omissions and errors.
		25	Poor quality work well below the standards required for the appropriate stage of an Honours degree.
	Low Fail	12	
Zero	Zero	0	Work of no merit OR Absent, work not submitted, penalty in some misconduct cases

c. Cheating and Plagiarism

It is imperative that you read, understand and comply with the advice set out in the **Law Schools' Cheating Document** which is available to all students on the [Law School Website](#). This document gives important general advice about the proper use of sources and citation in academic essays. Neither the University nor the School of Law will tolerate cheating, and offenders will be punished under University Regulations. All cases of suspected cheating are investigated carefully and, where cheating is established, severe sanctions will be imposed.

d. Extension Requests

If you need to apply for an extension, you should make a request through [Tabula](#) (one for each separate essay in each module website) setting out your reasons for requesting an extension. Supporting evidence of your reasons for requesting an extension should also be attached and uploaded – these are only accessible by members of the Department's wellbeing team (and to IT administration) and treated as confidential. Please read carefully the guidance on Tabula. If the evidence is particularly sensitive then you can leave this at reception in a sealed envelope marked "strictly confidential and for the attention of the Chair of the mitigating circumstances panel only". **All applications MUST be made prior to the deadline.**

Further information on the terms and conditions relating to extension requests are available [on line](#). Please ensure that you check these **before** submitting any request.

e. Late Submission Policy

Late essays (without an extension) will be penalised by the deduction of 5/100 marks for every working day (or part of a day late). Submissions made 20 working days after the deadline will not be accepted or marked except in exceptional circumstances where agreed in advance by the Director of UG Studies and the Director of Student Support and Wellbeing and where there is no advantage to the student by release of general feedback.

f. Disclosure of marks and feedback

It is University policy to mark all assessed work (except dissertations) within **20 Working Days** of the date of submission. The marking scheme adopted by the Law School is set out in 'B' above.

You will be given a percentage mark for your work, together with feedback/comments from the Law School markers. We want to reassure you that the marking and moderation for all module assessments is fair, consistent and robust. All marks that contribute towards your first year or final degree are moderated across the range of marks and across markers and marks received have been arrived at following a rigorous process.

In addition, you will receive feedback for your guidance. We urge you to consider it carefully. If you need further support and feedback, you should approach the module convenor or appropriate seminar tutor. Please ensure that you are able to demonstrate that you have reviewed your personal feedback and the generic feedback and reflected on both through re-reading your work.

It is important to note that academic judgement cannot be challenged: University regulations state that you may not query a mark awarded on a piece of assessed work, including an examination, on the basis of academic judgement. As a result, we will not accept requests to have your work reviewed on the basis of disagreement with the marker's evaluation of your performance, whether it is based on the mark or the feedback.

If you still need more information go to the Law School Office, who will forward your request for more feedback to the Director of Undergraduate Studies.

Please note that the marks given to you during the year for your essays and examinations are **provisional marks**. All provisional marks for essays, examinations and the dissertation are subject to scrutiny and approval of the external examiners and the Board of Examiners.

g. Essay word limits

All Law School essays and other written assignments are subject to word limits. The normal Law School standards are as follows:

10 mark essay	Limit 1,250
20 mark essay	Limit 2,500
30 mark essay	Limit 3,750
40 mark essay	Limit 5,000

There may be variations from these standards and you should always check the precise limit specified for a particular essay.

Word limits must be observed - Examiners are instructed to stop reading at the word limit.

This means that you will not get any credit for any part of the essay which extends beyond the limit.

What is included in the word limit? All prose text, including quotes and including prose text within footnotes.

What is excluded from the word limit? All references and citations do not count against the word limit. This applies to references and citations, whether found in the body of the essay or in footnotes. The bibliography also does not count against the word limit.

h. Examinations

All examinations will take place during May/June. Students must ensure that they are available for the whole examination period including Saturdays.

i. Information on specific resit requirements

The rules about the First-Year examinations are, briefly, the following. If you fail any required core module (i.e. obtain a total mark of 39 or less out of 100 for your assessed written work and examination combined) you have to take the examined part of it again in the following September. If you then fail a second time you will normally be required to withdraw from the degree as a whole. On the LLB course all First year modules are required core, for other programmes of study you will be told which modules are required core modules. The School has no expectation or policy that a certain percentage of students (or even any students at all) should fail any or all of the First-Year modules. Judgments are made on an individual basis depending on the performance of the student concerned.

First-Year modules are purely pass/fail marked and are not used for the overall degree classification. The School gives public recognition of special achievement by awarding a Credit to a student who obtains 60-69 marks in a First Year law module and a Distinction for marks of 70 or over.

Unlike the First-Year, there are no re-sits for examinations in later years, as these count towards your final degree. However, those who are unable to take exams through illness or other circumstances outside their control in the intermediate years may be allowed to sit the exam at a later stage (normally the following September).

j. Resit/remedying failure requirements

1st Years - If you fail any of your First Year examinations you will be permitted one re-sit. Resits are capped at 40%. These re-sit examinations are always held during the first full week in September. You **must** pass all modules to proceed to Year 2.

Intermediate Years/Final Year – The University is currently reviewing the policy for intermediate & final year students with regard to the ability to ‘Remedy Failure’. As soon as further information is received this information will be updated

k. Board of Examiners procedures for recording mitigating circumstances

Sometimes events that are outside your control affect your studies. If these affect your performance in assessments or examinations or prevent you from attending these then you may be able to apply for mitigating circumstances.

Full information about this is available on our website:

<https://warwick.ac.uk/fac/soc/law/student-hub/ug/exams>

Any mitigating circumstances affecting student performance should be submitted online to <https://tabula.warwick.ac.uk/profiles/view/me/personalcircs>. Your information is treated with sensitivity and full respect for your confidentiality. If you have any questions regarding the *process* of submitting mitigation, you can speak with Chris Warner our Mitigation Circumstances Officer: law.mitigation@warwick.ac.uk or our Student Support Manager, Andrea Humber.

We recommend that you make an appointment to discuss your mitigating circumstances with your personal tutor, our Student Support Manager Andrea Humber, or the First Year Wellbeing Tutor Daniel Lowe, Intermediate Wellbeing Tutor Sheharyar Hamid, or Final Year Wellbeing Tutor, Dr Van Anh before submission. Your claim will be assessed in confidence by the relevant Mitigating Circumstances Panel (MCP) of the Department.

Additionally, you may wish to derive extra support from the wider University resources such as -

[Wellbeing Support Services](#)

[Students' Union Advice Centre](#)

Further details regarding the University Mitigation policy can be found in appendix B of this guide.

There are 5 types of situations where you may put in a mitigating circumstances claim

1. Where you were affected by mitigating circumstances outside your control and you **submitted your coursework late without requesting an extension in advance**; here you are asking the MCP to consider your claim – a possible outcome might be that the MCP decides to waive the penalties that were applied for late submission
2. You were **unable to attend a class test** because of mitigating circumstances outside your control.
3. You were **unable to attend a formal university examination** because of mitigating circumstances outside your control.

4. **Something occurred during a formal university examination**, for example you were taken ill suddenly.
5. You attended an examination, class test or submitted an assignment but at the time you were experiencing **mitigating circumstances outside your control which may have affected your performance**.

Putting together a general mitigating circumstances claim in the Law School

Stage 1	We recommend that you discuss any potential mitigation request with your personal tutor or with your year wellbeing tutor (Daniel Lowe - Year 1; Sheharyar Hamid - Intermediate and Dr. Van Anh - Finalists).
Stage 2	Gather together evidence that will support your claim. Where the circumstances involve something other than medical grounds and your personal tutor has supported you during this time, you may wish to ask your personal tutor to write a statement in support as supportive secondary evidence.
Stage 3	Complete the online mitigation form on tabula. If you do not have evidence to submit at stage 3 then submit the MC form, but explain that evidence will follow. This evidence must be received as soon as possible and at the latest within 5 working days of the MCP.
Stage 4	If more evidence is to follow after the submission of the form, the online platform allows you to continue submitting and refining your submission up to and until 5 working days of the MCP.

Sensitive information/highly confidential

If the circumstances of the claim are particularly sensitive then you may wish to make an appointment with the relevant Year Tutor to disclose your evidence in person. The Year Tutor concerned is then able to confirm that they have received your evidence to the Mitigation Circumstances Panel of the day.

WARNING

Once marks have been officially released to students it is too late to submit mitigating circumstances for consideration by the Law School. Where a submission is made after the relevant deadline – these cannot be considered by the Board of Examiners but will need to be considered by the University’s Academic Appeals Committee (under regulation 42) – a submission will only be considered where there is an exceptional reason why it was not submitted in time.

For the deadlines for submitting mitigation – see online:

<https://warwick.ac.uk/fac/soc/law/student-hub/ug/exams>

Mitigating circumstances Officer

Chris Warner (law.mitigation@warwick.ac.uk)

Mitigating Circumstances Panel (MCP)

Undergraduate programmes

- Director of UG Studies (Chair)
- Relevant Year Wellbeing tutor
- Director of Student Wellbeing
- Secretary to MCP [mitigating circumstances officer]
- Secretary to Board of Examiners

Extra support and guidance is available from the following sources:

[Wellbeing Support Services](#)

[Students' Union Advice Centre](#)

16. EXIT QUALIFICATIONS

Exit awards have been developed in order to recognise the achievement of students where it was not possible to award the highest qualification for which they are registered, this includes students as follows

- who have not met progression requirements
- who withdraw due to personal or medical reasons
- who are restarting on another degree programme

The following table outlines the total minimum credit to be taken and passed in order to be able to recommend each qualification.

Qualification	Total minimum credit to be taken	Total minimum credit to be passed	Highest level of credit	Minimum credit to be passed at the highest level
CertHE	120	90	4	90
DipHE	240	180	5	90

17. ACADEMIC AND PASTORAL CARE SUPPORT

a. Additional academic support – referencing, essay writing advice, English language support for international students, etc.

Many students worry about performing to their potential in Law School assessments and so each module team ensures that legal writing and related skills development is an integral part of their programme of study. You will be given the opportunity in many modules to undertake a formative (practice) piece of work and the Law School also offers a Legal Research and Writing Certificate with quizzes, workshops and exercises to allow you to understand good academic practice and referencing skills.

The Law School and the wider University also run academic support drop-ins and [workshops](#) and there is a wealth of material [online](#) to assist you. (See more here: [Skills & Development: Events and Workshops](#).) In addition, all tutors have two Advice hours per week when you can drop in to discuss any concerns you have.

In addition, the University offers free academic [English language classes](#) for international students who are already studying for a degree at the University of Warwick.

b. Personal tutoring system

Each student is allocated to a personal tutor. Your personal tutor's details can be found by logging into <http://tabula.warwick.ac.uk> and viewing your profile. Your tutor is a member of staff in the Law School. Your tutor will be your primary point of contact with whom to discuss any issues which affect your academic focus. If any issue is a matter of concern to you e.g. it pertains to your health, well-being, personal safety or is a barrier to access, you may wish to discuss them with your personal tutor who will then be able to facilitate access to other helpful services should you need them. If matters are more concerning, you or your personal tutor may decide that the relevant Year Tutor should be consulted.

The personal tutor who is allocated to you at the beginning of the First year will ideally remain your personal tutor throughout your time at Warwick. Sometimes, however, when a member of staff is on study leave, or leaves the University, you will be assigned another member of staff as personal tutor. All students are required to meet with their Personal Tutor at the beginning of the Autumn & Spring term during their office hours. Please make sure to contact your personal tutor to arrange a meeting. If you wish to see them outside of these times then please do contact them directly to arrange a meeting.

As mentioned in item 10, one of the most common roles of a personal tutor is to provide a **reference** for their tutees.

It is therefore important that you build a solid professional relationship with your personal tutor which depends on you meeting regularly and keeping appointments with them. Your personal tutor will then be in a much better position to write you an individual reference and you will be in a stronger position having benefited from their expert feedback and

advice. Your personal tutor will respect any confidences (subject to University guidelines on confidentiality).

The Year Tutor is a resource in case –

- a) You require any additional support from University Support Services;
- b) Any enquiries relating to Departmental or University rules and regulations;
- c) Temporary or Permanent Withdrawal decisions;
- d) Any allegations or findings of plagiarism;
- e) You have any mitigating circumstances for the Exam Board. As mentioned in Item 15 and Appendix B, you will submit your mitigating circumstances online <https://tabula.warwick.ac.uk/profiles/view/YOUR STUDENT NUMBER/personalcircs> but we recommend that you first discuss your situation with either your personal tutor or the relevant Year Tutor;

Director of Student Wellbeing:

Henrique Carvalho is the Director of Student Wellbeing within the department. He designs and oversees the provision of Pastoral Support for Students through the Personal Tutoring System. In this role, he provides a reference point as an assurance of all the Pastoral Provision within the Department, and acts as a facilitator for all related regulatory and support frameworks between the University and the Department.

He works *inter alia* with the Student Services Manager Andrea Humber and the Student Support Team (below) to facilitate adjustment support within the Law Department for any ongoing disability or learning difference.

Any adjustment advice for ongoing disability or learning difference should be directed to our Student Services Manager (Andrea Humber) in the first instance. The Student Support team, can also signpost you to other advice services within the University.

We endeavour to provide a useful Personal Tutoring experience to students. If, however, you do not find your relationship with your tutor to be a helpful one, then please discuss the situation with Henrique Carvalho, the Director of Student Wellbeing.

In order to maximise your Health, Wellbeing and Security at University, this non-exhaustive reference list may be helpful*:

1. Make sure you are registered with a GP – consult your doctor immediately if obviously unwell;
2. If you have concerns relating to your health, wellbeing, personal security or ability to access University or Departmental provision where special support may be possible, see [Wellbeing Support Services 024 7657 5570](#)

We are here (Senate House, ground floor)
Monday to Friday 8.30am-5pm (Friday until 4pm)
Brief consultations - Monday to Friday 10am-3pm

Other Sources of Support:

- [Residential Life](#)
- [Dean of Students' Office](#)
- [Chaplaincy](#)
- [Health Centre](#)
- [International Student Office](#)
- [Campus Security](#)
- [Student Funding](#)
- [Students' Union Advice Centre](#)
- [Warwick Sport](#)

Emergency Contacts

If you feel that you, or someone you know is experiencing an emotional, psychological or mental health crisis, there are services available to help you:

On Campus Support for students

- **University of Warwick Health Centre** If you think that you are in crisis, experiencing suicidal thoughts or do not feel safe, you should contact your GP/ Doctor in the first instance. If you are living on campus and are not yet registered with a Health Centre practice, please see the following link: <http://www.uwhc.org.uk/How-do-I/Register-with-the-practice>
- **University of Warwick Campus Security** If you are on campus out of hours, you can also contact Campus Security. They are available to support vulnerable students 24 hours a day, 7 days a week. Telephone: 024 7652 2083: <http://www.warwick.ac.uk/security>
- **University of Warwick Residential Life Team** In addition, your Resident Tutor may also be able to assist you with accessing crisis support: <http://www.warwick.ac.uk/residentiallife>

Off Campus and Out of Hours Mental Health Services for staff and students

- **Coventry and Warwickshire Central Booking Service** This service will take referrals for people experiencing mental health difficulties who are living in Coventry, Leamington or Kenilworth. Telephone: 0300 200 0011 24 hours.
- **Coventry Walk-in and Healthcare Centre** This is a GP-led service available in the heart of Coventry open to registered and unregistered patients, with or without an appointment, between 8am and 10pm. Telephone: 0300 200 0060 For more

information, including directions, visit:

<http://www.cityofcoventrynhshhealthcarecentre.nhs.uk/>

- **Accident and Emergency** Accident and Emergency Department of University Hospitals Coventry and Warwickshire is available 24 hours a day for people experiencing an immediate crisis with their mental health. For more information, including directions, visit: <http://www.uhcw.nhs.uk/our-services/a-z-of-services?sID=38>
- **NHS Direct** For health advice and reassurance, 24 hours a day 365 days a year. telephone: 111. For more information on this service: <http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx>
- **Warwickshire Haven** Out of hours mental health support in Leamington Spa and Nuneaton; open in Leamington 6pm-11pm, Monday to Wednesday <https://cwmind.org.uk/warwickshire-safe-haven-nuneaton/>

- **Telephone Helplines for staff and students**
- **Mental Health Help and Advice Line** This helpline can offer support/advise how to support someone until an appointment can be arranged for assessment or treatment. Telephone: 0800 616171 (freephone number, available 24/7). <http://www.mentalhealthmatters.com/our-services/helpline-services/>
- **The Samaritans.** The Samaritans offer a confidential listening and e-mail service, dealing with a wide range of concerns. Telephone: 116 123 (free helpline, available 24/7) E-mail: jo@samaritans.org. Website address: <http://www.samaritans.org>
- **Saneline.** Saneline offer specialist emotional support and information to anyone affected by mental illness, including family, friends and carers. Telephone: 03003047000 (charged at local rates, available 6pm - 11pm daily) Website address: <http://www.sane.org.uk/>

Further information

- [Sexual Misconduct Policy and Guiding Principles](#)
- [Sexual violence, hate crime and harassment](#)
- [Warwick Community Respect Programme](#)
- [Dignity at Warwick](#)
- [Prevent at Warwick](#)

c. **Support for Students with Disabilities, Mental Health Conditions and Specific Learning Differences and Alternative Examination Arrangements**

Some students may have had alternative exam arrangements in the past whilst at school - such as extra time or examinations in smaller rooms. Please note that if you think that you may qualify for alternative exam arrangements during the course of your degree then you will need to arrange these by specific deadlines. More information is available here: <https://warwick.ac.uk/services/disability/howwecanhelp/examinations/> .

Students with disabilities or specific learning differences – Our Disability Services department of the university provide a valuable service and

<https://warwick.ac.uk/services/disability/specificdisabilities/splds>

Within the Student Support team, Chris Warner provides support to our students if you have any questions about the alternative exam arrangements.

Disability Services may also provide the Law School with guidance on how best to support specific students, which may include reading materials in particular formats, or lecture notes in advance. Please do discuss these recommendations with your lecturers or seminar teachers. If you have any problems with the implementation of these, then please contact Chris Warner in the first instance.

d. Personal Development

Within the curriculum, there will be many opportunities for you to develop skills, such as analysis and presentation skills. The Warwick Law Society and various University schemes also offer many popular opportunities to get involved in mooting, negotiation and student research. Opportunities will be shared regular in the WLS newsletter.

e. Careers

The Law School has its own dedicated Careers Consultant Valerie Matthews-Lane.

Throughout the year there will be **department based events** run by the Careers Consultant who links with Law, Valerie has an in depth knowledge of legal careers and of other opportunities open to law graduates, she will contact you via email and speak to you in lectures to encourage you in your career plans. She liaises closely with the Student Law Society to meet your needs. You will see her regularly; take the opportunity to book appointments with her so that you can receive personal support!

18. STUDENT ENGAGEMENT

Staff Student Liaison Committees

Staff Student Liaison Committees (SSLC) constitute an essential part of the undergraduate programme. The committee includes representatives from students elected for each course to represent that student body. Student representatives are able to raise any matters relating the course of study in this forum. These will be addressed by the School initially via

course directors but also via discussion at the Undergraduate Committee. SSLC members attend all appropriate School committee meetings. For more information visit the [SSLC pages](#) of the Student Union website.

Warwick University Student Union

Is an independent organisation which is here to represent your interests on a local, regional and national level. More information can be found [here](#).

Questionnaires and Student Feedback

The School actively seeks feedback from students. You will be asked to provide an evaluation for each module you undertake in our short online survey. We take your responses very seriously. Your responses are analysed electronically and provided to module tutors. Each year module tutors are asked to report on their student module evaluations. We use the information to help us to develop modules and courses and to ensure the overall quality of our degrees. We would also urge students to participate in university wide surveys of the student learning experience such as the National Student Survey (NSS). In this way the University as a whole can learn how to respond effectively to students' needs.

Appeals and Complaints

The University has procedures for the handling of both appeals and formal complaints for postgraduate students. Any concerns or complaints should initially be raised with either your personal tutor, the Director of UG Student Support and Wellbeing, your Staff Student Liaison Committee (SSLC), your Programme Director or our Student Services Manager Andrea Humber. Further information on the procedures for both appeals and complaints can be found at the following link:

<https://warwick.ac.uk/services/feedbackcomplaints/students/>

19. JOINT DEGREES

a. Arrangements with Partner Departments

Law/Business Students – Warwick Business School is the lead department for this degree so please contact them in the first instance.

Law/Sociology Students – the School of Law is the lead department for this degree so please contact the UG office in Law in the first instance.

Philosophy, Politics and Law - the Philosophy department is the lead department for this degree, so please contact them in the first instance.

b. Contact person(s) in other departments

Law & Business:

undergraduate@wbs.ac.uk Warwick Business School, telephone 02476 524687

Law & Sociology:

socugresource@warwick.ac.uk, Sociology, telephone 02476 523523, ext. 23600

Philosophy Politics & Law:

Mrs Susanna Jackman, Philosophy, telephone 02476 523523, ext. 51619

c. Guidance re. Submission Deadlines for Joint Degrees.

The deadlines quoted in this guide refer to Law modules only. Students who are following one of the joint degree paths should check the website information for the partner department or Tabula for information on how to submit and submission deadlines for their modules.

20. STUDYING ON YEAR ABROAD

The Director of International Programmes is Solange Mouthaan (Term 1), S.Mouthaan@warwick.ac.uk and Barbara Nastoll (Term 2), B.Nastoll@warwick.ac.uk, telephone 02476 523073, so please contact them if you have any questions regarding studying abroad. You can also find out more information about this on our website, <https://warwick.ac.uk/fac/soc/law/applying/undergraduate/>

Study abroad/placement learning/course specific/collaborative aspects of the course: <http://warwick.ac.uk/quality/categories/placementlearning/>

21. PEER DIALOGUE ON TEACHING

In line with its commitment to the enhancement of the student learning experience and to the continuing professional development of its staff, Warwick Law School has in place a 'Peer Dialogue on Teaching' programme with which all members of the academic team who teach are required to engage. The 'Peer Dialogue on Teaching' programme is a key part of Warwick Law School's drive to build a community that values teaching, learns from each other and embeds reflective, evaluative practice.

WLS 'Peer Dialogue on Teaching' programme

In addition to a regular series of Peer Dialogue workshops, seminars and away-days, where good practice is shared and new ideas incubated, the Peer Dialogue programme also requires all staff who teach to meet annually with a colleague to discuss their teaching

practice. This meeting will usually involve an observation of each other's practice and an opportunity for constructive feedback and discussion. Outcomes are confidential but colleagues are asked to report the date of their peer engagement to the School. Colleagues are invited to share examples of good practice which are then incorporated within workshops and training days. Staff are also encouraged to use feedback on their teaching within applications for promotion, awards and HEA Fellowship.

APPENDIX A

Departments are required to monitor student academic engagement and progress using a number of monitoring points. This gives the Department an opportunity to identify those students who are not engaging with their studies and to work with them to address whatever issues they may be facing.

Full details on the University Monitoring & Attendance process together with detail on the law School Monitoring Schemes can be found in appendix B.

The monitoring process is quite straight forward. For example, the department requires that you attend induction meetings, tutor meetings and seminars. Non-attendance at any of the monitoring points is a signal to the Department that you are not fully engaging with your degree.

Should you have any health problems or other difficulties that prevent you from fulfilling these requirements you must advise your personal tutor and module tutor as soon as possible.

If you miss a Monitoring Point due to ill health then you should complete an online [self-certification form](#). Students are able to self-certify for up to a period of seven days except where the absence is at a significant time of assessment. A doctor's note or medical certificate will be required for absences of longer than seven days and for examination purposes.

Please be aware that you will be contacted should we become concerned about your missed Monitoring Points.

At the end of each term the Department will report all students who have missed monitoring points to the University Academic Office who will then contact you via e-mail.

- A. Where three Monitoring Points are missed we will contact you to investigate whether you are having any problems that are preventing you from fully engaging with your course.
- B. After four Monitoring Points are missed we may refer you to the relevant professional within the University welfare system who could help you, such as the Senior Tutor or the Counselling Service, as appropriate.
- C. After five Monitoring Points are missed you will be contacted to make you aware that you are at risk of being recommended for termination of your registration at the University.
- D. After six Monitoring Points are missed the Department is able to invoke Regulation 36 (see below link to the University Calendar) to begin termination of registration proceedings and your case is handed over to the Academic Office.

[\(http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg36registrationattendanceprogress/\)](http://www2.warwick.ac.uk/services/gov/calendar/section2/regulations/reg36registrationattendanceprogress/)

International students should be particularly aware of the consequences of missing Monitoring Points: the Academic Office is obliged to report to the Home Office UK Visas and Immigration if any Tier 4 student has been found not to be engaging with and attending their degree course. This will normally lead to the curtailment of their visas.

If you cannot attend a class or appointment you must email

law.attendance@warwick.ac.uk, in advance whenever possible. Please also contact your tutor directly if you are unable to attend any one-to-one meetings with them.

Students must obtain permission from their Director of Studies if they intend for any reason to be away from the University for more than a week (excluding days on which the University is closed).

The Law School Monitoring Scheme for the Academic Year 2020/21 is as follows

Details of the monitoring point applicable to you can be found on your Tabula Profile Page <https://tabula.warwick.ac.uk/profiles/>

APPENDIX B

University Mitigation Policy

MITIGATING CIRCUMSTANCES (MCs)

[\(https://warwick.ac.uk/quality/categories/examinations/policies/u_mitigatingcircumstances/\)](https://warwick.ac.uk/quality/categories/examinations/policies/u_mitigatingcircumstances/):

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. Some students have a late identification of a disability and so reasonable adjustments to assessments may not be in place. Both scenarios are dealt with through the University's mitigating circumstances procedure. It is important that you always tell your Personal Tutor/Departmental Director of Student Wellbeing of any mitigating circumstances or reasonable adjustment needs as early as possible to ensure that appropriate support is put in place.

1. DEFINITION

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/>

2. UNIVERSITY SUPPORT FOR YOUR MITIGATING CIRCUMSTANCES

The University offers support through a number of mechanisms for individual mitigating circumstances. If you are in any doubt about whether your situation is eligible as a mitigating circumstance you should consult either your Personal Tutor or the relevant Year Tutor.

Additionally, you may wish to consult staff outside your department for extra support and guidance, e.g. Wellbeing Support Services or one of the advisors at the Students' Union Advice Centre. Even if your circumstance is not eligible for consideration it may nevertheless be something for which you should seek support.

NOTE: A successful mitigating circumstance case does not excuse you from an assessment as the learning outcomes for the module(s) affected must still be undertaken. It may lead to an extension for assessed work or a resit opportunity (as a first attempt or for a capped mark) for any test, oral or written examination (to be taken at the earliest scheduled opportunity).

3. CONFIDENTIALITY

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.

4. REPORTING OF MITIGATING CIRCUMSTANCES

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 by your department. 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.

What if I miss the deadline? Mitigating circumstances not submitted by the relevant deadline cannot be considered by the appropriate Board of Examiners and may only be considered by an Academic Appeals Committee as part of an academic appeal, please see Regulation 42 at:

<https://warwick.ac.uk/services/gov/calendar/section2/regulations/reg42academicappeals>

An Academic Appeals Committee will only consider mitigating circumstances reported outside the deadlines if there is an exceptional reason why the submission was not presented at the correct time. **The reason must be evidenced by independent supporting documentation highlighting why it wasn't presented before the deadline.** Academic Appeals Committees often take place after the start of the next academic year which means if successful, a student may have to take a year out before re-joining their course or taking resit exams or assessments.

5. SUBMISSION OF INFORMATION

- Any mitigating circumstances affecting student performance should be submitted online via: <https://tabula.warwick.ac.uk/profiles/view/me/personalcircs>
- You should normally discuss your mitigating circumstances with your Personal Tutor or relevant Year Tutor before submission (this allows you to be signposted to relevant University support services).
- You must fill out the mitigating circumstances form as published by your department AND ATTACH your independent evidence.
- Joint Honours students MUST make their request to their home School/Department, unless it is an extension request for an individual piece of work which will have to be made to the School owning the module.

6. GUIDANCE ON TYPES OF MITIGATING CIRCUMSTANCE

In principle, if your circumstance requires treatment or support by a professional¹ or a University Support Service, it is likely to qualify as a mitigating circumstance. If you have not accessed support then it might not be serious enough to warrant mitigation. For example, if an illness does **not require medical treatment** (e.g. medication prescribed by a GP, GP visit

or a referral to specialist physical or mental health services) or is minor (e.g. cough or cold) then it will not normally be eligible. Similarly, typical short term assessment/examination stress and anxiety is expected and normal and might not meet the mitigating circumstance criteria. Students who have been diagnosed with long term mental or physical health conditions (e.g. anxiety, panic attacks) may be eligible for reasonable adjustments for study which are recommended by either the Mental Health and Well Being Team or Disability Services (<https://warwick.ac.uk/services/disability/howwecanhelp/>). **Students would need to provide additional evidence of worsening or new symptoms or any other circumstances that would have impacted on their academic performance during the assessment period to meet the mitigating circumstances criteria.**

NOTE: Evidence of serious physical or mental illness must demonstrate that advice or treatment was sought at the time, or soon after any illness. Disclosure weeks or months later would not normally be eligible or will carry very little weight.

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 your opinion represent a mitigating circumstance, you should list the mitigating circumstances on your mitigating circumstances form and submit it for consideration as published by your department. The department will seek advice from the relevant Academic Director of Undergraduate or Postgraduate 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).

- 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.
- Minor illnesses of relatives (unless you have substantial care or support responsibilities for the person).
- 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, normal 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.

7. ACCEPTABLE EVIDENCE

Evidence is a vital part of a mitigating circumstances submission. Without it your claim will be rejected. It must be:

- Written by an independent qualified practitioner¹ (letters from relatives are not acceptable); dated and written on headed or official notepaper and in English. If the letter is in another language you must provide both a copy of the original note and a certified translation into English. The University may seek to verify the accuracy of the translation provided.

- Photocopy or scanned evidence is acceptable.
- Written around the time you were experiencing your claim in order for an assessment to be made on the impact of your claim. *Evidence written sometime after the event will not normally be accepted as it is not possible to evidence the impact of the claim on the individual during the period affected.*²
- Comprehensive and up to date evidence referring to physical or mental health should be obtained normally after an appropriate face-to-face consultation with a qualified practitioner. Evidence obtained via a consultation over the phone (unless from a UK GP) or over the internet may be given less weight, and will be rejected if it has been written sometime after the event.
- If you are waiting for evidence and are worried it will not arrive in time before the mitigating circumstances deadline you should still submit your case BUT highlight that you are still awaiting evidence and report when it was requested, when it is likely to arrive and who it will be coming from.
- The University reserves the right to check the legitimacy of any evidence provided. If any submission is found to be fabricated or altered then the student may be investigated under Regulation 23, Student Disciplinary Offences.

For a guide on the type of evidence required see appendix A.

8. DEADLINES

Mitigating Circumstances must be submitted to your Home Department using the Mitigating Circumstances Form as published in the departmental student handbook as soon as possible. DEADLINES: For extensions requests for individual pieces of work please apply for your extension via tabula as soon as possible and definitely before the submission deadline. For all other mitigating circumstances submissions that might be relevant to a Board of Examiners by the departmental deadline provided in either the Student Handbook, by e-mail or notices on Moodle.

¹ * Where your Mitigating Circumstances relate to physical or mental health conditions you should provide documentation from a medical practitioner or a practitioner who is registered with an appropriate professional body such as the British Association for Counselling and Psychotherapy, the UK Council for Psychotherapy, the British Psychological Society, or an appropriately qualified Student Support professional. Medical practitioners in the UK should be members of a recognised professional body such as the General Medical Council, Nursing and Midwifery Council, General Chiropractic Council, General Dental Council, General Optical Council, General Osteopathic Council, General Pharmaceutical Council, Health Professions Council or Pharmaceutical Society of Northern Ireland. If you have sought medical attention abroad the certificatory must be licensed to practise in the country in question. Where your Mitigating Circumstances relate to non-medical conditions you should provide evidence from a solicitor, a court or tribunal officer, a police or fire officer, an official certificate (e.g. Birth or Death Certificate), a Departmental or Faculty Senior Tutor. University Services Evidence can also be obtained from the following Warwick services: Student Support, Financial Hardship, Disability Services and Mental Health and Well Being and the Students' Union Advice Centre.

²* Evidence written after the fact by a professional that is based on observations made at the time is acceptable

Mitigating circumstances not submitted by the relevant deadline cannot be considered by the School/Department and may only be considered by an Academic Appeals Committee as part of an academic appeal, please see:

<https://warwick.ac.uk/services/gov/calendar/section2/regulations/reg42academicappeals>

An Academic Appeals Committee will not consider mitigating circumstances reported outside the deadlines as set out in this policy unless the student can demonstrate that there is an exceptional reason why the submission was not presented at the correct time which must be accompanied by independent supporting evidence highlighting why it couldn't be presented before the deadline.

9. WHAT HAPPENS NEXT?

Requests for extensions: The Director of Studies with input from the Chair of the MCP (normally the Director of Student Wellbeing) will review your mitigating circumstances in confidence and decide whether an extension or late submission penalty waiver is appropriate. You should receive a decision within 3 WORKING DAYS. The Board of Examiners will be notified of any decision but NOT your mitigating circumstances behind it to ensure confidentiality.

Other mitigating circumstances relevant for an exam board: Your evidence will be examined and impact of the mitigating circumstances, but not necessarily the circumstances themselves, will be graded (rejected, weak, moderate, severe) in confidence by a Mitigating Circumstance Panel (MCP) in your Department, after the departmental deadline for submission and before the Board of Examiners' meeting. The panel will make recommendations based upon the type, timing, severity and robustness of evidence provided. The MCP may typically include the Director of Student Wellbeing, the Director of Undergraduate/Postgraduate Studies, the Head of Department, the Chair of the Board of Examiners, the Secretary to the MCP, or the Director of Student Experience. Individual Departments must publish the membership of their MCP's in the Student Handbook and their membership may be different if appropriate. The Board of Examiners will be notified of the decision but NOT of your mitigating circumstances to ensure confidentiality.

Outcomes made to the Board of Examiners will be recorded by student ID number only. The record will include a brief summary of the discussion of the case. A student is entitled to know the outcome of their submission, however, details of the discussions held will not normally be disclosed.

10. POSSIBLE OUTCOMES AT AN EXAM BOARD

The MCP will take into account and reflect relevant factors such as your mode of study, or mode of assessment and the decision will only be based on the evidence that has been presented to it in the original submission. Marks WILL NOT be changed for assessed work or examinations. Depending upon the severity of the circumstances possible recommendations of the Board of Examiners can include:

- The claim was rejected.
- The mitigating circumstances were considered weak, and/or had no material effect on your academic performance. For example, the circumstances fall within the normal level of everyday life that a person with normal emotional resilience would be expected to cope with.

- Waive or reduce penalties for late submission of assessed work.
- If you have failed to submit a piece of work for assessment with a credit weighting of 3 credits or less you may have that piece of assessment waived if the Board of Examiners concludes that it is not in your interest (or it is not possible) to reschedule it. The unreliable component will be disregarded and the module mark will be recalculated.
- Allow you a further re-sit (examination)/re-submit (assessed work) opportunity. This would be as a final attempt so the marks will be capped at the pass mark and there will be no further opportunity to remedy failure.
- Allow you a further sit (examination)/submit (assessed work) opportunity. This would be as a first attempt so marks will not be capped and there will be a further opportunity to remedy failure. Any marks achieved in the subsequent attempt will count as the original mark.
- Proceed with low credit to the next year of study. This decision must be made within University and Programme Regulations. You must be notified of the implications this has on any future failure and for the achievement of your degree.
- Subject to any restrictions imposed by accreditation or professional certification, recommend to award a Degree (or other qualification), or award of a higher class of degree than would be merited by the marks returned.
- Recommend to the Academic Registrar that you should be granted a repeat of the year in full as a first attempt so that marks will not be capped (except for the MBChB programme) and there will be a further attempt to remedy failure. All previous marks achieved will be discounted. Note this will incur another set of fees.
- Recommend to the to the Academic Registrar that you should be granted a repeat of the year in full as a final attempt so that the marks are capped at the pass mark and there will be no further attempt to remedy failure. Note this will incur another set of fees.

An additional outcome at any level of severity may be:

- No action is required in terms of progress decisions, but the circumstances will be carried forward and be considered when determining the degree classification at the relevant level and at a future meeting of the Board of Examiners.

Decisions on cases concerning joint honours students will be made by the school in which you are registered and will be communicated immediately to the other department(s).

11. WHY MIGHT MY CLAIM BE REJECTED

- Your form was incomplete or incorrectly submitted. Your evidence was recorded and submitted after the relevant event and deadline for MC submission without prior indication that it might be submitted late.

- Your evidence submitted did not support the claim that the nature of the circumstances was over and above the normal difficulties that would be experienced by an average person with average resilience.
- Your form was not submitted by the relevant deadline and the mitigation would not have prevented the claim being made before the deadline.
- No independent documentary evidence was supplied to support your request (letters from family, and friends are not normally sufficient).
- There was insufficient evidence to show that the timing of the circumstances adversely affected your assessment.
- Sufficient mitigation had already been made for the same circumstances.
- The circumstance is a disability for which reasonable adjustments had already been made.

APPENDIX A. EVIDENCE REQUIRED FOR MITIGATING CIRCUMSTANCES CLAIMS

Mitigating Circumstances	Evidence MUST include:
A significant deterioration of a permanent or chronic condition which you have already told us about and is covered under reasonable adjustments. Where this permanent condition has already been adequately adjusted for through Alternative Examination arrangements or other reasonable adjustments only the deterioration counts as a Mitigating Circumstance.	(i) Letter from health professional, or Disability Services, or Mental Health and Well Being on official, headed paper (or have an official stamp) confirming deterioration with dates AND (ii) Must be written at the time of the deterioration* AND (iii) Must attest to evidenced impact on the student.
Serious illness (physical or mental), accident or severe trauma at the time of the assessment or during the preparation for it.	(i) Letter from an appropriately qualified health professional (e.g. medical doctor, nurse) on official, headed paper or have an official stamp confirming illness with dates AND (ii) Must be recorded at the time* of the serious illness, accident or trauma AND (iii) Must attest to evidenced impact on the student
Death of someone close to you. Bereavement at assessment time or in preparation for it earlier in the academic year (not normally more than 6 months after the event). 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, if it can be demonstrated that the relationship was close.	(i) If relationship is close and death occurred within the last six months, copy of the death certificate or order of funeral service in case of a death certificate not being available. OR (ii) If death occurred more than six months ago, evidence of impact on ability to do the assessment; such as from a doctor or counsellor or Students' Union Advice Centre. OR (iii) If relationship is not close and regardless of time of death, evidence of impact on your ability to do the assessment, such as from doctor or counsellor or Students' Union Advice Centre.

<p>Serious illness or accident of someone close to you at assessment time or in preparation for it earlier in the academic year. ‘Someone close’ can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, <u>if it can be demonstrated that the relationship was close.</u></p>	<p>EITHER: (i) Letter from health professional on official, headed paper or have an official stamp confirming the circumstances with the dates AND (ii) Evidence of closeness (e.g. statement from Personal Tutor, Student Support, counsellor or Students’ Union Advice Centre) AND (iii) Letter from health professional, or Student Support or counsellor explaining how the circumstances are affecting your ability to do the assessment.</p> <p>OR FOR CARERS: (i) Letter from health professional on official, headed paper or have an official stamp confirming the circumstances with the dates AND (ii) Proof that you have substantial care and support responsibilities for the person.</p>
<p>Significant change in your employment circumstances beyond your control (part-time students only).</p>	<p>(i) Letter from employer confirming new working hours AND/OR (ii) Statement from Personal tutor or Director of Student Wellbeing or Student Support or Students’ Union Advice Centre attesting to impact on student.</p>
<p>Unforeseen significant change in your personal or financial circumstances (e.g. divorce of student, fire, court appearance or jury duty by student, acute accommodation issues of student, serious and unforeseeable transport disruptions such as road closure due to traffic accident).</p>	<p>Serious Family Problems (i) Letter from a doctor, solicitor or other professional person confirming the circumstances and dates (must be on official, headed paper) AND (ii) Evidence from a doctor, nurse or relevant professional of how the problem is affecting your ability to do the assessment.</p> <p>Unforeseen change to financial circumstances: (i) Evidence proving unforeseen financial hardship, e.g. bank statements showing your current financial circumstances AND/OR (ii) Letter of support from Student Funding / Hardship Fund. https://warwick.ac.uk/services/academicoffice/funding/hardshipfunds</p> <p>Court Appearance/jury duty: (i) Letter from court with date student is expected to appear.</p> <p>Other issues not listed: Evidence provided must prove the circumstance exists (must be from independent source) with dates AND evidence from a doctor, nurse or relevant professional of how the problem is affecting your ability to do the assessment</p>
<p>Late diagnosis of a Specific Learning Difficulty. Only eligible when diagnosis is obtained too late (after the University deadline) for reasonable adjustments to be made by way of special exam arrangements.</p>	<p>Diagnosis letter and confirmation from the Department or Disability Services that it was submitted too late and missed the University deadline.</p>
<p>Bullying, harassment or threatening behaviour.</p>	<p>(i) Report from Senior Tutor or Student Support Services or Students’ Union Advice Centre outlining nature of circumstance with dates affected AND (ii) Copies of relevant emails, screenshots, videos, social media posts, witness statements, or other communications (with dates where possible) that illustrate bullying, harassment or threatening behaviour.</p>

You are the victim of a crime/assault	(i) Official police report giving the date of the crime OR a letter from health professional, or Senior Tutor, or Student Support or counsellor or Students' Union Advice Centre explaining how the circumstances are affecting your ability to do the assessment. AND (ii) Crime reference number.
--	--

APPENDIX A: EVIDENCE REQUIRED FOR MITIGATING CIRCUMSTANCES CLAIMS

Mitigating Circumstance	Evidence MUST include:
<p>A significant deterioration of a permanent or chronic condition which the student has already told us about and is covered under reasonable adjustments. Where this permanent condition has already been adequately adjusted for through Alternative Examination arrangements or other reasonable adjustments only the deterioration counts as a Mitigating Circumstance.</p>	<p>(i) Letter from health professional, or Disability Services, or Mental Health and Well Being on official, headed paper (or have an official stamp) confirming deterioration with dates AND (ii) Must be written at the time of the deterioration* AND (iii) Must attest to evidenced impact on the student.</p>
<p>Serious illness (physical or mental), accident or severe trauma at the time of the assessment or during the preparation for it.</p>	<p>(i) Letter from an appropriately qualified health professional (e.g. medical doctor, nurse) on official, headed paper or have an official stamp confirming illness with dates AND (ii) Must be recorded at the time* of the serious illness, accident or trauma AND (iii) Must attest to evidenced impact on the student.</p>
<p>Death of someone close to the student. Bereavement at assessment time or in preparation for it earlier in the academic year (not normally more than 6 months after the event). 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, <u>if it can be demonstrated that the relationship was close.</u></p>	<p>(i) If relationship is close and death occurred within the last six months, copy of the death certificate or order of funeral service in case of death certificate not being available OR (ii) If death occurred more than six months ago, evidence of impact on ability to do the assessment; such as from a doctor or counsellor or Students' Union Advice Centre. OR (iii) If relationship is not close and regardless of time of death, evidence of impact on your ability to do the assessment, such as from doctor or counsellor or Students' Union Advice Centre.</p>
<p>Serious illness or accident of someone close to the student at assessment time or in preparation for it earlier in the academic year. 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, if it can be demonstrated that the relationship was close.</p>	<p>EITHER: (i) Letter from health professional on official, headed paper or have an official stamp confirming the circumstances with the dates AND (ii) Evidence of closeness (e.g. statement from Personal Tutor, Student Support, counsellor or Students' Union Advice Centre) AND (iii) Letter from health professional, or Student Support or counsellor explaining how the circumstances are affecting your ability to do the assessment. OR FOR CARERS: (i) Letter from health professional on official, headed paper or have an official stamp confirming the</p>

	circumstances with the dates AND (ii) Proof that you have substantial care and support responsibilities for the person.
Significant unforeseen change in employment circumstances beyond the control of the student (part-time students only).	(i) Letter from employer confirming new working hours AND/OR (ii) Statement from Personal Tutor or Director of Student Wellbeing or Student Support or Students' Union Advice Centre attesting to impact on student.
Unforeseen significant change in personal or financial circumstances (e.g. divorce of student, fire, court appearance or jury duty by student, acute accommodation issues of student, serious and unforeseeable transport disruptions such as road closure due to traffic accident).	Serious Family Problems (i) Letter from a doctor, solicitor or other professional person confirming the circumstances and dates (must be on official, headed paper) AND (ii) Evidence from a doctor, nurse or relevant professional of how the problem is affecting your ability to do the assessment. Change to financial circumstances: (i) Evidence proving unforeseen financial hardship, e.g. bank statements showing your current financial circumstances AND/OR (ii) Letter of support from Student Funding / Hardship Fund. https://warwick.ac.uk/services/academicoffice/funding/hardshipfunds Court Appearance/jury duty: (i) Letter from court with date student is expected to appear. Other issues not listed: Evidence provided must prove the circumstance exists (must be from independent source) with dates AND evidence from a doctor, nurse or relevant professional of how the problem is affecting your ability to do the assessment.
Late diagnosis of a Specific Learning Difficulty. Only eligible when diagnosis is obtained too late (after the University deadline) for reasonable adjustments to be made by way of alternative exam arrangements.	Diagnosis letter and confirmation from the Department or Disability Services that it was submitted too late and missed the University deadline.
Bullying, harassment or threatening behaviour.	(i) Report from Senior Tutor or Student Support Services or Students' Union Advice Centre outlining nature of circumstance with dates affected and evidence of impact AND (ii) If appropriate copies of relevant emails, screenshots, videos, social media posts, witness statements, or other communications (with dates where possible) that illustrate bullying, harassment or threatening behaviour may be requested by the Department.
You are the victim of a crime/assault	(i) Official police report giving the date of the crime OR a letter from health professional, or Senior Tutor, or Student Support or counsellor or Students' Union Advice Centre explaining how the circumstances are affecting your ability to do the assessment. AND (ii) Crime reference number.

Reassurance

Mitigating Circumstances are unforeseen events or circumstances which have a significant negative impact on your ability to successfully complete, or study effectively in preparation for, summative assessment tasks such as essays, written or oral examinations, assessed presentations or assessed laboratory work. If you want any such events or circumstances to be considered by the relevant Board of Examiners you are required to communicate formally (normally in writing) with your Department about them. Please note that while it is acknowledged that cultural attitudes to the disclosure of personal information may vary, students are expected to fully disclose all matters they wish to have taken into consideration by the Board of Examiners.

If you are unsure whether something that has happened to you, or to someone close to you, is eligible to be considered as a Mitigating Circumstance, it is likely to be eligible if it was unforeseeable or beyond your control and if it also had a significant impact on your ability to prepare for or complete the assessment in question. If you are in any doubt about whether something that has happened to you or someone close to you is eligible for consideration then you should consult your Personal Tutor or Wellbeing Support Services or one of the advisers at the Students' Union Advice Centre. Even if the event or circumstance is not eligible for consideration in this way it may nevertheless be something for which you should seek support and the tables below indicate, in their final column, where to go to access that support.

Mitigating Circumstances can never result in the changing of marks for individual modules or assessments, however, they may affect your overall degree classification. For further information on the possible effects of your Mitigating Circumstances claim being accepted, see *Mitigating Circumstances Process and Procedures* online at: https://warwick.ac.uk/quality/categories/examinations/policies/u_mitigatingcircumstances/.

The two tables below provide more detailed guidance on, and examples of, types of circumstance which are normally considered eligible (Table 1) and types which are not normally eligible (Table 2). If you think you do have an eligible Mitigating Circumstance you should complete and submit a Declaration Form to your Department and submit it as soon as possible after the circumstance arises along with appropriate supporting documentation of the sort outlined in the 'Supporting Documentation' column of Table 1. The University recognises that it may be difficult to obtain supporting documentation in a timely fashion, however, you should still register the circumstance pending supply of supporting documentation.

Table 1: Circumstances normally eligible for consideration

Circumstance	Examples	Supporting Documentation	Sources of support you can access
Serious illness or accident of the student (physical or mental health)	Illness, accident or severe trauma at the time of an assessment, or during preparation for it earlier in the academic year. It should be a serious illness or an unanticipated deterioration in an ongoing illness or chronic medical condition. It can also be an assault of which the student is victim.	Doctor's note or letter confirming the illness or accident and attesting to its impact on the student.* If you are a victim of an assault, you should provide a crime number or Police report.	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • SU Advice Centre
Bereavement of someone close to the student	Bereavement at assessment time or in preparation for it earlier in the academic year. 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren, if it can be demonstrated that the relationship was close.	Copy of the death certificate and evidence of closeness (e.g. statement from Personal Tutor, Wellbeing Support Services or counsellor*).	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • University Counselling Service • SU Advice Centre
Serious illness or accident of someone close to the student (mental or physical health)	Issue arising at assessment time or in preparation for it earlier in the academic year. 'Someone close' can mean parents or guardians, children, siblings, a spouse or partner. It may include friends, in-laws, grandparents and grandchildren if it can be demonstrated that the relationship was close.	Doctor's note or letter confirming the illness or accident* and statement by Personal Tutor or Wellbeing Support Services attesting to closeness and impact on the student.	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • University Counselling Service • SU Advice Centre
Abrupt change in personal circumstances of the student or other serious unforeseen event	Divorce; fire or burglary; the requirement to appear in Court at or near the time of the relevant assessment; acute accommodation issues; serious and unforeseeable transport disruptions (for example road closure due to fatal road traffic accident).	Statement by Personal Tutor or Wellbeing Support Services and/or copies of relevant documentation (e.g. Court summons).	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • University Counselling Service • SU Advice Centre
Significant change in employment circumstances beyond control of student affected	For part-time students only.	Copy of letter from employer and statement attesting to impact on student by Personal Tutor or Wellbeing Support Services.	<ul style="list-style-type: none"> • Personal Tutor • Wellbeing Support Services • SU Advice Centre

Diagnosis of Specific Learning Difference	Only eligible when diagnosis is obtained too late for reasonable adjustments to be made by way of Alternative Exam Arrangements or in other ways.	Copy of diagnosis letter and confirmation from Department that it was submitted too late for reasonable adjustments to be made in other ways.	<ul style="list-style-type: none"> • Personal Tutor • Wellbeing Support Services • Disability Services • SU Advice Centre
Deterioration of a permanent condition you have already told us about (physical or mental health)	Where this permanent condition has already been adequately adjusted for through Alternative Exam arrangements or other reasonable adjustments <i>only the deterioration</i> counts as a Mitigating Circumstance.	Copy of letter from Disability Services, Student Support, GP or consultant or counsellor.*	<ul style="list-style-type: none"> • Personal Tutor • Wellbeing Support Services • Disability Services • SU Advice Centre
Bullying, harassment, victimisation, assault or threatening behaviour	Only eligible if student is victim or alleged victim.	Report from Personal Tutor or Student Support Services Copies of emails or screenshots from social media platforms or other communications or police report.	<ul style="list-style-type: none"> • Personal Tutor • SU Advice Centre • Wellbeing Support Services • campus police

* Where your Mitigating Circumstances relate to physical or mental health conditions or issues for which you have sought support you should provide documentation from a medical practitioner or a practitioner who is registered with an appropriate professional body such as the British Association for Counselling and Psychotherapy, the UK Council for Psychotherapy, the British Psychological Society, or an appropriately qualified Student Support professional. Medical practitioners in the UK should be members of a recognised professional body such as the General Medical Council, Nursing and Midwifery Council, General Chiropractic Council, General Dental Council, General Optical Council, General Osteopathic Council, General Pharmaceutical Council, Health Professions Council or Pharmaceutical Society of Northern Ireland. If you have sought medical attention abroad the certifier must be licensed to practise in the country in question. If the letter or note is in a language other than English you must provide both a copy of the original note and a certified translation into English. The University may seek to verify the accuracy of the translation provided.

Table 2: Circumstances not normally eligible for consideration

Circumstance	Examples	Sources of support
A permanent condition which you have already told us about unless you can provide appropriate evidence that there has been a worsening of your condition during the assessment period (see Table 1).	An ongoing mental or physical health condition, or Specific Learning Difference or disability. You should tell the University, (Disability Services) and your Personal Tutor about any disability, Specific Learning Difference, or ongoing mental or physical health condition as soon as possible in your University career so that appropriate adjustments can be made to support you. If in doubt speak to your Personal Tutor.	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • Disability Services • SU Advice Centre

Minor illnesses or ailments	Aches and pains, colds, sore throats and coughs where these are not symptoms of a more serious medical condition. <i>However, if you feel that your ailments are impacting on your ability to study you should seek medical attention and notify your Personal Tutor.</i>	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • SU Advice Centre
Examination stress and worry	Exams and other University assessments are tests of your performance and inevitably involve a certain amount of stress. Having feelings of stress or worry at such times does not necessarily mean you are unwell or have an eligible Mitigating Circumstance. <i>However, if you experience a more acute form of anxiety (a 'panic attack' or 'anxiety attack') it may be eligible and you should seek medical or professional attention, as well as notify your Personal Tutor.</i>	<ul style="list-style-type: none"> • GP or hospital • Wellbeing Support Services (Mental Health and Wellbeing Team, in particular Wellbeing Drop-in) • Student Careers and Skills • Personal Tutor • University Library • SU Advice Centre
Computer, printer or other IT failure	Failure to keep adequate back-ups; computer 'crash'. <i>However, theft of computer equipment may be eligible if you have reported it to the police and can provide a crime number.</i>	<ul style="list-style-type: none"> • Personal Tutor • IT Services
Pressure of academic workload	Essay deadlines falling on the same day or in close proximity. <i>However, this may be eligible as an aggravating factor if you also have a diagnosis of a relevant medical condition (see Table 1, above).</i>	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • SU Advice Centre
Non-academic activities and foreseeable events	Holidays, weddings, rites of passage ceremonies whether religious or secular, sporting fixtures or training in preparation for them and other similarly foreseeable events.	
Temporary self-induced conditions	Hangovers; ill-effects from the use of recreational or performance-enhancing drugs, whether legal (e.g. caffeine, energy drinks) or illegal. If in doubt please consult one of the sources of support in the box immediately to the right.	<ul style="list-style-type: none"> • GP or hospital • Personal Tutor • Wellbeing Support Services • SU Advice Centre

APPENDIX C

General Information

The following Warwick University webpages provide help and guidance to all students.

- a. University Calendar: <http://warwick.ac.uk/calendar/>
 - i. Regulation 10; Examination Regulations: <http://warwick.ac.uk/regulation10>
 - ii. Regulation 11; Procedure to be Adopted in the Event of Suspected Cheating in a University Test: <http://warwick.ac.uk/regulation11>
 - iii. Regulation 23; Student Disciplinary Offences: <http://warwick.ac.uk/calendar/section2/regulations/disciplinary/>
 - iv. Regulation 31; Regulations governing the use of University Computing Facilities: <http://warwick.ac.uk/regulation31>
 - v. Regulation 36; Regulations Governing Student Registration, Attendance and Progress: <http://warwick.ac.uk/regulation36>

- b. University Community Values and Expectations:

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](#), 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

warwick.ac.uk/dignity/	environment where all can contribute and reach their full potential 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

c. 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/>).

d. Health, Safety and Wellbeing Policy Statement:

<http://warwick.ac.uk/services/healthsafetywellbeing/guidance/handspolicy>

e. Anti Bribery Policy: <https://warwick.ac.uk/services/gov/university-policies/antibribery/>

f. 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.”

- g. **Dignity at Warwick Policy:** <http://warwick.ac.uk/equalops/dignityatwarwick>
- h. **Policy on Recording Lectures:**
<http://warwick.ac.uk/quality/recordinglectures/>
- i. **Smoking Policy:**
<http://warwick.ac.uk/services/healthsafetywellbeing/guidance/smokingpolicy>
- j. **Policy on the Timing of the Provision of Feedback to Students on Assessed Work:**
<http://warwick.ac.uk/quality/categories/examinations/assessmentstrategy/assessment/timeliness>
- k. **Moderation guidance:**
<http://warwick.ac.uk/quality/categories/examinations/moderation>
- l. **University assessment strategy:**
<http://warwick.ac.uk/quality/categories/examinations/assessmentstrategy>

17. Undergraduate students

- a. **Regulation 8; Regulations for First Degrees:**
http://warwick.ac.uk/regulations/reg8to8_5_1/ and
http://warwick.ac.uk/regulations/reg8from8_6/
- b. **Regulation 12; Absence for Medical Reasons from a University Examination for First Degrees:** <http://warwick.ac.uk/regulation12>
- c. **Undergraduate Degree Classification Rules:**
<http://warwick.ac.uk/examinations/conventions/ug13>
- d. **Harmonised First Year Board of Examiners' Conventions (including any approved exemptions and specific departmental requirements):**

<http://warwick.ac.uk/quality/categories/examinations/conventions/fyboe>

- e. **Undergraduate Progression Requirements for Intermediate Years of Study:**
<http://warwick.ac.uk/quality/categories/examinations/conventions/ugprogression09>

18. Learning resources and Student Support

a. Library

The Library has a designated Academic Support Librarian (ASL) for each academic department ([Helen Riley for the Law School](#)). 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.

b. 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>).

c. 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> or 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> for links list to useful pages.

d. 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:

- i. 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/>

ii. 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/>

iii. 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.

e. 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.

f. 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)
- Disability Services (<http://warwick.ac.uk/disability>)
- Mental Health & Wellbeing Team (<http://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

g. 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.

h. 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 assist 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 Director of Wellbeing with whom students can also discuss issues. On occasion your personal tutor may refer you to the Director of Wellbeing.

i. 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.

j. 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

<https://warwick.ac.uk/study/international/immigration/>

or the Students' Union Advice Centre <https://www.warwicksu.com/help-support/> 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>.

k. 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.

I. 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.

m. 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.

n. 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.

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

o. 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.

p. 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.

q. 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.

r. 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.

s. University Children's Services

Some students, especially postgraduate or mature, may need information about childcare 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.

19. Academic Registrar's Office

- a. Academic Office: <http://warwick.ac.uk/ao>
- b. Office for Global Engagement: <http://warwick.ac.uk/services/ofge>
- c. Student Recruitment, Outreach and Admissions Service:
<https://warwick.ac.uk/services/aro/>
Student Careers and Skills: <http://warwick.ac.uk/careers>
- d. Teaching Quality: <http://warwick.ac.uk/quality>

20. Academic Office

- a. Examination Office: <http://warwick.ac.uk/ao/examinations>
- b. Student Records: <http://warwick.ac.uk/studentrecords>
- c. Awards and Ceremonies: <http://warwick.ac.uk/ao/congregation/ceremonies>
- d. Student Finance: <http://warwick.ac.uk/ao/finance>
- e. Student Funding: <http://warwick.ac.uk/ao/funding>
- f. Graduate School: <http://warwick.ac.uk/gsp>

FINAL THOUGHTS

For the vast majority of students, studying law at Warwick is a deeply enriching experience. This guide only really scratches the surface of what you experience when you embark on your degree studies. We give you the opportunity to research, write, discuss, argue and think about the law in ways that will broaden your intellectual horizons immensely. There are so many other social, cultural and sporting activities to enjoy. We hope you enjoy your experience here, as many other students before you have.