

# Student Handbook



REGENT'S COLLEGE  
LONDON

## The College Student Handbook

Welcome to your College Student Handbook which has been designed to provide 'all you need to know' about the College. You will need to refer to it throughout your period of study.

You also have a separate Programme Handbook which contains important information about your programme. It is designed to set out the aims and objectives of the programme and its various components, together with the relevant *programme regulations*. Please ensure that you read through the Handbooks carefully in order to familiarise yourself with the way in which the information is presented.

This document is prepared ahead of the academic period to which it relates. As a result, some changes are inevitable. Rules and regulations, such as assessment regulations, may be changed as required. Regent's College reserves the right to alter without notice the regulations, programmes, module descriptions/outlines and calendars/timetables.

### Equal Opportunities Policy

You should be aware that Regent's College has the following policy on equal opportunities, and recognises the importance of affording equal opportunity and fair treatment to existing students and prospective students with regard to the services that the College provides.

We are committed to a policy of treating you equally. You shall never receive less favourable treatment or consideration on the ground of race, colour, religion or belief, nationality, ethnic origin, sexual orientation, gender, gender reassessment, age, disability, marital status or part-time status or will be disadvantaged by any regulations that cannot be justified as necessary on operational grounds.

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## **Welcome to Regent's College**

Welcome to Regent's College, or if you are a continuing student - welcome back!

Our mission, the variety of our programmes, the way we teach, the international mix of students and the location of our beautiful campus in Regent's Park in the heart of London all contribute to making your study at the College a special experience.

Our mission is to focus on professionalism, internationalism and the development of global citizens who have the skills and experience needed to sustain exciting, rewarding and valuable careers in their chosen fields. All my colleagues are dedicated to ensuring that you enjoy your time at Regent's and reach the objectives that you have set yourself.

Our graduates are in high demand and attract average salaries substantially above the norm. Our alumni now occupy key roles in a wide variety of business, commercial, media, governmental and public service organisations. Many have gone on to become successful entrepreneurs or leading professionals and often return to the College to share their experience with you.

Whichever programme you have chosen to study, I hope you find your time with us rewarding and enjoyable, and you feel that you are valued member in the Regent's community.

Aldwyn Cooper  
Chief Executive and Principal

## **Regent's College Faculties and Schools**

Please find below information about the College, its two Faculties, and its six Schools.

### Regent's College

Regent's College is one of the UK's most respected private colleges. Comprising six schools plus a world-class conference centre, all within a superb central London campus, Regent's College offers everything students need to fulfill their academic and personal potential.

A wide range of courses, including British and American degrees at undergraduate and postgraduate level, are taught in a dynamic international environment.

Regent's College is a registered charity with surpluses reinvested for the benefit of its students.

The College has two Faculties – Humanities Arts and Social Sciences; and Business and Management.

[www.regents.ac.uk](http://www.regents.ac.uk)

### Faculty of Humanities Arts and Social Sciences (HASS)

The Faculty comprises four Schools – School of Psychotherapy and Counselling Psychology (SPCP); Regent's American College London (RACL); Webster Graduate School London (WGSL); and London School of Film Media and Performance (LSFMP).

*The School of Psychotherapy and Counselling Psychology (SPCP)*

The School of Psychotherapy and Counselling Psychology (SPCP) has established an international reputation as one of the UK's leading therapeutic training institutions and aims to provide a wide-ranging and thorough professional training and academic education in psychotherapy, counselling and counselling psychology. It offers numerous programmes from foundation level to full Doctoral programmes. Its staff are highly respected and experienced members of the profession who are committed to excellence in their field and who have made significant contributions to those fields. The School aims to provide a stimulating learning environment that both addresses and respects our Equal Opportunities Statement.

The School's programmes are demanding as well as enjoyable. Students need to commit themselves wholeheartedly to their studies and training if they are to make the most of the opportunities presented. We believe it is through hard work and the spirit of questioning and critical investigation that results are achieved. Taking a course in the School is a challenging, intense and rewarding experience.

The School advocates a non-doctrinaire 'integrative attitude' throughout all of its programmes. The School's academic staff represent a number of models and approaches (the existential-phenomenological, psychoanalytic and integrative in particular) and all students are exposed to contrasting views in an open and constructively critical manner. Students/trainees are expected to think for themselves and learn to respect views other than their own.

[www.spc.ac.uk](http://www.spc.ac.uk)

### *Regent's American College London (RACL)*

Regent's American College London (RACL), brings the Liberal Arts curriculum of American higher education to the UK. The College, formerly known as British American College London (BACL), is the official London campus of Webster University, St. Louis, USA. Webster University was

founded in 1915 and has been fully accredited by the North Central Association of Colleges and Schools since 1925.

RACL offers an internationally-focused, stimulating and supportive educational experience, with a wide choice of majors including history, political science, and social science. We are particularly proud of the flexibility our American degree programmes offer, our central location with its diverse range of culture, our links to the financial institutions of the City of London, and our international student body.

[www.bacl.ac.uk](http://www.bacl.ac.uk)

#### *Webster Graduate School London (WGSL)*

Webster Graduate School London delivers an international education to students from around the world. We are the official London Campus of Webster University, St. Louis, USA - founded in 1915 and fully accredited by the North Central Association of Colleges and Schools since 1925.

We offer an internationally-focused, stimulating and supportive educational experience, with a wide variety of American graduate programmes. We are proud of the flexibility of our American degree programs, our central location with its diverse range of culture, our links to the financial institutions of the City of London, and our international student body.

[www.webster.ac.uk](http://www.webster.ac.uk)

#### *London School of Film Media and Performance (LSFMP)*

LSFMP is a new centre of academic and professional training for those who want to work creatively in film, television, theatre, radio, music, performance, media management and the arts. Drawing on its unique location in the heart of one of the worlds most vibrant and wide-ranging media employment

centres, its group of exclusive programmes is designed to develop the creative graduates of tomorrow.

#### Faculty of Business and Management (BaM)

The Faculty comprises two Schools – European Business School London (EBSL); and Regent's Business School London (RBSL).

#### *European Business School (EBSL)*

The European Business School London is a leading London business school, and the UK's oldest and largest private business school. We offer international business degrees incorporating languages, work experience and study abroad.

EBSL also offers specialist Masters and MBA programmes; including MA International Business, MA Human Resource Management, MA Entrepreneurial Management, MA International Marketing, MSc Global Banking and Finance and MBA International Business.

[www.ebslondon.ac.uk](http://www.ebslondon.ac.uk)

#### *Regent's Business School London (RBSL)*

Regent's Business School London (RBS London) is one of the fastest growing business schools in the UK. Located in the heart of London, Europe's principal business centre, we are ideally placed to launch our graduates into the global business world.

RBS London is a dynamic and culturally diverse School with a practical international focus. We offer high quality teaching in small classes and our emphasis is on linking the business world to your classroom. RBS London's

Skills & Leadership Programme develops your leadership, teamwork, negotiating, learning and presentation technique. You will be given many opportunities to network and adapt your practical skills to the real business world.

[www.rbsl.ac.uk](http://www.rbsl.ac.uk)

## **Student Conduct and Responsibilities**

In order to get the best from your studies during your time with the college you are expected to observe the following:

- to behave in a polite and respectful manner to all students and staff and understand that rude or aggressive behaviour will not be tolerated under any circumstances;
- to attend and participate in all timetabled classes which may include lectures, seminars, workshops and supervision groups;
- to arrive at each class on time out of respect for your fellow students and tutor;
- to ensure your mobile phone is turned off before entering the classroom;
- to leave the classroom in good order and as you would expect to find it;
- to be respectful of quiet areas where classes are taking place;
- to be respectful of the College campus environment by always disposing of litter appropriately;
- to submit all assessments by the appropriate deadline;
- to pay all invoices by the stated deadline;
- to complete all student feedback questionnaires as requested;

- to ensure you do not breach the College regulations.

## **Student Support and Who to See**

During your studies you will need to be aware of various support facilities and the key staff who will be able to help you.

### Staff Contact Details

To find staff contact details you should use the College Intranet where you will find a link to *Find Staff Members*. You will have been given an induction about how to use the Intranet when you arrive, but if you need further assistance about the Intranet then contact the IT Centre.

The Intranet can be accessed on any campus PC, or remotely via the Citrix Portal <https://access.regents.ac.uk>

### Programme Director

Each Programme has a designated Programme Director who, with the support of colleagues, is available to offer support to students on a wide range of academic matters. However you may wish to consult your Personal Tutor / Academic Advisor in the first instance.

### Personal Tutors / Academic Advisors

There are Personal Tutor / Academic Advisor systems in place in the College. You will be allocated a Personal Tutor / Academic Advisor at the start of your studies on those programmes which provide this support. For more information please refer to your Programme Handbook.

### Student Counselling Service

The College provides you with many opportunities but it also makes extraordinary demands on you to manage your time effectively. Even the

most experienced students, who have well-disciplined study habits, may find it difficult to concentrate. There is no easy solution to balancing academic study with other lifestyle experiences – living in a new location away from home, demands of work and family life, or active leisure and sports pursuits. This often leads you to feeling a certain amount of stress. You should not be surprised by this nor see it as a sign of failure; you should see it as a message to look at how you are managing your time and to make changes if necessary.

Being a student at Regent's College can be a mixture of experiences which are mostly pleasant, sometimes unpleasant and almost always simply different. Expectations need to be put into perspective.

Counselling is a talking and listening process that helps you to focus on and understand the concerns that are troubling you. Some of the issues brought to the Service include: anxiety, depression, family concerns, bereavement, work and study related problems, worries about drugs/alcohol, sexual concerns, eating difficulties etc.

By talking through your problems with a counsellor, you may deepen your understanding of what is happening in your life. You will be encouraged and helped to explore feelings, thinking and behaviour where you may be feeling 'stuck'. Through this process you should be able to develop different and more helpful coping strategies.

Counselling is non-judgemental and your values, choices and life style will be respected in a non-critical way. All client information is treated as confidential, so you may feel comfortable and at ease in sharing your personal issues.

The College's Student Counselling Service is a free, confidential service available to all students. This service is provided by the Inner Circle Therapy Centre (ICTC). It is staffed by therapists and counsellors who are highly

experienced and who are able to offer a variety of approaches, including psychodynamic, existential, humanistic and integrative (and as registered members of the United Kingdom Council for Psychotherapy, adhere to its ethics and standards). Please contact ICTC for an appointment if you feel they may be able to help you, on 020 7487 7555 or email:

therapy@regents.ac.uk

Information for Students with Disabilities

Regent's College seeks to ensure that you can participate fully as an equal member of the learning community. The College will make every reasonable effort to support you if you have a disability, specific learning difficulty (SpLD) or mental health condition. Please note that, according to UK law, some long-term health conditions may be considered a 'disability'.

Therefore, you are encouraged to disclose any disability on application. Following this, the Disability Officer should make contact with you and, if necessary, arrange a confidential discussion about any needs arising from your disability, SpLD or health condition. If you have not disclosed on application, you should contact the Disability Officer on arrival at Regent's College. Depending on the support required, the Disability Officer may ask for documentation about the disability, in order to enable an appropriate assessment of your needs. Documentation provided should be up-to-date (dated when you were aged 16 years or over).

The Disability Officer is in room P01 and can be contacted by phone (tel: 020 7487 7863) or email: goldsmithp@regents.ac.uk

*If you have documented disabilities*

The following section is informed by the College Disability Policy, which can be found on the College website's 'Disability Information' pages. Additional information can be found on the intranet's 'Disability Information' pages.

### *General Information*

You should be aware that In line with its Disability Policy, the College is committed to developing an environment in which all applicants and students are given the opportunity to demonstrate and realise their full potential. The College will ensure:

- That you are given the opportunity to disclose a disability/SpLD;
- That your requirements are assessed on an individual basis;
- That reasonable adjustments are provided to you, within the resources available; and,
- That all discussions and information regarding your disability or SpLD are treated in a confidential manner.

### *How to disclose a disability or specific learning difficulty (SpLD)*

You may disclose a disability or SpLD at any stage during your studies. However, we encourage you to inform us as early as possible so we may discuss your individual needs and arrange the necessary adjustments within the resources available.

If you have a disability or SpLD which has not been disclosed to us at the admission stage, the Disability Officer will be available during Induction Week, and throughout the semester, to meet with you if you wish to disclose or discuss a disability or SpLD. As noted above, all discussions or information regarding a disability or SpLD will be treated in a confidential manner.

### *What happens once a disability or SpLD has been disclosed*

If you have disclosed a disability or SpLD at the admission stage, you should have been invited to discuss your requirements prior to enrolling on the

programme, to ensure that the College was able to meet your needs within the resources available.

If you have a SpLD, such as dyslexia or dyspraxia, you are required to provide a diagnostic report from a suitably qualified professional (e.g. an educational psychologist) in order to enable the College to assess your needs appropriately and provide any necessary adjustments.

Once you have registered, you should meet the Disability Officer to complete a Student Support Agreement (SSA) which confirms the reasonable adjustments to be put in place.

With your agreement, the Disability Officer will send a copy of the SSA to Faculty Registry. Registry will keep a copy of the SSA on your file. The information will be used to ensure that any special adjustments are in place for assessments, such as tests and end of semester examinations.

The Disability Officer will notify the following staff and departments:

- Module tutors/Lecturers – your module tutors/lecturers will be notified throughout your studies. Lecturers should invite you to discuss your needs/adjustments within the context of your individual modules.
- Academic Advisors/Personal Tutors – your Academic Advisor/Personal Tutor is available to advise you on matters relating to your studies and will refer to this information if it is relevant to any discussions you have.
- Careers and Business Relations Department – the Careers and Business Relations Department will use the information provided when helping you compile your CV and applying for jobs.

If you do not wish the information to be distributed to any of the above departments, you should inform the Disability Officer when completing the

SSA. Please note that each of these departments will handle all information relating to your disability in a confidential manner.

*What you should do if you develop a disability or suspect that you may be suffering from a SpLD or severe health problems during your studies*

If you develop a disability or suspect that you may be suffering from a SpLD or severe health problems during your studies, you should contact the Disability Officer immediately for a confidential discussion. Every effort will be made to assist you within the resources available to the College.

The Disability Officer provides a screening service for you if you suspect that you may have dyslexia or dyspraxia. Screening should give you an indication of whether it is worthwhile seeking a full diagnostic assessment.

#### *Documentation*

If you have a SpLD, such as dyslexia or dyspraxia, you are required to provide up-to-date written evidence of your disability, such as an educational psychologist's report, in order to enable the College assess your needs appropriately and provide any necessary adjustments.

If you have a physical disability, a doctor's letter may be appropriate. Documentation should clearly state any diagnosis and any resulting recommendations for academic study.

#### *Examples of Adjustments*

Examples of adjustments include:

- Additional time in tests and examinations;
- Use of a computer in tests and examinations;
- Separate room provided to accommodate your additional time in tests and examinations.

- Flagging examination scripts written by you without disclosing your identity, enabling academic staff to take the SpLD into consideration when marking the script;
- Facility to record lectures; and
- Extended loans in the library.

In the case of non-standard adjustments, the Programme Directors will be involved in any discussions regarding adjustments to ensure that academic rigour is maintained and that the necessary resources are available.

### *Examples of the support systems currently available*

If you have a hearing impairment :

A hearing loop is installed in the Tate Library. Hearing loops are also installed in several of the lecture rooms and can be made available in other rooms on request.

If you have a visual impairment :

A computer program, JAWS, is installed in Tate Library to enable you, if you are visually impaired, to surf the net and to read books and documents in the Tate Library. Exam rubrics and handouts can be made available in large print.

If you have specific learning difficulties :

The computer programs, Read & Write Gold, and Inspiration, are installed in Tate Library. Read & Write can assist with academic writing, as it offers predictive text features, as well as a sophisticated proof reading facility, which allows you to listen to what you have written. Inspiration is a mind mapping program, helpful for planning assignments. If you have difficulty with taking notes in lectures, you are advised to contact the Disability Officer.

### *Counselling*

The Inner Circle Therapy Centre at Regent's College offers a bona fide confidential counselling service to you. More details are available on the College website via this link:

[http://www.regents.ac.uk/student\\_life/student\\_services/counselling.aspx](http://www.regents.ac.uk/student_life/student_services/counselling.aspx)

### *Handouts*

Study skills handouts, especially useful if you have a SpLD, can be downloaded from the College intranet.

### *Funding*

Most home (UK) students are entitled to the Disabled Students' Allowance (DSA).

Details on what DSA can be used for and how to apply can be found on this website:

[http://www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG\\_10034898](http://www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898)

The Disability Officer is available to assist you with your application. In the case of SpLDs, you are responsible for funding any diagnostic assessments required for your application. The Disability Officer can provide contact details of suitably qualified assessors on request.

#### *Emergency evacuation for students with a physical disability*

If you are a disabled student who may have difficulty evacuating a College building in an emergency, you are encouraged to contact the Disability Officer, in order to discuss your specific needs. A Personal Emergency Evacuation Plan can be drawn up, in consultation with the Fire Officer. The College provides specialist Evacuation Chairs, which can be used by a disabled person and assistant to enable exit down stairs. The Fire Officer is available on extension 7755.

#### *Disability Services Committee*

This meets four times a year and two student representatives (one from each faculty) are invited to become members. If interested, please contact the Disability Officer.

#### *Disabled parking*

Full details are available via the College website:

[http://www.regents.ac.uk/contact\\_us/parking/disabled\\_drivers.aspx](http://www.regents.ac.uk/contact_us/parking/disabled_drivers.aspx)

Alternatively, you can contact the Disability Officer.

## **Student Life**

### Student Services Department

The Student Services Department is a central resource for all students on campus and is designed to help you, in particular if you are a new arrival, to adjust and get the most out of life on campus and in London.

The Student Centre provides you with a wide range of non academic services and assistance, including:

- Activities and Excursions
- Advice: Accommodation, Healthcare, Banking, Insurance, Immigration, London
- Fax service, international stamps
- Travel Cards / Student Discount Cards (ISIC) / Other Student discounts e.g. FT subscriptions
- Counselling
- Pastoral Care
- Student Union
- Music Practice Room
- Photography darkroom
- Prayer Room for all faiths
- Common Room: With comfortable seating, flat screen TV and Wireless Internet Access (WIFI)
- Meeting Room/ Table Tennis Room: for clubs and societies
- Sports

### Regent's College Student Union

The Student Union is for students of all schools within Regent's College.

The Union organises a whole range of clubs and societies including the debate society, good causes council, music club and student newspaper. We encourage you to get involved in the Student Union and join existing clubs and societies as well as form new ones.

In addition to Regent's College Student Union, you also have access to the University of London's Union (ULU) and the many societies that it offers.

The Student Union offices are housed within the Student Centre located in the Darwin Basement.

Some Schools also have a Student Council. For further information please contact the Student Union.

### Sport and Leisure

The College has the luxury of being located in Regent's Park, which is the largest outdoor sporting area in London. The college campus also provides the following facilities:

- Gym and Fitness / Dance Studio
- Tennis courts
- Basketball court
- Volleyball court
- Sports equipment for hire e.g. tennis rackets

The college is a member of SESSA (Southern England Student Sports Association) and many of our sports teams compete with other universities and colleges on a regular basis. Regent's College has a very successful football team (three times winner of the SESSA League) as well as strong teams in basketball, volleyball and tennis.

You may also join the University of London Student Union and International Student House located 10 minutes from the campus. Both of these offer a wide range of sporting opportunities and expand the options available to you.

### Regent's College Bookshop

The Regent's College Bookshop carries a wide range of titles reflecting the academic specialisms and subjects taught across the college, as well as a selection of new and bestselling general reading. Run by John Smith's (the UK's leading academic and specialist bookseller), the bookshop works closely with lecturers to ensure that recommended course textbooks are always in stock. The shop also sells stationery and computer products.

The Regent's Bookshop Aspire card, which can be picked up free from the bookshop after registration, gives you access to special promotions and credit-back offers throughout the year. When buying books and other learning-related materials at the bookshop, you can accrue loyalty points onto your Aspire card which can be used as a discount on future purchases.

In addition, the following services are provided:

- Second-hand textbooks, sale and buyback (conditions apply)
- Book ordering for titles not in stock
- Worldwide mail order service
- Gift cards and book tokens, sold and redeemed

Other non-book items such as clothing, confectionery and gifts are available from the Campus Shop.

For more information please contact [bookshop@regents.ac.uk](mailto:bookshop@regents.ac.uk) or telephone 020 7935 0183

## Bars, Cafes and Restaurants

The Regent's College campus offers excellent catering facilities for breakfast, lunch and evening meals. A substantial range of snacks and confectionery are also available throughout the day from a number of outlets - as listed below.

### *Regent's Refectory*

The main student restaurant within the college is the refectory, providing a wide selection of dishes from around the world. The menu changes daily and caters for vegetarians and other diets.

### *Regent's Brasserie*

Regent's Brasserie boasts an exciting, innovative menu. An exciting tapas menu and a selection of fine wines and spirits is served during the evening.

### *Regent's Delicatessen*

Regent's Delicatessen offers made to order sandwiches on a variety of breads and wraps, soups, soft drinks, and warm snacks.

### *Coffee Shop*

The coffee shop offers a chance to quickly grab a coffee between classes.

### *Sports Bar*

The Regent's College sports bar, (formerly Tuke Bar), has recently been re-opened after an extensive re-fit. The new bar features four large overhead TV screens (with satellite television), DJ booth and lounge areas.

The Sports bar serves burgers and snacks at lunchtimes and during the evening.

Student Visas

### *European Economic Area Nationals (EEA)*

Nationals of the EEA and Switzerland will not require a visa to study in the UK. The countries of the EEA are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden and the UK.

Although you do not need a visa, it would be advisable to carry your acceptance letter with you when you are entering the UK.

### *Non EEA Nationals*

To find out if you need a student visa, you will need to contact the British Mission (Embassy, Consulate or High Commission) in your home country.

Details of all British representations abroad can be found at: [www.fco.gov.uk](http://www.fco.gov.uk)

Remember that it is your own responsibility to check whether you need a visa, and if so, to ensure that you have the correct type. Rules and regulations in this area have become increasingly strict over the past few years, and it is in your own interest to have everything in order.

### *Further Information*

Please note that College staff are not qualified to offer advice on applying for visas.

Further information and guidance on UK Immigration and Visa regulations is available from UKCISA:

<http://www.ukcisa.org.uk/student/immigration.php>

### Fees and Financial Matters

The College's Finance Department has responsibility for fees and financial matters.

You can seek advice and direct any enquires to the College's Finance Department, or from Faculty support staff. Please see contact details and information below:

The *Finance Department* Office hours are  
9 am to 5 pm Monday to Friday except Bank/Public Holidays

#### *Credit Control Section*

This section is part of the Finance Department.

Located at Herringham Building Room H117

Email: [studentcreditcontrol@regents.ac.uk](mailto:studentcreditcontrol@regents.ac.uk)

Tel : +44 (0) 207 487 7473 or +44 (0) 207 487 7635

Fax : +44 (0) 207 487 7720

#### *Cashiers Details*

Finance Department

Located at Herringham Building Room H117

Tel : +44 (0) 207 487 7639

Fax : +44 (0) 207 487 7720

Opening Hours: 11 am to 5 pm Monday to Friday except Bank/Public Holidays. (For payment in person).

#### *Payment on line address*

<https://www.ecommercegateway.co.uk/regents/step1.asp>

*Commercial Manager, Faculty of BaM:* Tuke 202, Tel. 0207 487 7461  
rouffigj@regents.ac.uk

*Faculty Manager, Faculty of HASS:* Darwin 207, Tel. 0207 487 7677  
beaverse@regents.ac.uk

The above contact points will be able to provide you with full information on all policies and practices. However, it is important that you familiarise yourself with the following points:

#### *Notification of fees*

For new students, you will be already aware that the fees due for a programme are set out clearly in the prospectus and other marketing materials,. An invoice should have been sent to you before the start of the programme. If not, you should contact the College's Finance Department.

For new and continuing students, the full fee may not be known in advance of registration where you can opt to take fewer or more than the normal number of modules or credits, or you are required to retake one or more modules – in these circumstances, the standard fee will be notified to you and an adjusting invoice issued after registration. You should understand that the first invoice may not necessarily represent the full amount payable for the year, semester, term or programme.

For new students, fee information, including information about due dates, is set out clearly in the prospectus, you are deemed to be aware of the requirements for paying fees and thus the failure to provide a pro-forma invoice in advance of registration does not remove the need to pay the fees as required.

### *Payment of fees*

Responsibility for paying fees:

It is your responsibility to ensure that the fees (as stated in any fee document or other document supplied to you and as reviewed and revised each academic year) and all other fees and expenses relating to the programme of study (some of which may be subject to a separate agreement) are paid in each academic year of the programme.

Due dates:

The invoice will indicate the due date for payment of the fees. Unless the College agrees otherwise in writing the fees should be paid on or before the beginning of the semester/term, whether directly by you, or on your behalf by a relative or by a third party.

Methods of payment:

You can pay fees can by bank transfer, cheque or by credit/debit card either in person or via the web payment facility.

An additional fee of £15 is payable in respect of cheques drawn on a non-UK bank account, to cover the cost of negotiating the cheque.

A charge of 2% of the fee paid is levied where the payment is made by credit card in person or over the phone. No charge is levied where payment is made via the web payment facility or by debit card.

Deferred payment:

As stated above, fees are payable in full in advance of the academic year, semester or term as specified for the programme.

You may opt to split the payment of the annual tuition fee for an academic year over the two respective semesters, thereby making payment in two equal instalments at the beginning of each semester. This would attract an additional surcharge of £400, payable with the first instalment. The second instalment is payable even if you do not return for the second semester.

#### *Sanctions in the event of the non-payment of fees*

The College has a range of sanctions that will be imposed in the event that the fees due are not paid by the due date. These can include ineligibility to enrol, withdrawal of administrative services, and withdrawal of college facilities such as IT accounts.

#### *Further information can be obtained concerning:*

- Scholarships and bursaries
- Hardship, financial guidance and appeals
- Refunds

(Full guidance and details on all fees related issues are on the Finance intranet and any changes or updates will be published there).

#### Student Financial Support

Some undergraduate programmes are approved by the Department for Education and Skills (DfES) for the purpose of receiving tuition fee support and/or student loans. Eligibility is based upon one of the following criteria:

- You must be a British or EU resident who has lived in the UK or EU for purposes other than education, for a minimum of three years before starting your programme.

- If you are not a British citizen, but have been given settled status, i.e. indefinite leave to remain in the UK, this status must be verified by reference to immigration stamps within your passport.

For more information, please see your Faculty Registry in the first instance.

Since the academic year 2006/07, the Government Regulations relating to Student Finance have changed, and new-systems students (i.e. students who commenced their undergraduate studies after 2006) are no longer entitled to non-means tested tuition fee grants. Tuition fee grants will only be awarded to old systems students (i.e. students who commenced their undergraduate studies before September 2006). New-systems students are entitled to apply for a non-means tested tuition fee loan of £3000.

If you are applying as a UK resident for the first time you should complete form PN1 for incoming assessment. These forms are obtainable by accessing the Student Finance England website at:

[http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG\\_171624](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/DG_171624)

There is now also the facility to be able to apply online for tuition fee support, which can also be done by accessing the above website.

Some European Community (EC) or European Economic Area (EEA) nationals are eligible for tuition fee support.

If you are a non-UK EU student applying for the first time and have been offered a place through the UCAS system for the 2009-10 academic year, you will have been sent a copy of the eligibility Form EU9N during the summer, before the academic year begins.

If you are a non-UK EU student applying for the first time and your offer to attend has not been made through UCAS, you can download Form EU9N from the website:

[http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/StudentsFromOtherEUCountries/DG\\_171756](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance/StudentsFromOtherEUCountries/DG_171756)

This form must be submitted within nine months after the start of the relevant academic year.

If you who have previously applied and received funding through the DfES, your application for 2009-10 tuition fee support will continue to be made directly through the European Team at the DfES. You will need to complete the EUPR1 form, which can be downloaded at the above address. However, if you are applying for the first time, your application will be made directly to Student Finance England.

For further contact details for either the European Team or for Student Finance England, please see your Faculty Registry.

### **Socrates / Erasmus Grants**

You may be eligible to receive a Socrates / Erasmus grant, which is awarded by the European Community to assist you with financial costs during your study period(s) abroad. Eligible students must be citizens of any EC member state, or a member state of the European Economic Area. These grants are only available at those institutions with which the College has Socrates – Erasmus links, and as places are limited, there is a selection process. You should consult the International Programmes Office for further details.

## College Academic Management and Administration

### Staff Contact Details

To find staff contact details you should use the College Intranet where you will find a link to *Find Staff Members*. You will have been given an induction about how to use the Intranet when you arrive, but if you need further assistance about the Intranet then contact the IT Centre.

The Intranet can be accessed on any campus PC, or remotely via the Citrix Portal <https://access.regents.ac.uk>

### Senior Academic Management

Senior Academic Management Positions within the College include:

- *Dean*: The Dean has overall responsibility for the Faculty strategy. The College has a Dean for each of the two faculties.
- *Associate Dean*: The Associate Dean has overall responsibility for academic, quality. The College has an Associate Dean for each of the two faculties.
- *Head of School / Head of Department*: Each school or department has a designated Head who has responsibility for school/department matters.
- *Programme Director*: Each programme has a designated Programme Director who has responsibility for the development and operation of the programme.

### Faculty Registries

There are two Faculty Registries – *HASS Registry* and *BaM Registry*. Each student belongs to one of these Registries.

The Registries have staff who can assist with general enquiries, and for more specific programme enquiries.

### *HASS Registry*

The HASS Registry is located on the Darwin Ground Floor, phone number 0207 487 7662 (UK programmes)/7624 (US programmes), email - [hassregistry@regents.ac.uk](mailto:hassregistry@regents.ac.uk). Opening hours are Monday to Friday, 9.00am 5.00pm.

In the HASS Registry, there is a team for UK programmes, and a team for US programmes to help you. Further contact details for programme specific enquiries can be found in your Programme Handbook

### *BaM Registry*

The BAM Registry is located on Tuke Ground Floor, phone number 0207 487 7601/7626, email - [bamregistry@regents.ac.uk](mailto:bamregistry@regents.ac.uk) Opening hours are Monday to Friday, 9.00am 5.00pm.

In the BaM Registry, there is a team for foundation and undergraduate programmes, and a team for postgraduate programmes to help you. Further contact details for programme specific enquiries can be found in your Programme Handbook.

### *Registry Services*

The services the Registry provide for you include:

- Issuing various types of official letters, depending on purpose (for example, matters relating to visas, council tax, opening a bank account, etc). Requests must be made at least 24 hours in

advance, and approvals are dependent upon your financial status with the College.

- Receiving assessments from you, which are date stamped, and distributed to lecturers.
- Receiving any documentation concerning extenuating circumstances.
- Assisting with general programme enquiries.
- Maintaining timetables, examination schedules, and other materials that need to be distributed.
- Co-ordinating feedback systems, including questionnaires and course committees.
- Co-ordinating enrolment and registration; progression; assessment results; and awards and conferments.

### *How We Contact You*

While the College will do its best to inform you of all developments it is your responsibility to keep yourself informed about changes in teaching arrangements, study requirements, assessments, etc. This Handbook and the Programme Handbooks explain much of what you need to know.

The Registries regularly contact you by email using your Regent's College personal email address.

You have an email account which you are able to access remotely from outside Regent's College or through computers in the IT Centre. Go to:  
<http://webmail.regents.ac.uk/>

### *Change of Address Details*

It is your responsibility to keep the Registries informed of any change of contact address details (home, term-time, billing) at all times during their time with the College.

## **Student Academic Cycle**

This section takes you through the academic cycle – from admission to graduation whereupon you will be part of the Regent's College alumni. It includes some College academic regulations which are common to all students. However, you will also find programme specific academic regulations in your Programme Handbook.

### Semester and Term Dates

Each programme has its own semester/term dates. You will find these in your Programme Handbook.

### Enrolment

You enrol online prior to registration day. Guidance is provided for this nearer the time of the event.

The Admissions department notifies all new students about arrangements for enrolment, and induction.

The Faculty Registry notifies all returning students about arrangements for enrolment.

### Timetables

Timetables are available to you at the start of the term/semester. All enquiries concerning timetables should be made to the Faculty Registry.

### Attendance Policy and Procedures

Regent's College has an attendance policy which encourages academic responsibility and seriousness on your part. It is important that you are

aware that across all College programmes, student absences in classes are recorded and monitored on the principle that each student is required to attend 80% of his/her classes.

The following procedures apply:

- you must report any unavoidable absence to either the relevant module tutor, or the Faculty Registry, preferably beforehand, although retrospective notification is acceptable
- if no reasons for absence have been received by the module tutor or the Faculty Registry, then the absence is recorded as an *unauthorised absence*
- if reasons have been received by the module tutor or the Faculty Registry which are deemed valid, then the absence is recorded as a *justified absence*
- at the module tutor's or the Faculty Registry's discretion, you may be asked to provide documented evidence for the reasons of the absence you have reported (eg. if due to illness, a medical certificate may be required) before the absence is recorded as a *justified absence*
- if you are approaching a number of absences which will mean you fall below the minimum 80% requirement, you may be contacted and given a formal warning.
- if you fail to meet the requirement to attend 80% of classes, you will be deemed to have failed and/or withdrawn from the module (valid and exceptional circumstances may be taken into consideration).

- If you are attending several modules during the term/semester, and your attendance is consistently falling below the minimum 80% requirement, your status will be reviewed and this may result in suspension or expulsion.

It should be noted that Regent's College is required to report student non-attendance to the UK Border Agency (UKBA) for any student in the UK on a study visa.

## Assessment

During your studies you will be required to successfully complete a range of assessments – they may include written essays, reports, presentations, projects, tests, examinations, and dissertations. You will find more specific details in your Programme Handbook.

### Submission of Coursework/Assessments

There are various procedures about how to submit your coursework/assessment for marking. These include submission to the Faculty Registry office; to your tutor; or electronically. You should refer to your Programme Handbook for the required procedure for your studies, where you will also find the policy relating to late submission of coursework/assessment.

### Invigilation of Tests and Examinations

The College makes arrangements for the invigilation of tests and examinations. The *Invigilation Regulations and Guidelines* are available from your Faculty Registry.

### Academic Integrity and Academic Misconduct

Assessment is the means by which the College tests whether you have achieved the objectives of the programme and assures the standard of an award. It is important that you understand that any attempt by you to gain unfair advantage over another student in the completion of assessments, or to assist someone else to gain an unfair advantage, is considered to be cheating. The intention to cheat is to be treated in the same way as cheating having occurred. Whether or not unfair advantage has been gained is viewed as irrelevant.

The module tutors make every attempt to take a proactive and developmental view to the discouragement of cheating or plagiarism by training you in the appropriate academic skills of writing and referencing within the modules and clearly explaining the meaning of the term plagiarism as elaborated within this document. In this way, the likelihood of cheating or plagiarism occurring in the module work is relatively remote, but it may occur.

The institution takes cheating very seriously and, if proven, the penalties are severe. Therefore, we ensure that the rules are applied fairly and consistently by having a process of impartial investigation. At the same time, we endeavour to have a definition of cheating that is understood by all parties. The burden of proof is based on the maxim 'beyond reasonable doubt'.

It is therefore important that you understand the following definitions:

#### *Academic Misconduct/Unfair Practice*

Any act whereby a person may obtain an unpermitted advantage for himself/herself or for another. This shall apply whether the candidate acts alone or in collusion with another/others. Any action or actions shall be deemed to fall within this definition whether occurring during, or in relation to, a formal examination, a piece of coursework, or any form of assessment undertaken in pursuit of a qualification. These include (but are not limited to) plagiarism, collusion, falsification, and cheating.

#### *Plagiarism*

Using without acknowledgement another person's words or ideas and submitting them for assessment as though it were one's own work, for instance by copying, translating from one language to another or unacknowledged paraphrasing. Plagiarism is theft of another's intellectual property. Examples of plagiarism include:

- Use of any quotation(s) from the published or unpublished work of other persons, whether published in textbooks, articles, the Web, or in any other format, which quotations have not been clearly

identified as such by being placed in quotation marks and acknowledged.

- Use of another person's words or ideas that has been slightly changed or paraphrased to make it look different from the original.
- Summarising another person's ideas, judgements, diagrams, figures, or computer programmes without reference to that person in the text and the source in the bibliography.
- Use of services of essay banks and/or any other agencies.
- Use of unacknowledged material downloaded from the Internet.
- Re-use of one's own material (or resubmission of previously assessed work from another module) except as authorised by the department/programme.

### *Collusion*

Work that has been undertaken by or with others is submitted and passed off as solely the work of one person. This also applies where the work of one candidate is submitted in the name of another. Where this is done with the knowledge of the originator, both parties can be considered to be at fault.

### *Fabrication of data*

Making false claims to have carried out experiments, observations, interviews or other forms of data collection and analysis, or acting dishonestly in any other way.

### *Falsification of evidence*

Presentation of evidence of special circumstances which is false or falsified or which in any way misleads or could mislead Boards of Examiners.

### *Cheating*

The means by which a candidate gains unfair advantage in examinations and tests.

*If academic misconduct is suspected, the College procedure, including penalties, as outlined under the Academic Integrity and Academic Misconduct policy in the College Quality Handbook, will be implemented.*

#### Break in Studies

If you are seeking to take a break in studies you should notify the Faculty Registry. This process requires the approval of the Programme Director. Please refer to your Programme Handbook for more details.

## Maximum Registration Period

You are expected to complete your studies within the prescribed time for your allotted programme. For further details refer to your Programme Handbook.

## Transfer to another programme

If you are seeking to transfer to another degree programme offered by the College, you should notify the Faculty Registry.

## Withdrawal from a programme

If you are seeking to withdraw from the programme, and the College, you should notify the Faculty Registry.

## Extenuating Circumstances

You may find that certain circumstances will affect your studies during your time at the College – these are referred to as ‘extenuating circumstances’. The following are ‘extenuating circumstances’ which are deemed to be valid and acceptable to the College:

- Illness.
- Death or serious illness of a close member of the family.
- Unforeseen and evidenced College computer network failure.
- Unforeseen and evidenced failure in the system of communication between student and Faculty Registry.
- Any other circumstance deemed to be reasonable by the Programme Director in consultation with the Faculty Registry.

Extenuating Circumstances may be submitted in relation to any assessment, including:

- late coursework;
- non-submission of coursework;
- non-attendance of a presentation, test or examination.

### *Procedures*

If you need to bring extenuating circumstances to the attention of the College, then you must provide the Faculty Registry with a completed Extenuating Circumstances Request Form, together with the appropriate documentation. Please note that in the event of illness, an appropriate doctor's certificate is required.

The Faculty Registry will liaise with the relevant Programme Director to discuss and make a decision, on the evidence submitted. If you are not satisfied with the decision made, then the matter can be referred to the Faculty Associate Dean for a final decision.

### *Extensions for Late submission of coursework*

In the case of late submission of coursework, an extension will be agreed between the Programme Director, in consultation with the Faculty Registry, and you will be informed in writing of the decision by the Faculty Registry. All correspondence will be held on your file. The normal penalties for late submission will apply to the extension if the agreed new date and time is not met.

### *Non-attendance for an assessment (examination, test, presentation, etc)*

The Programme Director, in consultation with the Faculty Registry, will agree when you will take the assessment, as a first sitting without penalty, if there

are valid extenuating circumstances. You will be informed in writing of the decision by the Faculty Registry. All correspondence will be held on your file.

#### *Timing of submission of the Extenuating Circumstances Form*

In order to be acceptable you must inform the Faculty Registry about any extenuating circumstances, and note the following regarding the timing of the submission:

- Before the deadline for the assessment to be handed in, or the date of an assessment requiring attendance (examination, test, or presentation)
- In the case of sudden illness, within 24 hours of return to the College after the illness, if due to illness the former was impossible to achieve. In the event of an illness, you are expected to inform the Faculty Registry and the Programme Director, in normal circumstances, on the day you fall ill.
- In the case of any other unforeseen extenuating circumstances, you must notify the Faculty Registry within 24 hours.
- If you do not comply with the above, normal penalties will be applied.

#### Assessment Boards

Each programme holds assessment boards, including the Board of Examiners, for the purpose of confirming your results, progression, and award.

All grades given will be provisional until formally approved by the Board of Examiners.

Meetings may also include External Examiners for the subject and/or programme. External Examiners are drawn from such institutions and professions as befit the particular programme content.

All results confirmed by the Board of Examiners will appear on your transcript of results. You should ensure that the Faculty Registry have your most up-to-date 'Results Address' recorded on the student record system.

## Student Academic Appeals

You do have a right to appeal against your results which have been confirmed by the Board of Examiners. Such an appeal must be on the grounds that there has been an error made by the College, or there were extenuating circumstances the College was not aware of, and there is a good reason as to why you did not inform the College at the time. You cannot appeal against academic judgement. Please refer to your Programme Handbook for more information concerning student academic appeals.

## Graduation Ceremony

During the year, each School holds its own Graduation Ceremony. This is an important event, and it will celebrate the successful completion of your studies. It is customary for a speaker to address the graduates and their families, staff and other guests. The event is followed by a reception.

## Alumni Relations

Once you have graduated from Regent's College London, you automatically become a member of Regent's College Alumni Association. With over 6,000 members graduated from all of the College's schools, the group includes some of the most accomplished professionals in international business as well as practitioners in fields such as counselling and international relations.

Membership offers numerous benefits including networking opportunities, careers guidance, regular events, access to the library and our IT Support Centre; it also keeps you up-to-date with the latest news from Regent's College and from your School within the College.

As a former student of Regent's College you will be invited to regular reunions with other alumni and teaching staff of your School. You will also be

invited to networking events that are responsive to the changing needs of our alumni, as well as changes in the outside world.

With regular e-communications and a dedicated magazine, you will be kept fully up to date with College and alumni news and be able to read about new alumni benefits and opportunities as they are launched. We will also publish your news regularly and include in-depth features on alumni.

There are also opportunities for you to put your post-College experience to work helping current and prospective students as an alumni volunteer.

We encourage all graduates to get involved and make the most of an exclusive and close network of friends and business and professional contacts worldwide. All you have to do is keep us informed of your contact details and email address after graduation.

For more information please contact: Head of Alumni Relations. Email: [alumni@regents.ac.uk](mailto:alumni@regents.ac.uk)

Applying to a higher programme

For any questions or information you require about further study on undergraduate, postgraduate and sequential courses at Regent's College, please contact the External Relations Department.

Telephone: 020 7487 7505 Email: [exrel@regents.ac.uk](mailto:exrel@regents.ac.uk)

## **Learning Resources and Support**

Tate Library

### *Collections*

The Tate Library is a central service which offers resources in different formats for the constituent Faculties of Regent's College. The stock comprises book and journal collections in management, business, social sciences, arts and humanities.

### *Journals*

Many journals are now available in electronic format, but the Library also has an archive of hard copy academic journals. A range of international newspapers and magazines are stored.

### *Library Home Page*

The Library Home Page is a gateway to the library catalogue, information resources and external links. These services, which include the database network and e-journals, are available offsite.

### *Database Network*

The database network is accessed via the Library Home Page and offers a range of full-text electronic resources:

- Newspapers
- Electronic journals articles in business and management topics
- Full-text academic papers and articles related to psychotherapy and counselling
- International company, country and industry reports

- International market reports

### *Financial Data*

Bloomberg and Datastream financial services are available in the Library.

### *DVD and Video*

The Library is equipped with television and facilities for viewing DVD and video material. DVDs will be available for student loan from September 2009.

### *Access to Services*

Library services are available and staffed 7 days a week, including statutory bank holidays.

### *Specialist Librarians*

Each school has a specialist Subject Librarian for liaison and student support.

### *User Education*

You are offered an induction, and information retrieval and search skills classes are available for research support and literature reviews.

### *Learning Environment*

The Library has a laptop area for when you are engaged on group projects, and there is also a silent study area for lone study.

### *Provision for Disability*

Extended borrowing rights are available for you if you have conditions such as dyslexia, and specialised equipment is available for you if you have problems using a computer due to sight impairment.

### Information Technology (IT) Centre

Regent's College is equipped with facilities in the IT Centre for general student use.

IT Support Desk hours are as follows:

Monday – Thursday: 8:30 am – 11:00 pm

Friday: 8:30 am – 6:30 pm

Saturday & Sunday 10:00 am – 6:00 pm

Two of the rooms in the IT Centre – rooms 6 and 7, offering fifty computers – are open twenty-four hours a day, seven days a week.

The ITC currently offers a total of 140 work stations available across the Library and

IT Centre. The following applications are installed as standard:

- Microsoft Office 2003 (Word, Excel, Powerpoint)
- Microsoft Project 2003
- Internet Explorer (web browsing)
- Email via Outlook Web Access

Additional software is installed in some of the rooms to support particular learning and teaching requirements – please refer to the boards outside each room for up-to-date software listings.

The Student Intranet provides links to other college systems including access to electronic Library databases and publications.

### *Email*

You are given a Regent's College email address, with mail accessible via the web both on and off campus. This student email address is the primary way in which central services stay in contact with you – it is important that this mailbox is checked on a regular basis.

### *Off-Campus Application Access*

You can access the standard set of applications when not on campus via the Citrix application portal. Full details of this facility will be given at induction.

### *Storage*

You are also given network file storage facilities for the retention of documents, etc.

We will copy documents and other data from the network to writeable CD-ROMs. You should provide your own CDs - blanks are available from the College Bookshop together with other consumables (such as memory sticks).

### *Printing and Photocopying*

There are six high-volume printer/copiers available in the IT Centre and Library exclusively for student use. Further details of this facility will be given at induction, or can be obtained from the IT Support Desk.

Printing and copying is closely monitored to ensure the facility is used appropriately and economically. You will be given a print allocation allowance.

### *Using personal laptops to access the network*

You may use your own laptop to wirelessly access the internet from a large (and increasing) part of the campus. Further details of this service will be given at induction, or by contacting the IT Support Desk.

### *Induction*

You should note that you will need to attend an induction session before you are permitted use of the IT facilities. These will be run during the first weeks of each term/semester. You will receive individual letters containing logon credentials.

### **Virtual Learning Environment (VLE)**

The College currently uses the e-learning platform, or Virtual Learning Environment (VLE) called Moodle, but will be phasing in a new VLE called Blackboard.

### **Media Services Centre**

All the classrooms are equipped with multi-media presentation systems and are connected to the internet and computer network.

As well as presentations, certain modules may require you to create short movies, some of which may be shown at a cinema or compete at a film

festival. The Media Services Centre, situated in the basement floor of Tuke, has everything you require to create professional movies and then export them to DVD.

The Media Services Centre can lend to you professional video cameras, lighting and sound recording equipment. It also has the resources for two Matrox / Adobe editing stations as well as a further 10 PC / Apple Mac editing stations.

Equipment is constantly updated to meet the hi-tech requirements of today's learning environment.

#### Careers & Business Relations

International employment markets are a tough environment. Achieving your goals requires dedication, commitment to performance, academic achievement and competencies that can only be learnt through meaningful work experience.

The Careers & Business Relations department (CBR) centrally handles all career and employability services for the College. Our mission is to help you develop the necessary skills in order to research, apply for and secure:

- Work experience weeks
- Internships
- Placements
- Part-time jobs
- Graduate trainee schemes
- Full-time employment

#### *Services Offered to Students*

Face-to-face advice:

- Needs analysis
- CV and cover letter advice
- Job research support
- Interview preparation
- Career guidance sessions
- Career coaching, personal network development and start-up advice (final year and postgraduate students only)

Employability workshops (continuously running throughout term time):

- Workshop 1: STAR Stories & CV Writing Basics
- Workshop 2: Job Hunting & Research
- Workshop 3: Application Forms & Cover Letters
- Workshop 4: Interview Preparation

Other services:

- Organisation of sector focused career and networking events
- Support of sector focused career clubs
- Daily updated online vacancies board
- Production of Graduate Profiles Portfolios, sent to employers world-wide

The *Careers Intranet* (<http://intranet/intranet/departments/CBR/CBR.aspx>) is the central information resource and point of contact for all career related requests.

If you want to make an appointment to start off with a needs analysis, call the *Careers Hotline* on +44 (0)20 7487 7419.

Appointments are available Mon – Fri 10.00 – 16.00 (career coaching is available only Mon – Wed).

The International Partnerships Office (IPO)

Location: 2<sup>nd</sup> Floor in the Jebb Building (above the Learning Resource Centre)

Contact details: Tel: 0207 487 7871 / Fax: 0207 487 7486 / Email: ipo@regents.ac.uk <http://www.regents.ac.uk/ipo.aspx>

The IPO is the central office for the coordination of all international activities at Regent's College.

The main responsibilities of the IPO include:

- Maintaining and developing Institutional Partnerships
- Organising Study Abroad Programmes including Erasmus-LLP
- Helping other departments and schools of Regent's College to coordinate their international activities.
- Organising Short Courses and events such as the Regent's College International Week
- Coordinating visits from and to partner universities.

The IPO consists of a highly qualified international team of 6 full-time members of staff who all speak several foreign languages and have studied and/or worked abroad. The team is assisted by designated language tutors who work part-time for the IPO as SPA Academic Advisors.

#### *Services offered to students*

The IPO is a resource centre for everything linked to study abroad both for incoming and outgoing students. We are here not only to administer your Study Period Abroad (SPA) but also to support and help you get the best from your SPA.

We provide *Regent's College students* with:

- Advice on study abroad options
- Programme Specific SPA Information guides
- A Partner Institution Library
- Study Abroad Workshops
- Help with the application process
- Travel Books, DVDs and Cultural Guides you can borrow
- Website dedicated to your study abroad with up-to-date information and links to each partner university where you can download SPA Handbooks, Learning Agreement Form and relevant information guides.

Whether study abroad is a compulsory part of your Regent's College degree or an option you would like to explore we shall be delighted to help you.

We are also committed to helping *incoming exchange and visiting students* to have a memorable study abroad experience at Regent's College. We assist you you're your application, and settling in the new learning environment, through pre-arrival guides, an informative orientation programme and social activities throughout each semester aimed at achieving a full integration between home and host students. We are assisted in this task by the "International Student Bureau" (ISB) which is a student committee with representatives from both incoming study abroad students and Regent's College students working on a voluntary basis to support the International Partnerships Office.

We would like to encourage you to take an active role in the ISB as well as in other international activities and events organised by the IPO including the International Week.

## **Student Representation and Feedback**

The student representation system is an important part of the learning experience at Regent's College. It is helpful if students organise themselves as soon as possible each term/semester to ensure that they are represented appropriately. Acting as a 'student rep' requires a significant commitment of effort and time but is very rewarding.

### Getting Involved with Student Representation

At induction or at the beginning of the term/semester, you will have the opportunity either through the student union/council or by mutual agreement between students studying on the same cohort to engage in 'student rep' activities.

### Committees Meetings and Events

The following list outlines some of the forums you may be asked to attend as a student rep:

- Senate and Senate sub-committees
- Faculty Quality Assurance and Enhancement Committee
- Boards of Studies or Programme/Course Committees
- Student Union/Council Meetings
- Validation Events

*Senate and Senate sub-committees* consider college strategic and operational matters, and policy development.

*Faculty Quality Assurance and Enhancement Committee* consider faculty academic quality issues.

*Boards of Studies or Programme/Course Committees* consider any academic issues relating to specific programmes and their content.

*Student Union/Council Meetings* consider a wide range of student related College and School activities from welfare to social and sporting events.

*Validation and Review Events* concern the (re)approval of programmes by the validating bodies.

#### Student Feedback

It is expected that students will give informal feedback on an ongoing basis as and when appropriate, perhaps via your Tutor, Personal Tutor/Academic Advisor or Programme Director.

Student feedback questionnaire systems are in place to provide us with your feedback concerning modules. Institutional surveys are conducted periodically.

Alternatively you can feedback comments through your student rep to the appropriate committees/meetings.

#### Student Complaints

We hope that you will not have a need to complain about any aspect of your student experience but should this occur please contact the Faculty Registry in the first instance.

**Security, Health & Safety**

The following is information concerning Security, Health and Safety. You should familiarize yourself with its content, and you can refer to it when needed during your period of study with the College.

**Security***Student Identity Cards*

All currently enrolled students will receive a Regent's College Identity Card which will allow access to the College. Students should have these cards with them at all times and may be asked to produce them to justify their presence on College premises.

Please note that should you lose your ID card, you will be charged for a replacement.

The Main Reception is manned 24 hours a day  
Phone: 020 7487 7700

*Security Statement*

Regent's College is committed to providing a safe and secure environment by consistently seeking to find ways to promote, preserve and deliver a feeling of security, safety, and quality of service to the College, its employees, its students, and to the community to which it serves.

Regardless of our efforts to provide a safe and secure environment, there is no guarantee that a person will not become the victim of crime whilst on campus: the possibility does exist and is always present. Crime prevention on the College grounds is not just the responsibility of Regent's College; it is a shared responsibility between the individual and Regent's College.

Students and staff must accept responsibility for helping the College maintain a safe and secure environment and report any incidents in a timely manner.

Regent's College encourages all individuals who attend, work or visit the College to follow basic personal and property crime prevention procedures for yourself and for those around you. Please become familiar with the various services and procedures that are outlined in the Security Policy document.; you can find this on the College Intranet under *Departments* and then *Campus Safety and Security Office*. The Intranet can be accessed on any campus PC, or remotely via the Citrix Portal <https://access.regents.ac.uk> However, you can find below some useful advice that has been extracted from the policy.

### *Reporting Crime or Suspicious Activity Reporting*

The College endorses a reporting policy that strongly encourages victims to report all crimes that occur within the College campus to the Facilities manager 020 7487 7515 or to the main reception out of normal working hours 020 7487 7492 regardless of their nature. Crimes occurring off campus within Regent's Park should be reported to the Royal Parks Police on 020 7935 1259. In the case of an emergency you should Dial 999 and ask for the Police.

The prompt reporting of suspicious activity or persons can prevent crimes. If someone's actions are out of character and you become suspicious, you should report it to the Police or to a member of staff to assess the situation. DO NOT HESITATE TO CALL SOMEONE.

### *Personal Responsibilities of Regent's College Students*

Regent's College Students must assume responsibility for their own personal safety and the security of their personal belongings. The following precautions should be used as guidelines:

- Report all suspicious activity to the proper authorities immediately.

- Never take personal safety for granted.
- If possible, avoid walking alone at night, especially in badly lit areas.
- If you are on your own at night when leaving the college and you do not feel
- secure ask at reception for one of the House Services staff to escort you to the Marylebone Road.
- Never leave your personal belongings such as mobile phones, handbags, briefcases, coats, wallets unattended at anytime.
- If you use the College car park do not leave valuables in your car in plain view.
- If you are a resident of Reid Hall Ground Floor please keep you windows
- closed when the room is unoccupied
- Residents of Reid Hall should lock their doors when they leave the room even for a short time.

### *Missing Student*

If a member of Regent's College community has reason to believe that a student is missing, whether or not the student resides on campus, all possible efforts are made to locate the student to determine his/her state of health and well being through the collaboration of the Metropolitan Police.

At the same time, Regent's College officials shall make every attempt to locate the whereabouts of the individual through contact with friends and associates etc. If located, the student's health and wellbeing will be the utmost priority. If appropriate, referral will be made to Student Services.

If not located, notification of the family within 24 hours of receiving the report is made to determine if they know the whereabouts of the student.

### *Student Disciplinary Proceedings*

On account of the fact that Regent's College is an educational institution, legal procedures and disciplinary response to student behaviour are designed as much as guidance and correction of behaviour as for invoking fair and appropriate sanctions. Though every effort is made to address the seriousness of the offence and the record of conduct, of a given student, specific responses are not rigidly pre-determined.

The College recognises that inappropriate behaviour may result in the student's inability to solve a problem or manage a situation appropriately. Ultimately, the student must accept responsibility for his/her behaviour and the consequences that result. The College, however, also recognises that legal responses may include providing the students with educational alternatives that assist the student in learning how to handle certain situations. The fundamental hope is that the student can learn and grow from the incident and sanctions imposed in response to that behaviour, and that he or she can make the necessary changes in his/her behaviour to become a constructive member of the educational community.

Other matters referred to in the Security Policy include:

- Substance Abuse
- Sexual Harassment
- Sexual Assault and Rape
- Date Rape
- Dating Violence

Health and Safety

The College regards health and safety as the responsibility of everyone within the institution. As an academic institution we also promote the active involvement of students and their representatives to ensure they act in accordance with the requirements of this policy.

Please become familiar with the various procedures that are outlined in the Health and Safety Policy document.; you can find this on the College Intranet under *Departments* and then *Campus Safety and Security Office*. The Intranet can be accessed on any campus PC, or remotely via the Citrix Portal <https://access.regents.ac.uk> However, you can find below some useful advice that has been extracted from the policy.

#### *What to do in the event of an accident*

In the event of an accident causing injury you must ensure that the injured person is being cared for and send immediately for a qualified first-aider. Do not move the injured person.

Contact the main Reception main reception on 020 7487 7492 who will carry out the next steps in the procedure.

#### *First Aid*

A list of Qualified First Aiders is available on the College Intra-net site and is also posted on the notice board near the refectory, and are also available from Reception. All First Aiders have a First Aid Box in their location, which is easily accessible.

#### *Fire Instructions*

It is vital that all students familiarise themselves with the fire notices around the building, and the location of fire alarms and fire exits on each floor of the building. These are controlled by the access control system and will release automatically in the event of a fire alarm being sounded. Some fire exits have security bolts, which can be easily broken by hand.

The fire alarm is a long and uninterrupted siren.

In the event of discovering a fire, sound the nearest alarm immediately. If you are too far away from an alarm, telephone reception (0) or ext. 7492 Staff on duty will be able to raise the alarm quickly for you and telephone the Fire Brigade.

You should not attempt to put out the fire. Do not put yourself at risk. Evacuate the area immediately.

On hearing the fire alarm, students should leave quickly and calmly by the nearest exit.

The fire procedure notices give full instructions on means of escape but the following points should be particularly noted:

- Leave the building immediately by the nearest exit.
- Close, but do not lock, all doors behind you, in particular the corridor fire doors.
- Go to the designated assembly point unless otherwise directed by the Police or Fire Brigade. The fire Marshals will ensure their area is evacuated.
- Keep away from the windows.
- Return to your office only when advised that it is safe to do so by the floor fire marshals.

Staff are responsible for directing students any visitors who may be on the premises to the assembly points.

### *Smoking Policy*

Smoking is not permitted in the College except in designated areas.

### *Other Matters*

Other matters referred to in the Health and Safety Policy include Terrorist Threats.

### *Major Incident*

In the unlikely event of a Major Incident you should consult the *Major Incident Management Plan*; you can find this on the College Intranet under *Departments* and then *Campus Safety and Security Office*. The Intranet can be accessed on any campus PC, or remotely via the Citrix Portal <https://access.regents.ac.uk>