# UoG STUDENT HANDBOOK

*2024/25 ACADEMIC YEAR*

Welcome to your online Student Handbook! This handbook is designed to support all students in finding the information and services they need during their time studying at the University of Greenwich.

# Welcome to the University

*From the Vice-Chancellor*

Dear Student,

Welcome to the University of Greenwich. As Vice-Chancellor, I very much hope that you will enjoy your chosen programme of study.

This Student Handbook provides you with generic information about the University, and about academic services that are here to support you. Do take time to read the handbook and return to it regularly when you have questions about the programme.

You can also direct questions to your programme leader or to the leads for the modules that you are studying. In addition, you will have an academic / personal tutor, and you are advised to ensure that you attend personal tutorials so that you can get to know your personal tutor.

So, enjoy your time at the University of Greenwich, join in as much as you can and utilise any support services that you need.

Good luck with your studies.



With kind regards



Professor Jane Harrington.

Vice-Chancellor.

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1. Glossary of Terms

This glossary is provided to help introduce you to terms used in our university policy and regulations that may be unfamiliar to you. If you have further questions about these terms, please ask your programme leader or academic / personal tutor.

|  |  |
| --- | --- |
| Aims | These define the overall educational purpose of the programme |
| Compensation | May be applied where the overall pass grade for an individual module has not been attained. If the overall grade falls within the band of 30-39% (UG) or 40-49% (PG) then subject to the taught award regulations D4.9-D4.17, the PAB has the discretion not to require reassessment and for you to receive credits for the module using an overall pass grade.  |
| Credit Value | An undergraduate degree (e.g. BA Hons, BSc) is comprised of a total of 360 credits. Normally 120 credits are delivered each level in each academic year or ‘stage’. A ‘Masters’ or MA programme contains a total of 180 credits at level 7. |
| Defer | Where a Progression and Award Board (PAB) has agreed an opportunity for a student to resit or repeat an assessment without a grade penalty; normally following a successful extenuating circumstance claim. |
| Professional Body Accreditation and Associated Derogations | These will apply if your programme leads to some form of professional registration or status (e.g., Teaching, Nursing, Accountancy, Law). |
| Learning Outcomes | These are subject specific statements that define the learning that will be assessed during your programme of study. |
| Proceed with Intermediate Standing (PI) | Where the PAB permits you to repeat a failed module (all or only failed components of assessment) on the condition that you proceed to the next stage and retrieve the failure in the following year concurrently with modules in the next stage. See taught award regulations D8.12-D8.14. |
| Repeat | Where the PAB requires you to repeat the failed modules (all or only failed components of assessment), reassessment will be permitted in your next academic year. See taught award regulations D8.8-D8.11. |
| Resit | Where the PAB determines that you are given the opportunity to be reassessed in failed module(s) (in all or some components of assessment). Reassessment will normally be permitted prior to the commencement of your next academic stage of study. |
| Stage | Normally, one year of full-time study for an undergraduate award is equivalent to 120 credits and is defined as an academic stage; one year of full time study on a two year accelerated honours degree is equivalent to 180 credits (one and a half academic stages). |
| Turnitin | Turnitin is a software package that the University uses to check that the coursework you submit has been produced by you and that the sources (e.g. books, journals; or other materials) you may have drawn on are correctly referenced. |

1. Digital Student Centre (Non-Academic Queries)

Our new [Digital Student Centre Page](https://www.gre.ac.uk/student-services/student-centres) is your space to find answers 24/7 to your questions about student life, helping you get the support you need when you need it. [AskUoG](https://studentcentre.gre.ac.uk/knowledgebase/) provides you with hundreds of up-to-date articles covering topics such as student engagement, student finance, academic and personal conduct, accommodation, visa and international student advice, disability, mental health, and wellbeing support.

You can also download important documents like bank, student status and council tax letters by visiting [**My Documents**](https://uogcloud.sharepoint.com/sites/RobertRankineHandoverFebruary2023-DS-SRG/Shared%20Documents/General/2.%20Handbook%20feedback/Archive/V1%20-%20pre-LQRC%20edits/23-24%20Programme-Handbook-Template_Draft%201.docx) on the Digital Student Centre (eligibility criteria apply).

If you can't find the right answer or need more personalised support for your query, you can create an enquiry, and our specialist teams will respond swiftly. You will be able to track your requests and check the status of your enquiries in real time.

Information on the specific Registration activities can be found at: [Registration | Welcome | University of Greenwich](https://www.gre.ac.uk/welcome/registration)

Information about accommodation for new and continuing students, including how to apply for a room in our halls of residence is available via the:

* [Accommodation page](https://www.gre.ac.uk/accommodation)
* [Avery Hill Accommodation Student Handbook page](https://www.gre.ac.uk/docs/rep/sas/avery-hill-accommodation-guide)
* [Greenwich Accommodation Student Handbook page](https://www.gre.ac.uk/docs/rep/sas/greenwich-accommodation-guide)
* [Medway Accommodation Student Handbook page](https://www.gre.ac.uk/docs/rep/sas/medway-accommodation-guide)

News, events and information about support available to you is shared regularly on the student portal ([Portal - University of Greenwich](https://portal.gre.ac.uk/students)). The internal communications team will also send regular weekly emails to your student email address. In addition, you can follow the university on our central social media channels. Find us on Instagram, TikTok and Twitter at ‘uniofgreenwich’ and University of Greenwich on LinkedIn and Facebook. There are also Faculty social media accounts you can follow.

For academic queries, always contact the staff who work with you on your academic programme - your programme leader, module leader or academic / personal tutor.

Other Key links:

* [Greenwich Students Union Advice Service](https://www.greenwichsu.co.uk/advice) page
* [Disabled students support page](https://www.gre.ac.uk/study/support/disability)
* [Counselling support page](https://www.gre.ac.uk/study/support/counselling)
* [Fees and funding page](https://www.gre.ac.uk/finance)
* [Student Complaints Procedure](https://docs.gre.ac.uk/rep/sas/student-complaints-procedure) page
* [Awards Ceremonies Page](https://www.gre.ac.uk/awards-ceremonies)

International Student Advice Services

The International Student Advice Service provides free and confidential immigration advice to applicants, students, and graduates of the university. Our highly experienced and professional advisers specialise in UK student immigration and can help with a wide range of immigration-related matters.

Please check the webpage here for more details: [International Student Advice Services](https://www.gre.ac.uk/visa/during-your-studies/international-student-advice-service)

Your University Email Address

All students are allocated a University of Greenwich email address, that you should be able to access from anywhere in the world via the email link on the [portal home page](https://portal.gre.ac.uk/). Your email address will have the format ***userid@gre.ac.uk******.***

It is university policy to contact students via their University of Greenwich email account. Important messages from the university may be sent to this email, so it is important to check your account regularly.

Your Student Profile

When you register for your programme, you will be informed of the core (mandatory) and optional modules that you need to take for the current academic session. It is vital that you check these details carefully, especially if you have a non-standard profile; for example, if you are part-time, repeating the year or on a January/April starting cohort. This is important because if you are not attached to the correct modules, you will be unable to access teaching materials, submit coursework or take examinations and therefore unable to gain the credits you need. During your year of study, please check your profile regularly to ensure that the grades entered are the same as those given to you with your returned work and feedback, so that if an error has been made, this can be corrected at an early stage and problems can be avoided at the end of the year. You can check your profile by going to the ***‘My Learning’*** tab on the portal and selecting the ***‘View My Student Profile’*** icon. If you notice any errors, you should contact your programme leader asap.

1. Health and Safety

The University takes its health and safety responsibilities very seriously. Students have a duty to take care of their own health and safety, and that of others who may be affected by their actions at university. You must co-operate with university staff to help everyone to meet their legal requirements. Please ensure you familiarise yourself with our health and safety policy: [Health and safety Policy](https://www.gre.ac.uk/about-us/governance/safety/policy)

Health and Safety Arrangements

Anyone experiencing an injury, listed disease, dangerous occurrence or ‘near-miss’ incident should submit a report as soon as possible using the online reporting system:

[Accident and incident reporting procedures](https://docs.gre.ac.uk/rep/health-and-safety/accidentincident-reporting-procedures)

If you are unable to complete the form yourself, ask a member of staff, First Aider or Security Officer to do it on your behalf. The University’s Security Officers are trained first aiders; the easiest way to contact them is via the ***SafeZone app***, which is free to download from your usual app store.

When first registering, please make sure to use your University email address and an alternative password. For IT security reasons, please do not use your usual university password.

[Stay safe on and off campus](https://www.gre.ac.uk/articles/public-relations/staying-safe-on-and-off-campus)

If the injury or illness is life-threatening or needs the skills and equipment of an ambulance paramedic team, please call 999 and then let security know, so they can direct the emergency team to the correct location.

If you need to speak with campus security, please refer to our guide on [How to contact campus security](https://www.gre.ac.uk/articles/public-relations/campus-security).

If you have any questions about our health and safety arrangements, please [Contact Health and Safety](https://www.gre.ac.uk/about-us/governance/safety/contact) unit.

Personal Emergency Evacuation Plan for disabled students

Students who might have difficulty evacuating a building independently in the case of an emergency should have a Personal Emergency Evacuation Plan (PEEP), which will record the safety plan, evacuation routes and those persons who will assist. If you think that you will require a PEEP, please contact the Student Wellbeing Service asap via email: wellbeing@gre.ac.uk

Report + Support

Report + Support is the university’s online platform where students, staff and visitors to the university can disclose how they have been affected by different forms of harassment, including bullying, discrimination, hate crime, and/or sexual misconduct.

You can disclose something that you experienced, something that you witnessed, or you can disclose on behalf of someone else (with their consent). This could be something that happened recently or something that happened in the past; on campus, off campus or online; and whether the individual(s) responsible is a member of our community or a member of the public.

Please visit the [Campaigns](https://reportandsupport.gre.ac.uk/campaigns) section on the Report and Support website if you would like to find out more or get involved with their preventative work.

You can access [Report + Support](https://reportandsupport.gre.ac.uk/) via the Portal, the [SafeZone app](https://www.gre.ac.uk/articles/public-relations/safezone), or you can simply type <https://reportandsupport.gre.ac.uk/> into any browser.

For further information about what we are doing to prevent and address harassment and sexual misconduct, see our [Student Harassment and Sexual Misconduct](https://www.gre.ac.uk/about-us/governance/student-harassment-and-sexual-misconduct) webpage.[[1]](#endnote-2)

1. Key Dates

The academic year has three terms of 12 weeks, starting in September, January, and April. There are examination and assessment periods at the end of each term, plus a resit assessment period in July/ August. Please check the term dates, examination periods and closures here:

* [Timeline and Key dates](https://docs.gre.ac.uk/rep/sas/academic-calendar-template)
* [Term dates for the University](https://docs.gre.ac.uk/rep/sas/term-dates)

You must ensure that you are available during all term time and examination periods that are applicable to your programme. For further details and an overview of what your specific programme involves each year, please see your programme handbook.

1. Academic and Personal Guidance

If you're an undergraduate or postgraduate taught student, you will be assigned an academic or personal tutor to help guide you through your studies. For specific arrangements related to your programme, please contact your programme leader.

Academic Tutors

Academic tutors are teaching staff members who will support both your academic and personal development. Through regular tutorials, they will help set expectations for each year of study and offer advice on how to succeed. They can also direct you to additional support for academic and digital skills if needed.

Faculty Student Advisors

In addition to academic support, Faculty Student Advisors provide pastoral support. They are your first point of contact if you face any challenges, are struggling, or have complaints. They can help with a variety of issues, including but not limited to: adjusting to university life, loneliness, personal life events, difficulty attending sessions, absences, wellbeing concerns, Greenwich inclusion plans, financial issues, visa issues, registration difficulties and extenuating circumstances. Faculty Student Advisors will ensure you get the best possible support, either directly from them or by connecting you with experts in specific areas.

Personal Tutors

Personal tutors, also teaching staff members, offer a mix of academic and pastoral support. You can meet with them in small groups or one-on-one. They will help you track your academic progress and reach your full potential. Additionally, they can point you to further resources for academic, digital, and pastoral support.

Building Relationships

Developing a strong relationship with your academic or personal tutor and participating in tutorial groups can help you feel more connected to the university. This will enable you to get to know your peers, access necessary support, and have a positive overall experience. Therefore, it is highly recommended to engage actively in your tutorials.

For Postgraduate Research (PGR) Students

If you're a PGR student, pastoral support will be provided by your supervisory team.

1. Academic Integrity and Academic Skills Support

Academic achievement at the University of Greenwich is based on values of academic integrity, honesty, and trust. As a student, you are expected to take responsibility for the integrity of your own work, including asking for clarification where necessary. Any improper activity or behaviour which may give you an academic advantage in assessment is deemed to be ‘assessment misconduct’. Allegations of assessment misconduct will be considered under the University’s Assessment Misconduct Procedure and may result in a penalty being imposed. You can find more information about this procedure under the section [What to do if things go wrong](#_What_to_do).

To help you to work with academic integrity and avoid committing an academic offence, there are plenty of academic skills support, guidance, and resources available, such as:

* [Academic Integrity](https://libguides.gre.ac.uk/courses/integrity) (Page link)
* [Academic and Digital Skills support](https://www.gre.ac.uk/academicskills) (Page link)
* [Guidance on use of AI](https://docs.gre.ac.uk/rep/information-and-library-services/ai-guidance) (Page link)
1. Library Services

We recommend you visit the library or explore online as soon as possible. You will find a wealth of resources and support to help you get the most out of your time at university.

Our three libraries are:

* Stockwell Street Library at the Greenwich Maritime campus
* Avery Hill Library
* The Drill Hall Library at the Medway campus

You can ask at any library about:

* Opening hours and service points
* Finding materials and borrowing rights
* Accessing online resources
* Placing and collecting reservations

Information and study skills

New starters can have a 20-minute induction to find out about our library facilities and resources.

Our team of expert librarians and academic skills tutors can support you with your studies, especially when you are writing an assignment or at exam time. Visit our [Academic Skills Hub](https://www.gre.ac.uk/academicskills) to get hints and tips for study. Your programme of study is supported by a librarian with subject expertise in your field. To find out who your subject librarian is, how they can support you and their contact details, visit the [contact us page](https://libguides.gre.ac.uk/librarians/contact#s-lg-box-4419711).

Further information about our library services is available on our [Library Guides home page.](https://libguides.gre.ac.uk)

You have access 24/7 to the resources collection available via My Learning page in the [University Portal](https://portal.gre.ac.uk/) page or on the [Academic Support](https://www.gre.ac.uk/academicskills) page.

Enhance your information and academic skills by attending a workshop or get personalised help in a one-to-one tutorial. Find out more here: [Library and Academic Skills Workshops](https://libcal.gre.ac.uk/calendar/workshop/?cid=6704&t=d&d=0000-00-00&cal=6704&inc=0) page

Book a session via our online booking service or come to a drop-in session. Find out more here:

[Library and academic skills appointments](https://libcal.gre.ac.uk/appointments) page

You can find out more information at the welcome desk at each of our libraries.

1. Moodle

Moodle is our online learning environment which includes Panopto lecture recordings and all relevant learning materials. This can be accessed through the portal under ‘My learning’.

1. IT Services

Our IT services include IT labs and open access computing areas with general and specialist software, online print credit, printing, and scanning, and the Eduroam wireless network.

The IT Service Desk is available via email, Live chat or telephone to provide IT help to all students. Face to face help is also available in our libraries:

[IT Service Desk help and contact information](https://www.gre.ac.uk/it-and-library/support)

Our web pages contain information about all our services and policies and links to online guidance and tutorials, including videos. Please look at the [IT and Library Services](https://www.gre.ac.uk/it-and-library) page for more guidance.

You can check the status of our IT services and systems online here: [University of Greenwich IT Service Status](https://servicestatus.gre.ac.uk/).

You receive your university username and password once you have accepted your offer. This account stays with you for the duration of your programme at the university and expires 90 days after you have completed your studies. As part of our IT security policy, you are required to reset your password every 120 days.

You can manage your university password without the need to contact the IT Service Desk by setting up password self-service. It's safe, secure, and easy. We’ve created a couple of videos to show you how quick and simple it all is here: [Managing your password](https://www.gre.ac.uk/it-and-library/password)

Use your university account to log in to the Portal and access Moodle, view courses and grades through Banner, access your library account, view your timetable, check your email, read university news and announcements, and find out about the range of services available to students: [University of Greenwich Portal](https://portal.gre.ac.uk/) link

You can use our mobile app to view your timetable, access Moodle, check your courses and grades, find out about open access PC availability, and get university information such as campus maps, news and bus timetables: [University of Greenwich Mobile App](https://www.gre.ac.uk/it-and-library/mobile)

1. Your Timetables and Study Workload

The academic year begins with a Welcome Week to support your transition to the first or next stage of your programme. Your **Welcome Week timetable** can be accessed via the student portal homepage.

The **weekly teaching timetable** for your programme and modules are accessible via the ‘Timetable’ quick link on the student portal. When you have completed registration and have been allocated to specific classes and teaching activities, your **personal timetable** will be available on the student mobile app or ‘My Timetable’, also on the portal quick link.

Note that timetables are subject to change, so please check daily in the first four weeks of term and regularly thereafter to ensure you know when and where to attend.

Please refer to your module handbooks to find out which modules include exams. **Exam timetables** are published on the mobile app or ‘My Timetable’, usually six weeks before the examination period.

It is important to be aware that the expectation for full-time study is approximately 35 hours per week. In addition to contact time with teaching staff, your study workload includes your independent study, your work on coursework assessments and examinations and any additional learning activities such as visits, placements, group work or skills practice. In higher education, one credit is understood to represent a notional study period of ten hours, therefore 120 credits require 1,200 hours of study.

Whether you are studying on a full- or part-time basis, it is essential to plan and ensure your chosen mode of study is compatible with your home life and other caring or work responsibilities. If you have any questions or concerns regarding your study workload, please contact your academic / personal tutor or programme leader at an early stage to discuss this and find the best way forward for you.

1. Attendance and Engagement

Engagement is widely recognised as being essential for successfully achieving your full potential when studying. You must meet the following requirements (some of these items may not be relevant to your programme):

* Students on Taught programmes – You are expected to attend all timetabled face-to-face teaching sessions along with seminars, workshops, and tutorials.
* Students on Taught Postgraduate programmes at Project/Dissertation Stage – You are expected to engage with fortnightly meetings with your supervisor.
* Students on Postgraduate Research programmes – You are expected to maintain regular contact with your supervisory team every month via the PULSE system.
* Students on Distance Learning programmes – You are expected to engage with your studies in line with the expectations of your individual programme of study.
* Students on Work placement – You are expected to maintain regular contact with your placement tutor or Faculty placement team monthly.
* Students on Clinical/Professional placement – You are expected to attend all placement sessions agreed with your placement setting in keeping with your programme requirements.

All students are also expected to respond to communications regarding your engagement from your programme team, your Faculty Retention and Success Officer, Student & Academic Services, and for international students, from the Visa Compliance Team.

More information on the University policy and procedure can be found at: [Student Attendance and Engagement Policy & Procedure](https://www.gre.ac.uk/student-services/student-attendance-and-engagement)

1. Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the process through which the university considers your current knowledge and compares it to the learning required on your programme of study. This knowledge could have been gained through previous formal study and qualifications or through experience, for example, in a job. Where the knowledge you have already gained is considered equivalent to learning outcomes on your programme, you may be exempt from one or more modules.

An application for RPL should be made as early as possible, as part of your application process, and normally before your formally register on your programme. This is to ensure that your claim is considered in a timely manner and that you have clear guidance on the modules that you will be expected to study before you embark on your programme.

Further information on RPL and how to complete a claim can be found online.

* [How to apply for Recognition of Prior Learning (RPL)](https://www.gre.ac.uk/study/apply/rpl)
* [Common questions about Recognition of Prior Learning (RPL)](https://www.gre.ac.uk/study/apply/rpl/faq)
* [Recognition of Prior Learning Policy](https://docs.gre.ac.uk/rep/sas/recognition-of-prior-learning-student-guidelines)
1. Changing Your Mode of Study or Programme

Our approach to working with students is flexible, where we can be. We recognise that students may wish to transfer from full to part time or vice versa due to changes in personal circumstances and there may be times where we can offer this change in delivery. If you are studying on a visa then this may not be available to you but you may wish to discuss your options with the International Student Advice Team.

Alternatively, you may feel that you have chosen the wrong programme of study and may wish to explore transferring to an alternative programme. Advice on the financial and other implications of changing programme or mode of study is available on the following link:

[Fees when changing programmes](https://www.gre.ac.uk/finance/fees/fees-for-changing-courses)

Note that to transfer to another programme or changes to mode of study are not guaranteed and will only be available where the programme type, module availability, visa requirements and funding rules permit. Where a transfer is requested, consent must be sought from both programme leaders. International students must contact the Visa Compliance Team, as any change to your studies may have implications for your Visa.

1. Interrupting or Withdrawing from Your Programme

If you are contemplating withdrawing or interrupting your studies at the University, you should in the first instance approach your academic / personal tutor to discuss the situation and determine whether any additional support could be made available to alleviate the situation. You can also access further information and guidance on withdrawing or interrupting your studies on the University website: [Interruption, Withdrawal and Transfer of Studies Policy](https://docs.gre.ac.uk/rep/sas/student-withdrawal-and-interruption-policy-and-procedures)

It is important to be aware that interruptions and withdrawals have financial implications:

* If you are in receipt from Student Finance England (or other regional equivalent), your entitlements will be reassessed, and this may lead to you having to make a repayment.
* If you are studying on a student visa and you withdraw or interrupt, the University has a duty to report this to the Home Office and you will usually be required to return home.
* There may also be financial implications if you are in accommodation.
* To be released from your contract you must complete the Leaving Early request form via the link in the Amendments and Cancellations section of the Accommodation Portal.
* You will be given a 28-day notice period from the date the form is completed providing you are formally withdrawn or interrupted from study. You will be liable for the fees on the room for the full 28 days and must arrange to move out no later than your licence end date.
* If you have any questions, please contact your campus Accommodation Service team via the links at the bottom of [the accommodation web page.](https://www.gre.ac.uk/accommodation)
* Please note that if you do not complete the form and/or notify the Accommodation Service Team that you have vacated halls, you may remain liable for the fees on the room for the duration of the licence period.
* Please contact the Accommodation Service team for further guidance.

It is important therefore that you read the guidelines and talk to your personal tutor or Faculty Student Advisor before deciding. You should never just stop attending the University.

If you do wish to proceed with withdrawal/interruption, you will need to complete an [online form](https://pages.gre.ac.uk/BannerExtensibility/customPage/page/withdrawInterruptRequest).

1. Assessment

This section provides advice to help you manage your assessment load and submit your coursework. It also provides information on sitting exams, receiving your results and feedback and what to do if unexpected circumstances impact on your ability to complete your assessments.

Managing your assessment load

At the start of your studies, you can gain a snapshot of your assessment journey using Map My Assessment, including the type of assessment, weighting, and importantly the timing of assessments. This information can be valuable in helping you to manage your time preparing for assessments and assessment deadlines that may fall closely together. [Map My Assessment](https://www.gre.ac.uk/it-and-library/admin-systems/banner/map-my-assessment)

Submission of coursework

Most coursework should be submitted via Moodle/Turnitin. Where there is an exception, this will be explained by your module leader(s). Do not submit coursework to your module leader via email.

If a coursework header sheet is required, you can access the sheet from the ‘My Learning’ tab on the portal. The link can be found under the heading **‘assessments’**.

Late submission of coursework

The university enforces strict submission deadlines. Coursework submitted up to 14 calendar days late will be graded, but the grade will be capped at the minimum pass mark unless extenuating circumstances are accepted. Coursework submitted after 10 working days will be marked as 0% or fail.

Please note that this process for late submission does not apply to work submitted at a resit opportunity. All resit coursework received after the submission deadline will be treated as a non- submission and given a grade of 0% or fail.

Quality Assurance

At Greenwich, we are committed to ongoing review of our teaching and assessment practices and the design of our modules and programmes. This helps us to make improvements and ensure that our modules and programmes are up to date and provide an excellent learning experience. These links provide information on how, when, and why we carry out these reviews:

* [Module Monitoring](https://www.gre.ac.uk/learning-teaching/quality/courses/end-of-year-course-review)
* [Annual Programme Review](https://www.gre.ac.uk/learning-teaching/quality/programmes/annual-programme-review)

Other helpful links:

* [Assessment and Feedback Policy](https://docs.gre.ac.uk/rep/sas/assessment-and-feedback-policy)
* [Assessment Misconduct Procedure (Taught Awards)](https://docs.gre.ac.uk/rep/sas/academic-misconduct-policy-and-procedure-taught-awards)
* [Research Integrity and Ethical Principles](https://www.gre.ac.uk/research/governance-and-awards/research-integrity)
1. Examinations

If you have exam assessments on your modules, you will need to familiarise yourself with the exam timetable and other relevant information. Check your module handbooks or Moodle sites to find out what your assessments consist of.

For those taking exams, the timetable will be made available on the portal, usually about six weeks before the exam takes place. It is your responsibility to note the dates, times and room of your exams and to follow up and ask if there is anything that appears wrong, or you are unsure about.

Please be aware that exams at Greenwich take place according to a code of practice – please see the regulations governing the conduct of examinations so that you know what to expect: [Examination conduct regulations](https://docs.gre.ac.uk/rep/sas/regulations-governing-the-conduct-of-examinations)

Students who have been assessed as having a disability under the terms of the 2010 Equality Act should contact the Wellbeing Team in the first instance for an evaluation of their entitlement to adjustments to examination and assessment arrangements. Once agreed, these will be recorded on your university record. It is your responsibility to notify the Wellbeing Team if your circumstances change.

[Examinations and Assessments Regulations for Students with Disabilities, Specific Learning Difficulties and Long-term Medical Conditions](https://docs.gre.ac.uk/rep/sas/examinations-and-assessments-regulations)

1. Reassessments

The Progression and Award Board (PAB) decides if students who failed assessments can re-sit. If you are eligible for a re-sit, check the portal for details and timing of the required coursework and exams, which usually occur in July/August. Information will be on the module Moodle site.

Re-sits are not guaranteed and depend on your overall profile, including previous assessment attempts. If you are offered a re-sit and do not take it, you will be recorded as a non-submission and will not keep the original grade.

You must attend all on-campus exams during term time. In exceptional cases, you may take re-sit exams overseas or at another UK venue. Contact your Faculty Examinations Office as soon as possible if you want to apply for this. Discussing with your academic/ personal tutor may be helpful. Note that you will be responsible for any costs associated with hiring the venue and invigilation services.

1. Marking and feedback

All marking of students’ work is carried out in accordance with the University Assessment and Feedback policy: [Assessment and Feedback Policy](https://docs.gre.ac.uk/rep/sas/assessment-and-feedback-policy)

Feedback is typically provided within 15 working days of submission and can be written or oral. Feedback aims to be constructive to help you improve. You will receive feedback on all summative and submitted formative work, except exam scripts, which may be at your faculty's discretion.

The policy ensures fair and transparent marking. Module leaders send a sample of work to internal moderators, dependent on the size and complexity of the module, for review to ensure fairness. This feedback may lead to adjustments in marking.

External Examiners also review samples to ensure equitable marking compared to other courses and institutions. Similar scrutiny of exam papers is undertaken by external examiners before they are ready for you to sit.

1. Extenuating Circumstances

The University recognises that there are times when matters beyond a student’s control will impact on their performance and ability to complete assessments within the specified timeframe. Examples of such matters include unforeseen illness, a death in the family, or injury. Students who are affected by such problems can put forward a claim for extenuating circumstances. All claims will be treated with confidentiality.

All the information you need about the extenuating circumstances process can be found at:

[Extenuating Circumstances](https://www.gre.ac.uk/student-services/support/extenuating-circumstances)

If you have a long-term condition which might affect your studies and assessments. However, you should seek advice from your personal tutor, Faculty Student Advisor and/or the wellbeing team at the earliest opportunity, rather than submit a claim for extenuating circumstances.

1. Marks and Assessment Outcomes

Provisional marks and receiving your results.

You will be able to view your coursework grades on the portal as soon as they have been entered. These grades are provisional and will be subject to ratification by the Progression and Award Board (PAB). Once the PAB has met and decided whether you have passed or will need to repeat or resit an item of assessment, your results will be published on the Portal.

You should receive your results within 14 calendar days of the PAB having met. Your programme team will be able to confirm the date of the PAB. Your results pages will remain on the Portal for the duration of your studies and for a further 90 days after you have completed your award. If you think that you will need a copy of your results, you should download them and save them before this period expires

Overview of PABs and communication about assessment outcomes

After a Progression and Award Board (PAB) has sat to consider your profile for the given academic session, a decision about your progression (or completion for final year students) will be recorded in the University’s student records system. Following this, a results page will be published for you to view. For more information on accessing your results and when to expect them, please consult the page linked below.

[Results letters: Communicating your academic progress](https://www.gre.ac.uk/student-services/student-centres/academic-transcripts)

1. Greenwich Students’ Union

When you start at the University of Greenwich, you automatically become a member of GSU and can immediately benefit from the activities, services, and representation we offer We also offer many services to students, ranging from our free and independent Advice Service to our shops and outlets across all three University campuses. Find out more in the sections below

To find out more, please visit our website: [Greenwich Students' Union Website](http://www.greenwichsu.co.uk/)

You can also find us on social media - just search for ‘Greenwich Students’ Union’ on Instagram, Facebook or Twitter. In addition, we provide email newsletters to keep you up to date with news, events, campaigns, and student deals. To join our mailing lists, please visit us here: [Join the GSU mailing list](https://www.greenwichsu.co.uk/login/?redirect=%2fprivacy%2fmailinglist%2f)

GSU Greenwich Maritime campus

Based on the ground floor of the Dreadnought Building. There are rooms for students to use for meetups and activities, including our radio studio. You have access to an open quad with space to relax throughout the day.

Take advantage of the merchandise store, an exhibition space open to all students, and our venue called the [Lower Deck](https://www.greenwichsu.co.uk/lowerdeck/home/) located on the Basement floor. It offers entertainment as well as great value food and drink, including special deals and offers.GSU Avery Hill campus

At Avery Hill, you can find us in The Dome at the back of the Student Village. You can visit the SU in there for fun and free activities and Advice Service drop ins. Next door to The Dome is our shop, [The Tudor Café](https://www.greenwichsu.co.uk/tudorcafe/). There, we proudly serve Starbucks coffee alongside a great selection of cakes and pastries. We're also offer cold and hot food such as pizza, wraps and melts! You can also pick up a range of snack and drinks.

GSU Medway campus

If you study or live at Medway, you have an additional opportunity to get involved with activities as Greenwich Students’ Union leads the activities and delivery for all Medway students.

At Medway, you can find us in [The Hub](https://www.thehubmedway.co.uk/), which also includes The Deep End (where you can get great value food, drink and events) and Poolside Coffee for your quick fix of hot drinks and snacks during the day.

All our venues are run on a not-for-profit basis, which means the money spent in them is invested back into student activities, supporting student jobs, and enhancing your experience.

1. Student Representation

Through our Student Officers, GSU is here to represent the views of the students to your programme, faculty, the university and beyond. All students can put themselves forward to become a programme representative and **applications** for programme representatives are coordinated by Greenwich Students’ Union (GSU)”

GSU representation

GSU is led by a team of four Student Officers, who are voted by students, for students – they are there to help and support you, on a range of issues and ideas. The Officers lead on campaigns and focus on issues that have been identified as priorities by students. They work with the University’s academic and support staff to ensure that your voice is heard at every level of the University. These students are elected to their roles every year at our GSU Elections that take place in term 2. You can stand to be a GSU Officer; more information is available online at [GSU Elections](https://www.greenwichsu.co.uk/elections2021/).

Programme representation

There will be a programme representative for each level of programme. Programme representatives act as the first port of call for any suggestions, comments, or queries about the academic experience on your programme. The programme representatives are responsible for collating feedback from students on your course and providing this feedback to the programme team.

Academic representation

If you want to know who your representatives are, or if you are considering volunteering for this role at some point in your time at Greenwich, we encourage you to visit the Students’ Union website to find out more. [Academic Representation](https://www.greenwichsu.co.uk/academicrep/)

If you are interested in becoming a programme representative, please visit: [Democracy and Campaigns (greenwichsu.co.uk)](https://www.greenwichsu.co.uk/representation/) or contact Greenwich Students’ Union on reps@gre.ac.uk.

1. What to Do if Things Go Wrong

If you find that there is a difficulty or change in your circumstances during your programme, please contact your personal tutor or Faculty Student Advisor to discuss the situation and find the best way forward to you. They will be able to guide you through relevant processes and point you to the appropriate university services where needed.

Changing your programme or mode of study

If you wish to transfer from full- to part-time study or vice versa you will need to get the consent of your programme leader before completing a [Programme Change Form](https://docs.gre.ac.uk/rep/sas/programme-change-form). To transfer to another programme, you need consent from both your current and intended new programme leader before completing a Programme Change Form.

If you are an international student, you should first review the information available at [Changing your programme of study | Visas and Immigration for study in the UK](https://www.gre.ac.uk/visa/during-your-studies/changing-your-programme-of-study) before making any requests to find out whether the change is feasible and understand any implications for your visa.

Advice on the financial and other issues around changing programme or mode of study is available at: [Fees for changing courses.](https://www.gre.ac.uk/finance/fees/fees-for-changing-courses)

Extenuating circumstances

The University recognises there are times when matters that are unexpected and beyond a student’s control will impact on their performance and ability to complete assessments within the specified timeframe. Examples include unforeseen illness, a death in the family, or injury. Guidance on submitting an extenuation claim can be found at: [Extenuating circumstances](https://www.gre.ac.uk/student-services/support/extenuating-circumstances).

If you have a disability, specific learning difficulty, for example dyslexia, a long-term medical condition or a mental health condition which might affect your studies and assessments, and you have not already done so, then we advise that you seek support from the Student Wellbeing Service by contacting [Student Support | Support and Wellbeing](https://www.gre.ac.uk/support) in the first instance.

1. Student Support

The University offers a range of support services including health and medical services, a chaplaincy, disability and dyslexia support, and mental health & wellbeing support. Support can be accessed at [Student Support | Support and Wellbeing](https://www.gre.ac.uk/support).

Transferring to another institution, withdrawing from, or interrupting your studies

If you are contemplating withdrawing or interrupting your studies at the University, please discuss the situation with your personal tutor, Faculty Student Advisor and Faculty Retention and Success Officer. It may be that, with additional support, the situation can be resolved. It is very important therefore that you read the guidelines and talk to your personal tutor and Faculty Retention and Success Officer before deciding to leave the University. Information on withdrawing or interrupting your studies is available at: [Withdrawal and interruption | Student services](https://www.gre.ac.uk/student-services/support-old/withdrawal-and-interrupt).

If you are an international student, then interruptions and withdrawals may have implications for finances and visa. It is therefore important that you read our advice and guidance regarding the impact of interruptions and withdrawing for Visas and Immigration: [Interrupting or withdrawing from study | Visas and Immigration for study in the UK](https://www.gre.ac.uk/visa/during-your-studies/interrupting-or-withdrawing-from-study)

Assessment misconduct

If it has been reported that you may have committed an assessment offence, an independent person within your School will investigate the allegation made against you. Information about what constitutes an assessment offence and what the process looks like can be found at [Assessment Misconduct Procedure](https://docs.gre.ac.uk/rep/sas/academic-misconduct-policy-and-procedure-taught-awards).

If you need support, free independent advice and advocacy is available from the Greenwich Students’ Union at [Advice Service | Greenwich students union](https://www.greenwichsu.co.uk/advice)

Appeals

Students have a right to appeal against decisions and recommendations made by Progression and Award Boards (PABs), outcomes following an Extenuating Circumstances claim or following Assessment Misconduct investigations. Information and guidance are available at: [Academic Appeals](https://docs.gre.ac.uk/rep/sas/academic-appeals); additional information on the review stages of Assessment Misconduct investigations is available at: [Assessment Misconduct Procedure](https://docs.gre.ac.uk/rep/sas/academic-misconduct-policy-and-procedure-taught-awards).

Students who have been withdrawn from their studies due to lack of attendance or engagement with their studies may appeal the decision as explained in the [Student Engagement Policy.](https://docs.gre.ac.uk/rep/sas/student-attendance-and-engagement-policy)

Complaints

Should you feel you have not received the level of service or education to which you are reasonably entitled and wish to make a complaint, you should try to resolve the issue on an informal basis by contacting the relevant staff member or talking to your programme leader, before following the formal Student Complaints Procedure. The procedure is available at: [Student complaints procedure](https://docs.gre.ac.uk/rep/sas/student-complaints-procedure)

If you have experienced, bullying, harassment, or sexual misconduct please visit our [student support and wellbeing pages](https://www.gre.ac.uk/support) to access information about advice, guidance, and support available.

Students’ Union Advice Service

The Students’ Union Advice Service offers you free and confidential advice, including on issues relating to extenuating circumstances, academic appeals, and complaints. The Students’ Union is independent of the University meaning they can give you an impartial view and support on any issues you may face. You can access more information regarding the Students’ Union Advice Service and get in touch with them at [Advice Service | Greenwich students union](https://www.greenwichsu.co.uk/advice)

1. Changes to Your Programme

At the University of Greenwich, we value feedback from students as well as External Examiners and other stakeholders and we use this information to help us improve our provision.

Important note: The University of Greenwich will do all that it reasonably can to deliver the programme and support your learning as specified in our handbooks and other information provided. However, under some circumstances, changes may have to be made. This may include modifications to the:

* Content and syllabus of modules, including in relation to placements.
* Timetable, location, and number of classes.
* Content or method of delivery of your module.
* Timing and method of assessments.

This might be because of, for example:

* Academic changes within subject areas.
* The unanticipated departure or absence of members of university staff.
* Where the numbers expected on a module are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.
* Industrial action by university staff or third parties.
* The acts of any government or local authority.
* Acts of terrorism.

In these circumstances, the University will take all reasonable steps to minimise disruption by making reasonable modifications. However, to the full extent that it is possible under the general law, the University excludes liability for any loss and/or damage suffered by any applicant or student due to these circumstances.

1. Socials, Clubs and Societies

Our activities team is responsible for the running of Team Greenwich (our Sports clubs and teams), Societies and our volunteering opportunities.

There are over 80 Societies that fall into five categories:

* Academic
* Activities & Games
* Campaigning Awareness & Support
* Cultural, Religious & Beliefs
* Music, Performance & Media

These Societies cover everything from programme-related groups (e.g. Midwifery or Paramedic Society) to social groups like Yoga or Thinks and Drinks. There is also a volunteering toolkit online which provides a list of opportunities for any student to get involved. As part of this volunteering scheme, you can log your hours and earn an award (Bronze, Silver and Gold).

With this much variety, our student groups aim to offer something for everyone, however, if you don’t see something you’re interested in, why not start up your own student group to take part in the activity that you want to do and meet new people!

Email: activities@gre.ac.uk or visit us at either of the SU offices for more information.

1. Sport at Greenwich

We have a fantastic and varied collection of Societies and Sports teams for you to join and an extensive volunteering programme. These are great opportunities to meet new people outside of your course and develop new interests and skills.

Team Greenwich have over fifteen Sports Clubs, including traditional sports such as Rugby, Hockey and Football, all the way to Ultimate Frisbee and Cheerleading. Some teams compete in local leagues, some enter competitions to play against other universities, or simply meet to train and have fun!

Sports Facilities

Each campus at the University has its own fully equipped student gym that offers extremely competitive membership prices for our students. There is more information on gym memberships and what is available at each campus online: [Campus Sports](https://www.gre.ac.uk/about-us/campus/sports)

Our sports facilities are spread across two sites. At Medway campus we have a sports hall and tennis courts and at Avery Hill we have artificial grass pitches, sports hall and outdoor tennis and netball courts. The sport halls can accommodate all sports including, netball, badminton, table tennis and indoor cricket.

All sports facilities are available for students to hire at a competitive rate with the exception of the tennis courts which are free of charge.

If you would like to know more about booking any of the sport facilities contact the Sport & Rec team: Call: 020 8331 9945 or email: sports@gre.ac.uk

GSU Move

GSUmove offers free, fun and non-competitive sport that requires no commitment other than purchasing a **free ticket** for each activity.

Whether you want to get fit, relieve stress or meet new people this is a great informal way of playing more recreational sport and being involved in more physical activity on campus. We've also got virtual activity so you can get involved wherever you are.

All activity is open to University of Greenwich students and staff, so get an account created on Playwaze and book your spot. Find out more at [GSU MOVE](https://www.greenwichsu.co.uk/gsumove/)

Team Greenwich

Team Greenwich offers you so many ways to stay active and social. So whether it’s competing against other universities, or just turning up to have some fun, our clubs are a great way to participate in sports and meet new friends. [Team Greenwich link](https://www.greenwichsu.co.uk/teamgreenwich/)

Student Sport Ambassadors

As part of the University’s Ambassador scheme we have developed specific sport ambassador roles. If you study sport or are passionate about sport and physical activity, then you could become a Student Sport Ambassador. For more information regarding the ambassador roles and when recruitment for these jobs take place, please go to the [Student Sport Ambassadors](https://www.gre.ac.uk/careers/student-ambassadors) page.

1. Degree Classifications and Professional Development

For undergraduate students, your degree classification is calculated on the grades achieved in stages 2 and 3 of your programme by applying the university’s degree algorithm.

If you registered with the university from the 2023/24 academic year onwards your degree classification will be calculated on a 10% weighting for all credits at stage 2 and 90% weighting for the best 90 credits at stage 3.

If you joined an undergraduate programme in the university during the 2022/23 academic year or earlier, and have remained continuously registered with the university throughout your studies, you will be entitled to receive the better outcome of the following two degree-algorithms:

* 20% weighting for all credits at stage 2 and 80% weighting for the best 90 credits at stage 3
* 10% weighting for all credits at stage 2 and 90% weighting for the best 90 credits at stage 3

The final average grade will be rounded to the nearest whole number (e.g. 69.50 will be recognised as 70 and 69.49 recognised as 69) and you must gain the full number of credits required to achieve the award for which you are registered.

For further detail on the above, as well as degree classification aggregation and weighting for other programmes such as postgraduate masters and integrated masters awards and for instances where you are only undertaking the final stage of an undergraduate honours degree at the University of Greenwich, please follow the link below to the Academic Regulations for Taught Awards.

[Academic Regulations for Taught Awards](https://docs.gre.ac.uk/rep/sas/academic-regs)

Greenwich graduate initiative

The Greenwich Graduate Initiative sets out the behaviours and attributes that we expect our graduates to develop whilst they are studying at the University, to best prepare them for their future careers. Please take time to read about this here:

[Greenwich Graduate Initiative](https://www.gre.ac.uk/learning-teaching/greenwich-graduate)

Greenwich employability passport

You will be expected to participate in the Greenwich Employability Passport alongside your programme of study.

There is evidence that students do better – both in their studies and after graduation – if they take part in activities outside of taught sessions which develop their all-round skills. Taking leadership responsibilities in the University and Students’ Union, gaining work experience and volunteering are among the activities which build skills and experience and enrich CVs. Employers value these skills and experience when selecting graduates for employment.

The Passport will encourage and reward you in this direction. You will be awarded points for specified types of activities, and when these points reach target levels, you will receive a reward. If you gain 200 points you will be awarded the Greenwich Employability Passport and will be given a recommendation by the University on your LinkedIn profile.

You are encouraged to take part in the Passport and engage in activities suggested to you. You will find plenty of opportunities which are directly relevant to your programme of study. More information will be available from your Faculty and your academic/ personal Tutor.

Employability and careers services

At the Employability & Careers Service (ECS), we encourage you to aim high and work to secure the graduate job you have always wanted. The ECS is here to support you in several ways:

* Our flagship recruitment fairs take place on the Greenwich and Medway campuses and brings a host of employers with live summer internships, placements, and graduate job vacancies. ECS goes further by ensuring each fair has a mandatory pre-fair workshop so that you how to improve your chances of securing an opportunity with those employers.
* ECS actively runs and manages internships for University of Greenwich students. Some of those internships will be based within a department of the University and others will be based in a small-medium-sized company in London. All internships are paid and ECS manages every aspect of the internship so that you can be assured that you are being supported at every stage.
* For our first-year students, we offer work shadowing insight days with a host of employers. Last year’s cohort attending work shadowing insight days with employers such as the Bank of England.
* If you are short of time and need to see an advisor to check over your job application form, covering letter or CV, then come to one of our many drop-in career clinics. You can just turn up and one of our advisors will see you for up to 15 minutes. You can find out online when and where they take place: [Your careers service](https://www.gre.ac.uk/careers)
* If you need more support, then you can contact us and book a dedicated 30 minutes 1-2-1 appointment with one of our advisors. We also offer mock interviews to help prepare you for job interviews.
* If you are unable to see us in person, then we have comprehensive online support. We have an online e-learning career centre. Once you register you can access its CV Builder, aptitude tests tool, interview simulator, cover letter builder and assessment centre tool.

We also have an online jobs board advertising the latest graduate job vacancies and internships.

Contact us

We offer all the above and much more. For more information about how we can support you. E-mail: employability@gre.ac.uk or Call 020 8331 8810.

1. Graduation

Following the successful completion of your programme of study, you will be invited to an awards ceremony to celebrate this achievement alongside your classmates and loved ones. For more information follow the link below.

[Awards Ceremonies](https://www.gre.ac.uk/awards-ceremonies)

References

References can provide important corroboration and support when you apply for graduate level employment or postgraduate study. It is likely that you will want to obtain a reference from someone who has worked with you on your degree at Greenwich. Your academic/ personal tutor and/or dissertation supervisor are often the best people to ask for a reference, but you should always ask them for permission to give their name and contact details for a reference request and explain what you are applying for before you go ahead and nominate them as your referees.

Bear in mind, your academic/ personal tutor will be in a better position to provide a strong reference for you if they have had an opportunity to get to know you – so throughout your programme of study, please ensure you communicate with your personal tutor about your progress and tell them about your successes as well as the challenges you face. You can begin to develop this relationship from your first term at university.

Alumni

When you complete your degree and become a graduate, you also become an alumnus of the university. At Greenwich we have an active group of alumni. You would be very welcome to get involved in their activities and community and to maintain your connection to the University of Greenwich after graduation. This may later provide many benefits through, for example networking opportunities and social events. For more information, please see the link below.

 [Alumni and friends of the University of Greenwich](https://www.gre.ac.uk/alumni)

Post-graduate Study

There are many ways to build on your first degree and one of them involves further HE study, by working towards a post-graduate degree, either at Greenwich or another university. Take a look at the options for PG study at Greenwich starting here.

[Postgraduate programmes prospectus](https://www.gre.ac.uk/postgraduate-courses)

For further advice and discussion about your next steps, please visit our [Careers team](https://www.gre.ac.uk/careers) or speak to your academic / personal tutor.

1. University and National Student Surveys

You will be invited to participate in at least one evaluation survey for each module you study. The results and responses from module leaders will help the university address concerns, share good practices, and improve future courses.

The university also participates in several national student surveys, such as:

* National Student Survey (NSS): For final year undergraduates, usually launched in January. It helps prospective students compare courses and provides feedback to improve the student experience and to support the public accountability of higher education and its quality assurance arrangements
* Greenwich Student Survey (GSS): For non-final year undergraduates.
* Postgraduate Taught Experience Survey (PTES): For postgraduate taught students, run with Advance HE to record student views that inform university policy.
* Postgraduate Research Experience Survey (PRES): For postgraduate research students to gather their views.
* Graduate Outcomes Survey: Conducted about 15 months after graduation by the Higher Education Statistics Agency to track employment and further study of graduates.

The Student Survey Policy is available via the following link: [University Surveys](https://www.gre.ac.uk/articles/planning-and-statistics/university-surveys)

1. Next Steps

If you have any questions or need further assistance, don't hesitate to get in touch with us. We're here to help you make the most of your time at the University of Greenwich.

We look forward to welcoming you to campus soon!

Record of in-year updates and amendments

Updates and amendments managed by the Quality Assurance Team (quality@greenwich.ac.uk)

1. **Section 3, Health and Safety, Report + Support (page 9),** updated 20/03/2025, Link to the Student Harassment and Sexual Misconduct webpage added, *Requested by the Governance Support Team*  [↑](#endnote-ref-2)