

INTO 

UEA University of
East Anglia

International Foundation Science and Mathematics Student Handbook 2022-23



How to use this handbook

Your student handbook helps you to know **who** to direct your questions to and **how** to get help. It provides you with important information about the expectations, rules and regulations on your programme.

Please note that this handbook was completed in September 2022 and information presented is correct at that date.

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September start students' academic calendar 2022-23

Dates	What's happening for September 2022 start students
26 September – 30 September	Orientation and academic introduction
03 October – 21 October	Regular classes
24 October – 28 October	Residential field trip
31 October – 09 December	Regular classes
12 December – 16 December	Course tests
17 December – 08 January 2023	Holiday
09 January – 24 March	Regular classes
25 March – 09 April	Holiday
10 April – 29 April	Regular classes
02 May – 05 May	Scheduled revision sessions
08 May – 19 May	Final exams
06 June	Exam board
08 June	Results to students
12 June – 16 June	Scheduled reassessment revision sessions
19 June – 23 June	Reassessment exams
29 June	Reassessment exam board
06 July	Reassessment results to students

January start students' academic calendar 2022-23

Dates	What's happening for January 2023 start students
09 January 2023 – 13 January	Orientation and academic introduction
15 January – 24 March	Regular classes
27 March – 31 March	Course tests
1 April – 09 April	Holiday
10 April – 30 June	Regular classes
1 July – 10 July	Holiday
11 July – 21 July	Regular classes
24 July – 28 July	Scheduled revision sessions
31 July – 11 August	Final exams
22 July	Exam board
24 July	Results to students
29 August – 1 September	Scheduled reassessment revision sessions
4 September – 8 September	Reassessment exams
TBC	Reassessment exam board
TBC	Reassessment results

Welcome from the Academic Director

Dear Student

Welcome to INTO University of East Anglia in the 'Fine City' of Norwich! Congratulations on making it this far. We are delighted that you have chosen to study with us.

From personal experience, I fully understand what it is like to spend time living and working abroad, and I know that your first few weeks will be a mix of emotions. However, Norwich is a great place to live and study and our dedicated Academic and Welfare teams will soon ensure that you feel at home and very much part of our INTO UEA family.

INTO UEA is one of the world's most innovative centres of international education. Your teachers are highly qualified with a wide range of experience in supporting the development of international students, and the facilities within our centre and on the wider campus are world class. I would urge you to engage with all these opportunities to your advantage to help ensure that you follow in the footsteps of the thousands of students who have progressed from INTO UEA to secure a wonderful future for themselves and their families.

In order to share in this success, you will clearly need to manage your time effectively and work hard both in and out of class. You will need to make your studies your number one priority and ensure that all your work is completed on time and to the best of your ability. You will work in partnership with your teachers, who will support you at every stage of your learning journey, but do remember that it is ultimately only you who can ensure your university success.

However, it is important to emphasise that studying at INTO UEA is not just about your academic success. Equally important is your personal development and wellbeing. You will make new lifelong friends from all over the world, revel in a newfound freedom, join a range of clubs and societies, engage with the local community and learn to take charge of your own future as you progress on to the University.

Do enjoy your time with us and work hard. I look forward to meeting you soon and wish you every success!

Jeremy Moyle
Academic Director



Academic Support Team

At INTO UEA we pride ourselves on the student care we provide. In the main office behind reception, there are many members of staff who are here to assist you with different areas of your academic life at INTO. To contact anyone within the Academic Support Team (AST) please e-mail ast@uea.ac.uk

Natalia Ponomareva – Academic Support Manager

“I support your Programme Manager in presenting your final marks at the Exam Board and I inform the university and your agent about the final results.”



Thomas High – Academic Support Officer

“I will help to plan your examinations throughout your course. I will also monitor your attendance and engagement.”



Jasmin Wheatley – Academic Support Officer

“I help to make your timetables, prepare your reports and ultimately send you your final results, so you will be hearing from me a lot throughout your academic year at INTO UEA!”



International Progressions Officers, UEA

‘The Progressions team support academic students from the moment they begin their INTO UEA journey. We provide support through a series of workshops, presentations and drop-in sessions to welcome you to the University and introduce the wide range of courses available at UEA. We help you make informed choices about your academic future and will guide you through the application process, from personal statement writing, gaining an offer, through to confirmation and enrolment.’

If you need to contact UEA Progressions Team you can email: Progressionsteam@uea.ac.uk .

When e-mailing, please include your full name, INTO course and INTO number in your correspondence.

Helen Codling

International Progressions Officer, UEA



Welcome from your Programme Manager

Welcome to the Science and Maths International Foundation Programme.

The Science and Maths pathways have been specially designed to help you gain the knowledge and skills that you will need to succeed on science degrees at UEA and other universities. The staff at INTO are friendly and approachable – we all want to help you fulfil your potential on the International Foundation programme and achieve your goals. Many of the exciting and important discoveries in the sciences today are made by applying theories and techniques from one discipline to another. As such, we will try to encourage you to think more widely and critically and we hope that one of our students, perhaps you, will win the Nobel Prize in the future!

Your experience at INTO UEA should be more than just preparation for academic study. Students on the International Foundation need to work closely together so tend to develop close and lasting friendships. Living away from your family means you will have to become more independent, perhaps look after yourself for the first time, and with these new experiences comes greater self-confidence. As international students living amongst each other you will build up increasingly independent viewpoints that are not tied to specific cultures and you may start to view the world in different ways.

You are about to embark on a unique experience that will prepare you for your future career. Do try to take every opportunity that is offered to you to really get the most out of your experience of living and studying here in the UK. Work hard and listen carefully to advice.

I hope you will find the coming year at INTO UEA a rewarding and enjoyable experience.

Good luck!

Dawn Wilkinson
International Foundation Programme Manager
(Science and Mathematics)



Course structure

The academic year is approximately 30 weeks, divided into three terms. Students are expected to complete programme modules worth a total of 120 University Credit Units during this time. Successful completion of the International Foundation programme leads to the award of the University of East Anglia International Foundation Certificate, and the overall objective of your course is to fully prepare you for undergraduate life and study.

Staff

All academic members of staff are highly qualified teachers who have experience working with students from diverse backgrounds. Your Programme Manager is responsible for your academic study and is your point of contact for broad academic issues. Your main English teacher will usually be your Personal Tutor and will meet with you for regular tutorials throughout the year about your progress and any concerns that you may have.

You may make an appointment to speak with any member of the team by email, via INTO Reception or by calling 01603 592977.



The modules that you will study depends on your chosen pathway:

FPL – Pharmacy, Health and Life Sciences

- Biology and Human Physiology
- Foundation Chemistry
- Further Chemistry
- Numerical and Analytical Skills
- Preparation for Health and Life Sciences
- Academic English and Study Skills

FPE – Physical Sciences and Engineering

- Physics
- Mathematics
- Foundation Chemistry
- Problem Solving for Mathematical Sciences
- Further Chemistry

FMA – Mathematics and Actuarial Sciences

- Mathematics
- Physics
- Problem Solving for Mathematical Sciences
- Economics
- Introduction to Accounting

English and Study Skills (30 credits)

This module introduces and develops reading, writing and listening techniques for academic study as well as skills needed to take part in academic discussion and presentations. You will be taught how to reference correctly in your academic work.

Biology and Human Physiology (30 credits)

This module introduces the biological principles and characteristics of living systems from biochemistry, genetics and cells to whole organisms, population and ecosystems. You will learn about the main organ systems and processes in the body. You will not only learn the facts and theories but also undertake practical experiments to expand and consolidate your knowledge which will help you to make links and apply your biological understanding across systems. This module is delivered through a series of lectures, workshops, seminars, laboratory practicals, fieldwork and site visits including a residential field trip in the first term.

Foundation Chemistry (15 credits)

The basic principles of chemistry are taught through lectures, interactive workshops and laboratory experiments. The course explores principles of organic, inorganic and physical chemistry including atomic structure and chemical bonding, synthesis of organic compounds, acids and bases, reaction kinetics and thermodynamics.

Foundation Physics (20 credits)

This module covers the fundamental principles of physics. You will be introduced to the key topics (physical quantities, forces and motion, waves, electricity, radioactivity, thermodynamics, electronics, fluid dynamics and fields) and will then apply these principles to solve numerical problems. In addition to introducing theory, there will be an emphasis on how physics is applied to real-world situations, for example fluid dynamics, logic circuits, spectroscopy and nuclear fission. This grounding will give you the problem solving skills required for further study in the physical sciences and engineering.

Mathematics (30 credits)

This module is for students wishing to progress onto a Mathematics or numerate science degree. This module covers: algebra, trigonometry, vectors, differential and integral calculus, logarithms, exponentials, probability, statistics, counting techniques; concepts of arithmetic and geometric series, vectors, complex numbers, linear algebra and numerical methods for solving equations.

Problem Solving for Mathematical Sciences (15 credits)

This module is designed to help you develop your team working, oral communication and problem solving skills in the context of a range of mathematical topics that are relevant to computing, engineering, mathematics and actuarial science. You will learn some basic programming skills and undertake a research project which will require substantial statistical analysis.

Further Chemistry (10 credits)

This module builds upon the basic principles taught in the 'Foundation Chemistry' module. Students will explore the principles of electrochemistry, green chemistry, analytical chemistry and spectroscopic techniques. The module is taught through a series of lectures, interactive workshops and laboratory experiments.

Economics (10 credits)

This module aims to have students become familiar with key terminology used in economics and to provide an introduction to the important theoretical models and concepts used in economics. In addition, various 'real-world' applications will be considered.

Introduction to Accounting (15 credits)

The aim of this module is to give an introduction to both financial and management accounting, and the more contentious social and environmental accounting. It demonstrates the basic accounting concepts and procedures used in the preparation of financial statements as well as some of the major techniques used in management accounting. The module explores the wider uses and users of accounting information.

Preparation for Health and Life Sciences (15 credits)

This module will introduce a range of topics specific to the health and life science pathways through a series of interactive discussions, problem-based learning sessions and talks by guest speakers. Health students will learn about global healthcare issues, British healthcare systems and society and life science students will learn about a variety of global environmental challenges and their impact on different aspects of life. A series of seminars, extracurricular activities, completion of a personal development portfolio and one-to-one tutorials will focus on developing your personal, professional and study skills for your future courses and career. You will receive guidance on your university applications, personal statements and interviews. A final project will give you an opportunity to bring together and apply your knowledge and skills from across the modules in a topic area of your choice.

Numerical and Analytical Skills (15 credits)

This module is designed to help you develop the key mathematical skills required for the study of science and health degree programmes. You will study relevant topics including trigonometry, calculus, logarithms, probability, vectors, statistics and data analysis.

English is at the centre of your success in all subjects. Here are some tips to help you to strengthen your English skills:

- Use English both in and out of the classroom.
- Learn to write clearly without complicated language.
- Do not plagiarise – learn to cite references.
- Develop your reading skills at every opportunity.
- You can watch BBC television and listen to BBC radio programming free and streaming at <http://www.bbc.co.uk/iplayer>

Style of teaching and self-study

Our aim at INTO is to prepare you for the methods of teaching and learning that you will experience at UEA.

Lectures are where tutors teach subject content. As these will be taught in English it is important to prepare beforehand by reading about the topic. Take **your own** notes in the lecture and review them afterwards.

Workshops are for students to be more active in their learning. These may involve discussing previous lectures or related topical issues, identifying problems or areas where you are uncertain, practical activities, quizzes or practice questions. You will often be asked to work in groups. Indeed, group work is a very important skill that you need to develop throughout university life.

Laboratory practicals are an essential part of the Science pathways. You will be expected to participate fully and write reports on your experiments. The skills that you learn in the practical sessions are vital for your future studies and success.

Field trips and site visits will introduce you to the application of science and provide valuable experience of science 'in the field'.

Tutorials and **progress reviews** will involve directed self-study, group activities and on other occasions there will be personal discussions with your Personal Tutor or the Programme Manager. This offers you an opportunity to monitor your academic progress and receive support if you are having difficulties.

Seminars are important in helping you become accustomed to discussing topics in small groups. These sessions will help you tackle various academic problems, practise important skills and reflect on your skills and development.

Helpdesk is a support session designed for students to come and ask questions, and get one-to-one help with any subject, topic or coursework that they are finding difficult. Feedback on coursework and tests is often provided to students in this session.

As well as attending **100%** of your classes, you are expected to work on your own at times when you do not have scheduled classes. **For every one hour of class you have, you are expected to spend an hour in self-study.** So, if you have twenty scheduled class hours a week, you should spend **another** twenty hours a week studying on your own. Getting your place at university is like working a busy 40-hour week in a job!

You may find it useful to view our **Student Charter**, which explains what we expect of you and what you can expect of us. It can be read at: info.intouea.com

Assessment

To satisfactorily complete the programme you will need to achieve at least **40%** in all content modules and at least **55% in English**. However, it is important to note that to progress to university you will likely need higher marks than this – at least an average mark of **60%** for your modules and an overall **65% or 70% in English**.

Students are required to attend **all** of their English exams regardless of whether or not they have met their English conditions for university. In order to successfully complete the International Foundation programme, you must sit and pass these English exams.

Your modules are assessed through a combination of coursework and final examinations.

Final exams are taken at the end of your Foundation course and typically constitute 30-70% of your module marks and are therefore very important. Final exams will be one and a half or two hours long and can consist of multiple choice, short and long answer questions.

Coursework tests form part of your assessment in all modules. Many modules have tests at the end of term one and although these are typically only worth 10% of your module mark, they are important because your predicted grades will be based on your performance in these tests.

Other forms of coursework are varied and typically consist of **essays, practical reports, tests, open book tests, skills assessments, projects and presentations**.

On the Science pathways you will have quite a lot of work, so it is important that you keep up. It is very difficult to catch up once you get behind in your studies. If you do feel that you are slipping behind then you should speak with your teacher(s) or Programme Manager.

To help support you in developing your written and spoken communication, you may have opportunities to produce drafts of your work during your course. Your English teachers may offer you feedback on your draft (or on specific sections of it) which you can use to improve your assignments. For tips on proofreading and referencing from the UEA Student Support Service, please visit: <https://my.uea.ac.uk/departments/learning-enhancement/help-with-your-studies/resources/academic-writing-and-study-skills/plagiarism-awareness>

INTO and UEA follow the Harvard system of referencing when citing sources in coursework: [Referencing – intouea.com](https://www.intouea.com/referencing)

Assessment – coursework

Coursework Submission

You need to submit all coursework in the appropriately labelled submission boxes in the INTO Resource Centre. Before submitting your coursework, you should:

- Fill out a coursework submission form
- Time and date stamp your coursework submission form and
- Attach the white copy of the coursework submission form to the front of your coursework.

Ensure your coursework is handed in before the deadline or you will incur penalties. For example, if your work is due on **Thursday at 15:00** and you hand it in:

Before 15:00 on Thursday – no penalties applied.

After 15:00 on Thursday and before 15:00 on Friday – you will **lose 10%**.

After 15:00 on Friday and before 15:00 on Monday – you will **lose 20%**.

After 15:00 on Monday – you will not receive any marks.

You also need to submit an electronic copy of your coursework on Blackboard as well as a paper copy to the Resource Centre. Please be sure you submit **both** on time or you could lose marks. Some coursework may **only** require an electronic copy to be submitted and your teacher will advise you accordingly.

Students are required to keep copies of all assessed work that has been marked and returned to them.

Word limits

All coursework will have a word limit. You are allowed to submit work that is up to 10% over the word limit. Therefore, if the word limit is 5,000, you may submit work that is up to 5,500 words long. You will lose **10 marks** for work found to be at all over the 10% limit. In addition, markers are only obliged to mark up to this limit, and award marks accordingly. Therefore, if the word limit is 5,000 and you submit work that is 6,000 words long, your marker may only grade the first 5,500 words. You **must** state how many words are in your

Extenuating circumstances (coursework and exams)

coursework assignment on the front page. Words in tables, figures, calculations and references are not included in the word count.

Time frames for the return of work and feedback

You will receive feedback on all written coursework and have the opportunity to discuss your work after it has been returned to you. Your work will usually be marked and returned to you within 20 working days. This does not include exam or end of term one test papers.

Missing classes on the day of a deadline or test

Science and Maths students tend to have more assignment deadlines and tests than students on other courses. This means you will need to be organised and plan your time carefully so that you finish your coursework and print it out ahead of the deadline. You cannot afford to miss classes in order to spend time revising for a test or finishing off your assignments just before handing them in.

Students who miss any classes on the day of an assignment deadline or test, without good reason and authorisation, will lose **10 marks** from that assessment.

Extenuating Circumstances

It is important that you attend all of your assessments (practicals, tests and exams) and submit your coursework otherwise you will not be able to receive any marks for the assessed component. The only exception is if you have an unavoidable situation that prevents you from attending the original assessment. This is called 'extenuating circumstances'.

If you are going to miss a coursework deadline, practical class, test or examination due to illness, then arrangements to make up the work can only be made if the attendance policy has been adhered to and your absence has been deemed authorised by AST and your Programme Manager. It is not always feasible to reschedule a laboratory practical.

In such extenuating circumstances, you may be eligible for an extension on your coursework or be granted another opportunity to complete a test, practical or examination.

Circumstances that may be considered are:

Extenuating circumstances (coursework and exams)

- If **you** have to go to hospital for a medical emergency.
- Funeral of a close family member where you are expected to be involved in the arrangements.
- If you are ill on the day of your test or in the days leading up to the deadline.

Suitable documentary evidence of the above situation will be required in order for your application for an extension or delayed assessment opportunity to be successful.

Circumstances that **will not** be considered are:

- Issues with your computer or printing. You should leave yourself enough time before the deadline so that if you have a computer or printing problem you have time to print elsewhere. You should always back up all of your work in case of data loss.
- Your friend had to go to hospital.
- Funeral, graduation ceremony, wedding of a distant relative.
- You did not understand the deadline or know the test date.
- You have other deadlines or assessments close together.
- You feel a little bit unwell (eg. fever, period pain etc).

As soon as you know you are not going to be able to attend a test, practical class or meet an assignment deadline, you must speak to your Programme Manager, teacher or AST. You must fill out the '**Extenuating Circumstances Affecting Study Report Form**', and get it signed by the relevant tutor or your Programme Manager and then hand it in at reception. Your case will then be considered by the Extenuating Circumstances Panel and you will be notified of the result by AST. The form is available at: info.intouea.com

Examinations

Before your exams you will receive an e-mail to your UEA account with your exam timetable, rooms and your personal exam ID number. You will need to know all of this before going to your exams.

You must bring all your own pens, pencils, calculators, etc. Do not expect to borrow them.

If you are ill or have an emergency, please try to attend your exams if possible but make the invigilator, your teacher, Programme Manager or AST aware of the problem so it can be taken into consideration. If you are too ill to attend the exam, you must let your Programme Manager or AST know immediately and get a certificate from the Medical Centre stating that you were too ill to attend. See the section on Extenuating Circumstances at: info.intouea.com/ for more details.

Exam regulations for in-person / face-to-face exams: *(NB: All assessments for 2022-2023 are likely to be face-to-face, but familiarise yourselves with all these rules as these may apply to some tests and any exams you later sit at UEA.)*

Exam regulations:

- You cannot leave the exam in the first 30 minutes.
- You cannot enter the exam after the first 30 minutes.
- If you need the toilet you must ask permission and fill out a form. You may be accompanied by an invigilator.
- You cannot leave the exam in the last 15 minutes.
- Please be quiet when entering or leaving the room while the exam is in progress.
- You may not bring bags, hats, caps or coats to your seat with you. You must leave them at the back of the room.
- You may not bring in any mobile phones, mp3 players, smart watches or other electronic devices. If you have them with you, you must switch them off (not just silent) and leave them with the invigilator until the exam is complete.
- You may not take books, notes or writing paper into the exam unless you have been asked to.
- There is **no** talking during the exam except to ask a question to the invigilator (please raise your hand and wait for them to come to you).

Assessment – exams and reassessment (misconduct)

- You may not bring in correction tape, Tipp-Ex or other eraser materials.
- You may not bring in pencil cases unless they are see-through.

In some exams you will be allowed to bring calculators. Only the correct type of calculator may be used. These will be checked in the exam. For guidance on calculator use in exams, please visit: info.intouea.com You may not use a dictionary in English exams. In some other exams you may be allowed a dictionary. It must be paper (not electronic) and it must only have word for word translations with no definitions or example sentences. Dictionaries with definitions and example sentences are not allowed. For guidance on dictionary use in exams, please visit: info.intouea.com

- **Misconduct**

Cheating is a serious offence. Cheating in an examination, course test or in a coursework assessment is defined as an attempt to gain an advantage by unfair means and includes (but is not limited to):

- communication with another/others in an examination or course test
- commissioning or otherwise allowing another person to pass himself/herself off as the candidate
- impersonating another candidate
- possession of, access to and/or use of any unauthorised materials in examinations and course tests such as, but not restricted to, notes, texts, mobile telephones, visual or audio material
- continuing to write in examinations and course tests after candidates have been instructed to stop
- Where there is reasonable suspicion of cheating in a course test or examination, the Invigilator(s) may ask the candidate one or more of the following:
 - empty pockets of all contents and turn pockets inside out
 - remove outer items of clothing
 - pull back long hair to reveal ears and/or neck
 - roll up sleeves or trousers
 - remove socks and shoes.

For a full explanation of exam regulations, please visit: info.intouea.com

INTO's advice on plagiarism

Introduction

There is a link below for the official policy on plagiarism at UEA, including INTO. It may be difficult to understand, so here is a simple summary. It tells you how we are going to apply the policy while you are at INTO.

For the first part of your course, we will treat plagiarism as only a mistake. Your teacher will talk to you about it; you may have to re-write something; the Plagiarism Officer may meet you and make a record; you may have an extra writing session. But there will be no penalty, and you will not lose marks.

For the second part of your course (the Academic Support Team will send you an e-mail in good time), plagiarism could mean a formal meeting for you, with 5 days' notice or less at the end of your course. As evidence we will use a Turnitin report, or sources found by your teacher, or a grammatical comparison with another example of your writing, or other documents. You will have copies before the meeting. There will be one, perhaps two, Plagiarism Officers; someone will write down what is said; and your marks could be reduced, or changed to 0% in serious cases. There will be a record against your name.

It is always best, when you are not sure, to check with your teachers.

Advice - It is your job to know the rules about Plagiarism. Here are the main points:

1. **Proofreading.** This is not allowed at INTO. Do not ask anyone to proofread your writing. Do not pay for a proofreading service, and do not ask a friend to correct your work.
2. **Timed Writing.** There are regular tests of your writing. These are important, and you must attend.
3. **First Drafts.** Be sure you produce these as directed. Always keep a copy.
4. **Assignments.** All assignments, whether for content or language, must be written in your own English.
5. **Computer Software.** Do not use translation programs, except for individual words. These will be the translator's words, not yours, so this is plagiarism.
6. **Pasting Text.** Do not paste text into your assignment with an acknowledgement at the end. A sentence is allowable with "quotation marks" but you should do it only once or twice, and science students not at all. The text that you write must be **very different** from the text of your source, which means the word order, and most of the words. Only a small percentage – names, two- or three-word specialist phrases (e.g. *elasticity of demand*), and scientific terms – can be repeated unchanged.
7. **Examinations.** Follow the rules for on-line examinations. Do not contact your friends, or look for text on-line. This is plagiarism.
8. We may ask you for an **electronic copy** of your work. If you don't provide it, the work may be disregarded or given a mark of 0%.

Full Policy: info.intouea.com

Passing a module and right to reassessment

Students must achieve a pass ($\geq 40\%$) in order to pass a module (when coursework and exam marks are combined). Students scoring less than 40% in a module may be offered an opportunity for reassessment. **The maximum mark you can score in a reassessed module is 40%.**

The right to this reassessment will **not** be automatic and could be withdrawn if a student achieves any module mark of less than 20%. However, the Board of Examiners will take into consideration the number of modules failed, the student's attendance (if less than 80%), academic progress to date and any extenuating circumstances.

For a full explanation of the INTO UEA marking system, please visit: info.intouea.com

Re-taking English exams

It is important to note that it is **not** possible to undertake reassessments in English if you fail. This is because continuous assessment is taken into consideration in borderline cases and also because it is not possible to improve your English level in just one week during the reassessment revision period. Therefore, failure to attend an English language assessment may lead to failure of the Foundation course.

External Examiners and Exam Boards

All assessed work is second marked internally and quality checked by External Examiners. External Examiners attend Exam Board meetings, at which all of the marks contributing to a student's final results are confirmed. Once approved, these marks **cannot** be changed. A list of current INTO UEA External Examiners and their duties, as well as the dates of the exam boards, can be seen at: info.intouea.com

UEA e-mail account

E-mail is the main method of communication. Important information and official University e-mails will be sent to your UEA e-mail account at <http://webmail.uea.ac.uk>. You must check your UEA e-mail account on a regular basis, at least every 48 hours. **The expectation is that if a response is required from you that you will reply within 48 hours.** For instructions and guidelines on changing your password, please read:

<https://my.uea.ac.uk/divisions/it-and-computing-services/service-catalogue/user-access-services/password-reset>

You should never tell anyone your password!

Notices will also be posted on INTO notice boards. The Floor 4 Notice Board is for Science and Maths students, usually highlighting Community Engagement and volunteering activities. The Exam Notice Board on the ground floor is for exam timetables, exam regulations, etc. In addition, messages may be posted on the Student Information Point and on Blackboard – details are given below.

Blackboard

You are expected to access **Blackboard** – the online university learning environment. Large amounts of study materials will be uploaded here which you should use as part of your self-study. We do monitor usage of Blackboard and this may be taken into consideration in your engagement grades. You will also use Blackboard to submit work.

More information about Blackboard can be found at: <https://learn.uea.ac.uk/ultra/institution-page>

It is very important that you are able to use both Blackboard and your UEA e-mail. If you have trouble accessing either of these please e-mail ast@uea.ac.uk or come to reception.



Student support services

Gal, Leila and Olivia are your Social and Welfare Officers (School Counsellors). They are here to support you with any problems you have. If they can't help you themselves, they will find the right person to support you.

- You can find them at Reception or in the Foyer between 08:00 and 21:00 from Monday to Friday.
- You can contact them by email on: into.life@uea.ac.uk
- You can also contact them by telephone:
 - Gal, Leila and Olivia: 01603 592977
- The 24 hour emergency phone number is: 07986 957047

UEA support services

- Career Central for careers advice:
 - Call: 01603 593452
 - Email: career.central@uea.ac.uk
- UEA Student Support Service:
 - Call: 01603 592761
 - Email: studentsupport@uea.ac.uk
- For advice and advocacy, visit the Students' Union at: <http://www.ueastudent.com>



Attendance

This means being in all of your classes and lectures that are on your timetable, including being alert to and aware of any changes to your class time or room. It also means attending any other event prescribed by INTO UEA, such as advice and support sessions, or extra classes to help you.

You are expected to attend 100% of your classes while you are at INTO.

What to do if you are absent?

If you are too ill to come to class (either online or in person) you **must** submit the online 'Absence and Late Report Form'



<https://forms.office.com/Pages/ResponsePage.aspx?id=IYdfxj26UUOKBwhI5djwkFqWHomtg3dDod7Kk3x8z7FUNDcxM0U3RUINN0pOSTFCNVkxQjA5U1pXTC4u>

Please note that this form does **not** automatically mean your absence is authorised.

Authorised absence ('exceptional circumstances')

- Evidence of Police Registration (if applicable)
- Evidence of initial visa and bank appointment
- Evidence of GP / hospital appointment
- Fit note

If you have circumstances that are impacting your academic performance or your ability to study you must contact ast@uea.ac.uk to fill in the 'Extenuating Circumstances Affecting Study Report Form' info.intouea.com

Unauthorised absence

The following reasons are **not** acceptable reasons to miss class and will **not** be authorised:

- Self-certified "low level" medical issues: e.g. headaches, period pains, colds, sore throats, fever, oversleeping, tiredness (unless linked to suspected Covid)
- Schengen visa appointments, bank appointments (excludes the 1st one scheduled by the Student services)
- Religious or family holidays and ceremonies
- Medical conditions supported by practitioners of alternative medicine

General information – attendance and engagement

If you miss class due to illness and do not provide evidence, it will be classified as 'Self-certified Sickness' and **will not** automatically be authorised. For us to consider whether your absence should be authorised, we require evidence - for example from a UK doctor, your Programme Manager or from Student Services. If you need to go to the Medical Centre due to illness, please try to arrange your appointment for outside of class time. If you are absent for more than **five days** in a row, you **must** have a medical certificate from the UEA Medical Centre or your absences will not be authorised. If you know you will miss a class due to exceptional circumstances, you must contact ast@uea.ac.uk or your Programme Manager **before** you miss class or your absence will be unauthorised. Authorisation will be decided on a case-by-case basis. If you don't tell us until after you have missed classes, your absence will not be authorised.

Your attendance will be continuously monitored during your time at INTO UEA

What happens if I have unauthorised absences?

If your attendance in any given week is unacceptable, you will be notified. Attendance warnings will be sent to your **UEA e-mail address**. If something has been sent to your UEA e-mail, we will assume you have received it. All attendance records and warnings will carry over to all terms that you study at INTO, **even if you change your course**.

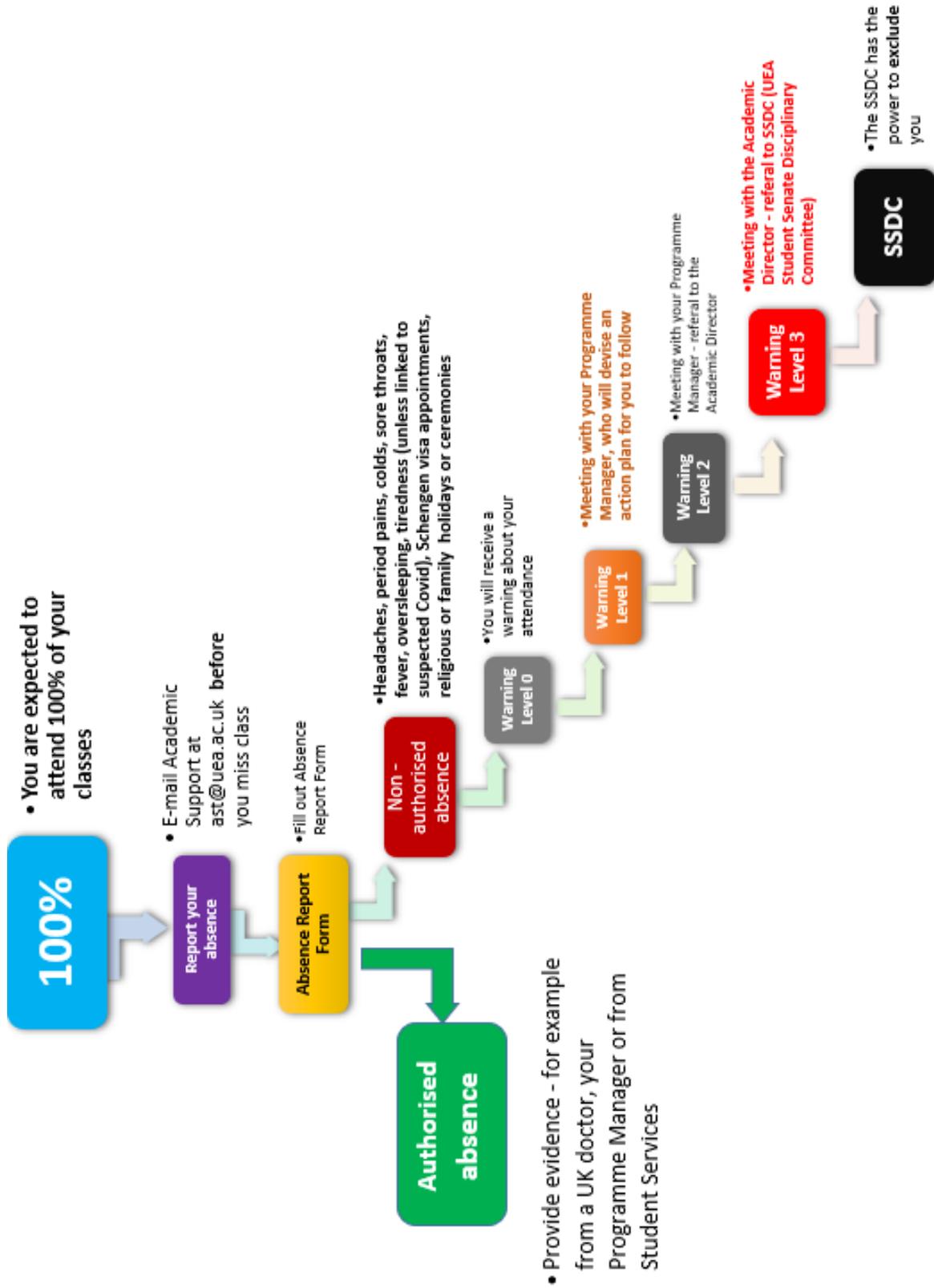
- If you miss **ten consecutive lessons** without informing us*, you may automatically receive a Level 2 or Level 3 attendance warning. This could result in a referral to the Senate Student Disciplinary Committee (SSDC).
- If you are marked absent for **five days** in a row without informing us, INTO could report you to the police.
- If you are marked absent for **ten days** in a row, INTO may report you to the UK Immigration Agency and your visa will be revoked. You will not receive any refund.

This applies even if you do not require a visa to study in the UK!

Warning Levels	What to Expect
Level 0	You will receive a warning about your attendance.
Level 1	You will have a meeting with your Programme Manager, who will devise an action plan for you to follow.
Level 2	If the actions decided in the previous meeting have not been followed to the appropriate level, you will be asked to attend a second meeting.
Level 3	If your attendance still has not improved, you will be asked to attend a meeting with the Academic Director, who will decide whether to refer you to the UEA Student Senate Disciplinary Committee (SSDC).
Referral to the SSDC	The SSDC has the power to exclude any student whose attendance is deemed to be unsatisfactory without recourse to any refund. This means a student may be removed from their course and sent home.

*It is a legal requirement that we have your up-to-date contact details (phone number, address and e-mail). If we do not have your details or your information changes, you need to come to INTO reception and fill out a change of contact form.

INTO UEA ATTENDANCE FLOWCHART



Punctuality

This means arriving and being ready for your classes to start at the scheduled time (usually half past the hour). If you are regularly late to class then you are being disrespectful to your teacher and classmates and affecting the learning of the other students in your class. If you arrive to your class after the register has already been taken, you will be denied entry to class and marked absent. If this happens, you must come to INTO UEA Reception and explain to the Academic Support Team why you were late.

Engagement

This means being actively involved in every part of your studies, regularly contributing to learning by asking questions in class as well as answering them, and working collaboratively with other students when necessary. This involvement in learning must be clearly demonstrated both in and outside of lessons and lectures. You must come prepared for your lessons and lectures as advised by your teachers.

You must not use mobile phones, laptops and other digital devices in lessons unless their appropriate use is authorized by the teacher.

Responsible behaviour

INTO has rules to ensure that all students benefit from their time at the Centre and in the UK. These rules apply to behaviour in the INTO Centre, during activities organised by the Centre and in accommodation arranged by the Centre.

All students are required to comply with the requirements on the following page when they join the course. The requirements only supplement and do not replace any other regulations of INTO.

Withdrawal Meeting

In certain circumstances the Programme Manager or Academic Director may initiate a withdrawal meeting and recommend that a student does not continue the programme.

These include:

Lack of academic progress

- Poor attendance
- Illness that prevents the student from getting full benefit from the programme
- Unacceptable behaviour in class, in the Centre or in accommodation arranged by the Centre
- Failure to pay fees

For a full explanation of the UEA disciplinary policy and procedures relating to attendance, engagement and progress, please visit: [General Regulations for Students - About \(uea.ac.uk\)](https://www.uea.ac.uk/uea/academic/undergraduate/into/into-general-regulations-for-students-about)

Support for struggling students

Most students complete their studies at INTO successfully, however, some students may struggle. The main reasons that students fail their programme are:

- Poor attitude reflected in poor attendance.
- Weak language ability.
- Weak academic background.

These factors often influence one another.

If you find that your marks are disappointing even though you are working hard and attending classes, you should take advantage of the extra support offered to you at INTO. Your teachers can give you useful advice as to why you are failing, feedback on specific work and, where necessary, extra work that targets your personal weaknesses.

Helpdesk is provided for extra help following lectures, workshops and practicals. This support session is designed for students to come and ask questions, and to get one-to-one help with any subject, topic or coursework that you are finding difficult. Feedback on coursework and tests is often provided to students in this session.

You can also take advantage of the language resources available in the Resource Centre. The Resource Centre is a place where you can study outside of class hours. The Resource Centre is open Monday to Friday from 7:30AM to 11PM. You will be able to access materials that are relevant to your course as well as PCs, laptops, CDs, DVDs and software. Simon Barne, who manages the Resource Centre, can guide you in the right direction.



Student representation

The **INTO Staff-Student Liaison Committee** is set up to give a voice to students at INTO UEA. It provides a place where student representatives can meet with staff members to discuss issues arising out of their studies and lives at INTO. The Committee is also an important place where staff can keep students informed about changes to policies that might affect their student experience. Each year **two students** from each intake (September and January) of each programme will be elected by other students in their intake to represent them on the Committee.

The **Staff-Student Sub-Committee** is where the Programme Manager will meet with the student representatives from their programme and their deputies (also elected) to discuss issues of academic concern, such as teaching and other matters impacting on the academic life of students on that programme.

If you would like to act as a student representative, you need to inform your Personal Tutor, who will pass the request on to your Programme Manager.

Equality and diversity

INTO University of East Anglia is committed to ensuring and promoting good equality and diversity practice. It means:

- Ensuring that you are treated fairly and with respect
- Acknowledging people's differences and individuality
- Providing equal opportunities to all students with no discrimination on the grounds of political opinion, age, colour, disability, ethnic or national origin, gender, marital status, race, religion or sexual orientation
- Celebrating cultural diversity
- Supporting individual and group needs and
- Having zero tolerance for any act of unfair discrimination and harassment.

For further information, please visit the pages of the Equality and Diversity Office: [Equal Opportunities for Students - About - UEA](#)

Complaints and concerns

We want you to enjoy your time at INTO and be successful in your studies. Therefore, if you have a concern or complaint regarding your studies, or anything involving finance, accommodation, or aspects of student life, please follow the steps below:

- In the first instance, please raise the concern with your Personal Tutor. If this is not appropriate or possible, please speak to your Programme Manager. If the complaint is serious then put the complaint in writing to your Programme Manager. They will meet you and try to help you resolve your concern. They may pass your concern on to the relevant person if the concern is non-academic.
- If, after this, you remain concerned then put the complaint in writing to the Academic Director, Jeremy Moyle.

If you find it difficult to communicate clearly in English, please contact the Head of Student Services, Simon Duckworth. Simon will try to arrange for a translator to help you.

Your studies/results will not be affected if you raise a concern or complaint with us.

Academic appeals and complaints

The Academic Appeals and Complaints Procedure allows INTO UEA students to formally raise concerns about their academic results or circumstances relating to them.

For details of the UEA Academic Appeals and Complaints Procedure please visit:

[Academic Appeals and Complaints Procedure - About - UEA](#)

Withdrawing from your course

If you decide to withdraw from your course or transfer to another, please contact your Programme Manager to discuss this. If, after talking things over with your Programme Manager, you are sure about your future plans, you should contact Academic Support to confirm your decision. You will be asked to complete a Withdrawal Form.

Student evaluation of courses and modules

Both during and after your studies at INTO you may be invited to give feedback on your experience of your course and your modules. Your feedback is important to us, providing academic staff with student views. We strongly encourage you to complete all questionnaires so that you can help us to review and improve our programmes.