

**INTO** »

**UEA** University of  
East Anglia

# International Foundation Business and Humanities student handbook 2021-22



## **How to use this handbook**

Your student handbook helps you to know **who** to ask your questions to and **how** to get help. It provides you with important background information about your programme. Please read it carefully and ask if you are unsure of anything.

Please note that this handbook was updated in September 2021 and information presented is correct at that date.

Academic Calendar	2
Welcome from the Academic Director	4
Academic Support, UEA Progression Team	5
Welcome from your Programme Manager	7
Course information	
Course structure and staff	8
Modules	9
Style of teaching and self-study	12
Assessment	
Coursework	13
Extenuating Circumstances	15
Examinations	16
Misconduct	16
Misconduct (plagiarism)	18
Reassessment	20
General information	
UEA e-mail and Blackboard	21
Attendance and engagement	22
Support for struggling students	26
Student support and welfare	27
Student representation and feedback	28
Equality and diversity	28
Complaints, academic appeals and course withdrawals	29

## September start students' academic calendar 2021-22

Dates	What's happening for September 2021 start students?
27 September – 01 October	Academic Introduction
04 October – 10 December	Regular classes
13 December – 17 December	Course tests
18 December – 9 January 2021	Holiday
10 January – 25 March	Regular classes
26 March – 10 April	Holiday
11 April – 29 April	Regular classes
2 May – 6 May	Scheduled revision sessions
9 May – 20 May	Final exams
TBC	Exam Board
TBC	Results to students
06 June – 10 June	Scheduled re-assessment revision sessions
13 June – 17 June	Reassessment Exams
TBC	Re-assessment Exam Board
TBC	Re-assessment results

## January start students' academic calendar 2021-22

Dates	What's happening for January 2022 start students?
10 January 2021 – 14 January	Orientation and Academic Introduction
17 January – 25 March	Regular classes
28 March – 1 April	Course tests
2 April – 10 April	Holiday
11 April – 1 July	Regular classes
2 July – 10 July	Holiday
11 July – 22 July	Regular classes
25 July – 29 July	Scheduled revision sessions
1 August – 12 August	Final exams
TBC	Exam Board
TBC	Results to students
24 August – 26 August	Scheduled re-assessment revision sessions
30 August – 2 September	Reassessment Exams
TBC	Re-assessment Exam Board
TBC	Re-assessment 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](mailto: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 Administrator**

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

”



### **Alex Rose – 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](mailto:Progressionsteam@uea.ac.uk) .

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

## Welcome from your Programme Manager

### **Welcome and congratulations on choosing the Business and Humanities International Foundation programme!**

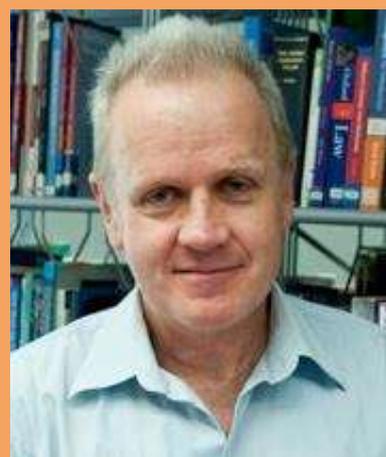
You have come a long way to get here. You will now travel very much further, but not in miles. Stay alert and keep focused, because you will be learning how to succeed, both now and in your future studies. You will learn some surprising things, not only from your study materials and teachers but also from other students: listen carefully when they speak. We will help you to develop good study habits, show you how to research effectively, to self-study, to work with other students, to organise and manage your time and to become an independent learner. The students who go on to do well at university – and we hope you will be one of them – form good study habits while they are with us. These habits help them achieve well in their continuing studies for years to come.

Your experience at INTO UEA is more than just preparation for academic study however. As part of an international community, you will learn a lot about the behaviour and views of others. You may begin to question some of your own ideas and beliefs for the first time, and begin to think about your own culture in a wider global context. This process happens both inside and outside the classroom, and you will be encouraged at every turn to develop this spirit of enquiry. A successful student always asks questions, and you may well have more questions than answers at the end of your course, which will count as success.

Your first job will take you into a very fast-changing and complex world. You will have to process difficult situations quickly, identify the possible choices of action, and make the correct decision. Your experience at INTO is the beginning of your preparation for this.

What is about to happen to you will be quite different from anything you have done before. You are about to begin what we hope will be an exciting and interesting year. Remember that any building is only as strong as its foundations. Your building starts now. Work hard and good luck!

**Paul Thompson**  
**International Foundation Programme Manager**  
**(Business and Humanities)**



### Course structure

The International Foundation programme has a focus on language and on academic preparation to ensure that international students are fully prepared in terms of academic knowledge and awareness, as well as linguistic and study skills ability, to enter an appropriate undergraduate degree at university.

Your INTO study year is approximately 30 weeks long, divided into three terms:

**Term 1** is about settling in, adapting to living and studying here and learning *what* you have to do and *how* you have to do it in order to succeed. You are tested at the end of the first term in all your subjects.

**Term 2** is about *demonstrating* what you have understood by writing assignments, which contribute up to 30% of your final mark.

**Term 3** is very short and a period of *revision* and *review* leading up to your final exams.

Students complete either five or six modules (subjects) 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 also be your *Personal Tutor* and will conduct tutorials during class time – you may discuss any academic-related issues or concerns with them.

You may make an appointment to speak with any member of the team at INTO reception or by calling 01603 592977.

Assessment for most modules (except English) consists of 30% coursework (including tests) and a final exam worth 70%.

You will study a number of different modules on the International Foundation programme. Which modules you study will depend on your interests, the possible university degree you may wish to aim for, and your chosen International Foundation pathway.

For the FBE pathway – **Business and Economics with Society and Culture** leading to degrees such as Accounting and Finance, Business Economics, Economics.

Modules are:

- English and Study Skills
- Foundation Mathematics
- Introduction to Business
- Professional and Communication Skills
- Introduction to Economics
- Society and Culture

For the FHL pathway – **Humanities and Law** leading to degrees such as Film and Television Studies, International Development, Law, Media Studies, English Literature with Creative Writing, Intercultural Communication with Business Management.

Modules are:

- English and Study Skills
- Foundation Mathematics
- International and Development Studies
- Law
- Society and Culture

For more information on which INTO programmes lead to which UEA degree programmes please visit: <https://info.intouea.com/Handbooks/>

### ***English and Study Skills (40 credits)***

This module introduces and develops reading and writing techniques for academic study as well as skills needed to take part in academic discussion. It will also teach you how to reference works used in your academic research and help you develop strategies to understand natural-speed academic English more effectively.

### ***Foundation Mathematics (20 credits)***

This module covers basic mathematical concepts including algebra, logarithms, quadratics, trigonometry, differential calculus, set theory and basic statistics and probability.

Module leader: Mark Hoar

### ***Introduction to Business (10 credits)***

This module provides a basic understanding of current business and management practice by exploring such themes as management, the business environment, leadership, corporate social responsibility, marketing, and how organisations are structured. This module also provides a simple introduction to accounting.

Module leader: Richard Gough

### ***Professional and Communication Skills (20 credits)***

This module builds essential skills needed in any business environment: how to work well together in groups; how to research and analyse data and then present your findings; how to manage your time more effectively whilst working autonomously; and how to develop a marketing strategy.

Module leader: Rachel Seabright

### ***Introduction to Economics (10 credits)***

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

Module leader: Andrew Tink

### ***Society and Culture (20 credits)***

In this module, students will be introduced to the basic concepts of society, socialization and culture. Students will cover various topics including race and ethnicity, gender and sexuality, religion and the mass media. Additionally, there will be an examination of contemporary culture, such as issues related to consumption, popular culture and the influence of globalisation.

Module leader: Diane Parkin

***International and Development Studies (20 credits)***

This module will explore post 2WW international relations including the history and evolving role of the UN, its key bodies and activities such as peacekeeping and humanitarian intervention. It will also evaluate theoretical perspectives of international relations such as Realism, Marxism and Liberalism and the impact of emerging economies on the balance of power within the international system. Who will be the political and economic giants of the future? Using case studies, we consider different theories of development, the effectiveness of development aid, and the challenges posed by urbanisation. Additionally, this module will focus on the challenges and controversies surrounding the relative power of NGOs vs states, human interference with the environment, poverty, and different understandings of human rights.

Module leader: Jeremy Ginifer

***Law (20 credits)***

This module examines those areas of life where human behaviour needs to be regulated and the different areas of law that are relevant to everyday life. Topical questions explored include: how laws can be modernized as society changes, sentencing policy towards criminals, how the courts calculate awards of compensation, and whether alternative ways to solve legal disputes, such as arbitration, are effective. While the primary focus is on how these questions have been addressed in England and Wales, comparison is made with other legal systems, and time is spent on assessing the impact of the European Convention on Human Rights in the UK as well as in the rest of Europe.

Module leader: Jeremy Gaskell

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

- Make friends from different countries.
- Use English both **in** and **out** of the classroom.
- Be interactive with staff.
- Read a daily newspaper (available in the Resource Centre)
- Watch BBC television and listen to BBC radio programming free and streaming at <http://www.bbc.co.uk/iplayer>

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

**Lectures** are where tutors teach subject content. As these will be taught in English it is important to prepare beforehand by doing any required reading. **Attend them all** and take **your own** notes in the lecture and review them afterwards. Never think you can miss a lecture and rely on friends' notes – they will not help you! You need to be there and do your own thinking.

**Skills lessons/seminars/workshops** are less formal than lectures. You will develop your English language skills together with course-specific content. This is where your confidence to discuss your ideas will develop (top tip: don't just stay silent until the teacher asks you a question. Ask your own questions!) You will be expected to participate in group work and discussions.

**Tutorials** are where you talk privately with your teacher about either your academic or personal development. This is a two-way process and you must be open and honest about any difficulties or worries you may be having. This offers you an opportunity to monitor and review your overall progress and receive extra support if necessary, and you will have at least 3 tutorials with your personal tutor.

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 another hour in self-study.** So, if you have twenty hours timetabled in a week, you should spend **another** twenty hours a week studying on your own. *Getting your place at university is like working a 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

<https://info.intouea.com/Policies/>

Group work: what is it and how can it help me? Find the answer in the 'Group Work Guidelines Q&A' at <https://info.intouea.com/Policies/>

Coursework tests are conducted in all modules, typically at the end of the first term, and constitute 10% of your final mark (30% for *Introduction to Business* and *Introduction to Economics*.)

Further coursework is module-specific and may consist of written assignments (essays) and group or individual presentations. You will receive feedback on all written coursework and have the opportunity to discuss your work after it has been returned to you. You will have opportunities to produce a draft (a rough copy) of your work during your course. Your English teachers will then offer you individualised feedback on your draft, and you may expect to rewrite and meet several times until it is your best possible work.

INTO recommends using the Harvard system of referencing when citing sources in coursework: <https://my.uea.ac.uk/departments/learning-and-teaching/students/academic-cycle/regulations-and-discipline/plagiarism-awareness>

For tips on proofreading and referencing from the UEA Student Support Service, visit: <https://my.uea.ac.uk/departments/learning-enhancement/help-with-your-studies/resources/academic-writing-and-study-skills/plagiarism-awareness>

Normally you are given 4 weeks in which to submit coursework, and managing this time effectively is very important. Coursework is submitted electronically via Blackboard as advised by your teachers as well as a paper copy in the appropriately labelled submission boxes next to the Lecture theatre in the main foyer. 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.

***Please be sure your coursework is handed in before the deadline or you will incur penalties, as below***

Before 15:00 on Thursday – no penalties apply.

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 will usually be asked to submit an electronic copy of your coursework on Blackboard as well as a paper copy to reception. Please be sure you submit **both** on time or you could lose marks as follows:

Submission	Penalty deduction
Electronic submission only	5%
Hard copy (paper) submission only	5%
One copy before the deadline and one copy after	5%
If student requests the later copy of these two is marked	Late submission penalty (see page 13) applies to marked copy

Some coursework may only require an electronic copy to be submitted. 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 limit is 1,500 words, you may submit work that is up to 1,650 words long. You will lose **10 marks** for work found to be over the 10% limit. In addition, markers are only obliged to mark up to this limit, and may ignore the rest. You **must** state how many words your coursework consists of on the front sheet or top of your assignment.

### Deadlines and extensions

You must apply for an extension as soon as you know you are not going to be able to meet the assigned deadline, by filling out the 'Extenuating Circumstances Affecting Study Report Form', having it signed by the relevant tutor or your Programme Manager and then handing it in at reception. The form is available at: <https://info.intouea.com/Forms/>

### Time frames for the return of work and feedback

You may expect feedback and provisional marks on summative coursework (work which goes towards your final mark) **no later than 20 working days** after the published deadline for submission. This does not include exam papers.

Detailed useful information for students is available at:

<https://my.uea.ac.uk/departments/learning-and-teaching/staff/assessment/submission>.

For a full explanation of the INTO UEA marking system, please visit:

<https://info.intouea.com/Policies/>

### Extenuating Circumstances

It is important that you attend all of your assessments (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, 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.

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

Circumstances that may be considered are:

- 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.

**AST will require documentary evidence of any of these situations in order to grant an extension or delayed assessment opportunity.**

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.

As soon as you know you are not going to be able to attend a test 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:

<https://info.intouea.com/Forms/>

## Assessment – exams and reassessment

All modules (except Professional and Communication Skills) include final exams, which make up 70% of your final mark and are therefore very important. Final content exams are two hours long and consist of different question types.

*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.*

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.

If you are ill or have an emergency, please try to attend your exams if possible but make your Module Leader, 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 AST know immediately, **before** the exam, and get a certificate from the Medical Centre stating that you were too ill to attend

Exam regulations for in-person / face-to-face exams: *(NB: All assessments for 2020-2021 are likely to be online, but familiarise yourselves with these rules as these will apply to 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).

- 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: <https://info.intouea.com/Policies/>
- 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.

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

### 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: <https://info.intouea.com/Policies/>

### 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 punishment, 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.

\*For IYO, this starts with the second written content assignment

**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:** <https://info.intouea.com/Policies/>

### Passing a module and right to reassessment

To pass the programme you will need to achieve **at least 40%** in all modules, but to get to university you should aim to get **an average of at least 60%** in all your modules and **a minimum of 60% (in each skill of listening, reading, writing and speaking)** in English and Study Skills in order to progress to university.

Note that at UEA NBS (the Norwich School of Business) and the School of Economics do not include the Mathematics mark in their overall required average for entry.

If you fail any module other than English and Study Skills, in most circumstances you will have the right to a reassessment, which means retaking the Exam (see page 18 for details.) **The maximum reassessment mark however is 40%** and all reassessment pass marks are 'capped' at 40%. This capped mark then replaces all other marks for that module. Reassessing students may still be able to get a place at a university, but average marks may then be too low for progression to UEA.

The right to this reassessment is discretionary 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:  
<http://www.intouea.com/handbooks>

English and Study Skills is assessed, along with all other subjects, at the end of Term 1 and in your Final Exams, and the best mark achieved for reading, writing, listening and speaking becomes your final mark.

### Re-taking English exams

It is important to note that it is **not** possible to re-take English exams. The only exception is if you have what is called 'extenuating circumstances'. This means that you have a special reason for missing the original exam, such as being ill, and can therefore apply to re-take it. If you miss an exam, you must complete an *Extenuating Circumstances Affecting Study Report Form*, available at:

<https://info.intouea.com/Forms/> or from the academic support team (AST). Student starting in September however do have an opportunity to improve an English grade by joining one of our summer pre sessional courses.

### 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:

<https://info.intouea.com/Exam%20Boards/>

## 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://www.uea.ac.uk/password?mode=portal>

**You should never tell anyone your password!**

Notices may be posted on INTO notice boards. For example, Exam Notice Board 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. You will also use Blackboard to submit work.

More information about Blackboard can be found at <https://blackboardlist.com/uea/>

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](mailto:ast@uea.ac.uk) or come to reception.



### 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=IYdfxj26UUOKBwhl5djwkFqWHomtq3dDod7Kk3x8z7FUNDcxM0U3RUINN0pOSTFCNVkxQjA5U1pXTC4u>

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

### Authorised absence ('exceptional circumstances')

- Evidence of Police Registration
- 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](mailto:ast@uea.ac.uk) to fill in the '**Extenuating Circumstances Affecting Study Report Form**' <https://info.intouea.com/Forms/>

### 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)
- Schengen visa appointments, bank appointments (excludes the 1<sup>st</sup> one scheduled by Student Services)
- Religious or family holidays and ceremonies
- Medical conditions supported by practitioners of alternative medicine

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](mailto: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.

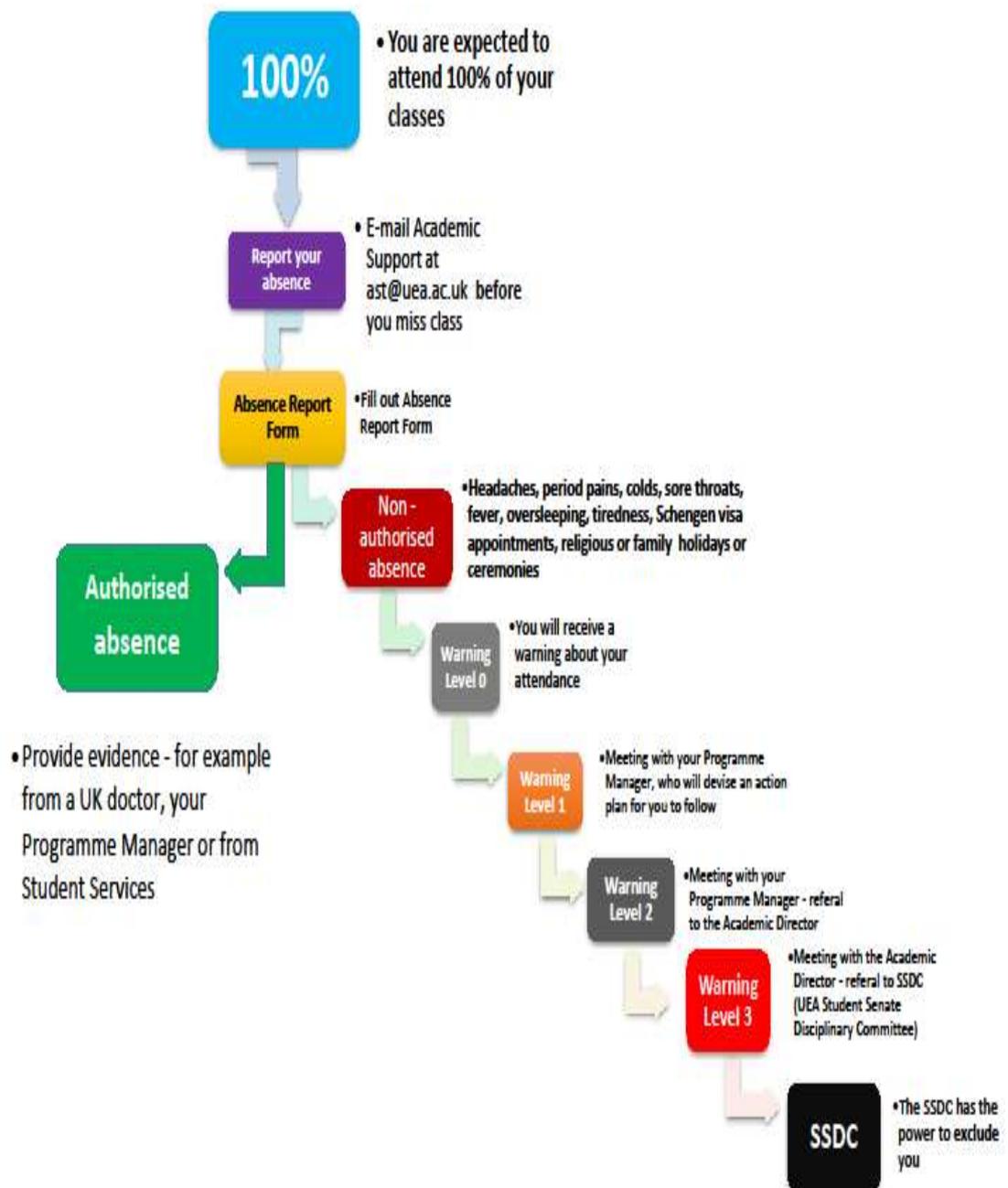
Attendance warnings will be sent to your **UEA e-mail address**. If something has been sent to your UEA e-mail, we will assume you have received it. All attendance records and warnings will carry over to all terms that you study at INTO, **even if you change your course**.

- 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 will report you to the UK Immigration Agency and your visa will be revoked. You will not receive any refund.

Warning Levels	What to Expect
<b>Level 0</b>	You will receive a warning about your attendance.
<b>Level 1</b>	You will have a meeting with your Programme Manager, who will devise an action plan for you to follow.
<b>Level 2</b>	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.
<b>Level 3</b>	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).
<b>Referral to the SSDC</b>	The SSDC has the power to <b>exclude</b> 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:

<https://portal.uea.ac.uk/academic-calendar/general-regulations>

### Support for struggling students

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

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

These two things often go together.

If you find that your marks are disappointing even though you are working hard and attending classes, INTO can provide extra lessons and support in certain subjects. There is also a weekly Helpdesk where you can ask any questions to your teachers

Do use the Resource Centre regularly. It 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. Just ask the staff there if you can't find what you are looking for. Students studying online and in the centre can access lots of useful online resources at <https://intouea.com/>



### Student support services

Gal, Ronnie and Olivia are your Social and Welfare Officers. 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 in the Courtyard Office between 08:00 and 21:00 from Monday to Friday.
- You can contact them by email on: [into.life@uea.ac.uk](mailto:into.life@uea.ac.uk)
- You can also contact them by telephone:
  - Gal, Ronnie 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](mailto:career.central@uea.ac.uk)
- UEA Student Support Service:
  - Call: 01603 592761
  - Email: [studentsupport@uea.ac.uk](mailto:studentsupport@uea.ac.uk)
- For advice and advocacy, visit the Students' Union at: <http://www.ueastudent.com>



### Student representation

The *INTO Staff-Student Liaison Committee* gives 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 over to your Programme Manager.

### Student evaluation of courses and modules

During your studies in INTO and after 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.

### 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 Student Services Manager, Bob Parsons. Bob 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.