

International Year One Psychology 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 note that this handbook was completed in September 2021 and information presented is correct at that date.

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September start students' INTO academic calendar 2021-22

Dates	What's happening for IYO PSY students?
20 September – 24 September	INTO orientation and induction/ UEA courses begin
27 September – 10 December	Regular classes: INTO & UEA
13 December – 17 December	INTO course tests/ UEA courses continue
20 December – 07 January	Christmas break
10 January – 21 January	Regular INTO classes/ UEA extended assessment period
24 January – 25 March	Regular classes: INTO & UEA
28 March – 08 April	Spring break
11 April – 22 April	Regular INTO classes/ UEA spring break continues
25 April – 29 April	Regular classes: INTO & UEA
03 May – 07 May	INTO scheduled revision sessions/ UEA courses continue
09 May – 20 May	INTO final exams*
30 May – 03 June	INTO exam board
06 June – 10 June	INTO re-assessment revision sessions
13 June – 17 June	INTO reassessment exams
20 June – 24 June	INTO re-assessment board

*Please note the UEA Reassessment schedule is TBC

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



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 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 .

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

Welcome to the International Year One programme.

The International Year One programme has been designed to give you a solid understanding of the language, skills and academic content that you will need to do well at university. The experience that you have at INTO UEA, however, is far more than just preparation for university study.

The experience of studying at INTO is about gaining an understanding of the world. As international students, you are able to build up increasingly independent viewpoints that are not tied to a specific culture. You are learning new ways of looking at the world, and this is happening both inside and outside the classroom.

When you enter the workplace, you will not be required to follow fixed formula. Rather, you should be trained at coping with an increasingly complex world. You will require the ability to make decisions under pressure, with an understanding of changing perspectives and choices of action. You will need high levels of digital literacy to critically interpret information, respond creatively and to collaborate with others. Your international experience at INTO is the gateway to preparing you for this.

You have a unique experience which will prepare you for life, and you should seize this opportunity with open arms and mind.

Best wishes

Diane Parkin
IYO Pathway Leader



Dr Dawn Wilkinson
Integrated IYO Programme Manager



Course structure

The International Year One programme is designed to meet the specific needs of overseas students whose first language is not English and who may be slightly short of matriculation qualifications for entry, or whose availability for first year study is out of phase with the university's normal September entry date.

The academic year is approximately 30 weeks, divided into three terms. Students are expected to complete three programme modules worth a total of 120 University Credit Units during this time. Successful completion of the International Year One programme leads to the award of the University of East Anglia International Year One 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 be your Personal Tutor and will conduct regular tutorials during class time – you may discuss any issues or concerns with them in confidence.

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



The information on the following pages of the handbook apply specifically to your INTO modules and classes. Further information about the modules taught in the School of Psychology and UEA's policies and procedures are available on the UEA website.

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 doing any required reading. Take notes in the lecture and review them afterwards.

Seminars are less formal than lectures. Again, it is important to be prepared, as you will be expected to participate in group work and discussions. Seminars are your opportunity to identify and clarify any areas of the subject matter that you are unsure of.

Workshops are specific seminars designed to build up skills for specialised subjects.

Tutorials and **progress reviews** will be incorporated into your language classes. Sometimes they will involve group activities but on other occasions there will be personal discussions with the programme tutor. This offers you an opportunity to monitor your academic progress and receive support if you are having difficulties.

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 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 is a mixture of reports, essays, portfolio tasks, assessed tests, case study presentations, and timed writing exercises based on research, and will constitute a percentage of your final grade. Psychology students need to use the APA system of referencing when citing sources in coursework: if you do not cite sources you may be in breach of plagiarism policies: <https://info.intouea.com/Policies/>

To help support you develop your written and spoken communication, you will 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) which you can use to improve your assignments.

For tips on proofreading and referencing from the UEA Student Support Service, please visit the UEA website.

Please submit all coursework via the assessments folder on the relevant Blackboard module. You are responsible for keeping an original, unchanged copy of all electronic coursework you submit.

Please be sure 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 marks**.

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

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

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 coursework assignment on the front page.

Time frames for the return of work and feedback

The University norm is that feedback and provisional marks on summative coursework are returned to students no later than 20 working days after the published deadline for submission. Normally this is the return of the marked and annotated submitted coursework and 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>

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**' and then handing it in at reception. The form is available at:

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

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.

Extenuating circumstances (coursework and exams)

- 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.

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/>

All modules include final exams, which typically constitute 50-80% of your final mark and are therefore very important. Most final exams will be two hours long and consist of both short and long answer questions.

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 Year One 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 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. Dictionaries with definitions and example sentences are not allowed. For guidance on dictionary use in exams, please visit: <https://info.intouea.com/Policies/>

You must bring all 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/>

To satisfactorily complete the programme you will need to achieve at least **40%** in all modules, at least **60%** in all English components and have attempted all elements of the programme.

If you fail a module you may have the right to reassessment. If you pass your reassessment, the reassessment mark for the module is **capped at the pass mark of 40%**. The capped mark is recorded and used in calculating the average 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 and re-taking it. An example of 'extenuating circumstances' is that you were unable to attend an exam due to illness. If you miss an exam, you must see your Programme Manager and ask for an application to the Academic Support team for an '**Extenuating Circumstances Affecting Study Report Form**'. The form is available at: <https://info.intouea.com/forms.shtml>

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/>

Passing a module and right to reassessment

Students must achieve a pass ($\geq 40\%$) in each individual academic module. Students scoring less than 40% in a module may be offered an opportunity for reassessment. **Reassessment marks are capped at 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: : <https://info.intouea.com/Policies/>

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 or come to reception.



Student support services

Gal, Becky and Leila 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 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
- You can also contact them by telephone:
 - Gal: 01603 597362
 - Leila/Becky: 01603 597341
- The 24 hour emergency phone number is: 07986 957047

UEA support services

- CareerCentral 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=LYdfxj26UUOKBwhl5djwkFqWHomtg3dDod7Kk3x8z7FUNDcxM0U3RUINN0pOSTFCNVkxQjA5U1pXTC4u>

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 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 1st one scheduled by the 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 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?

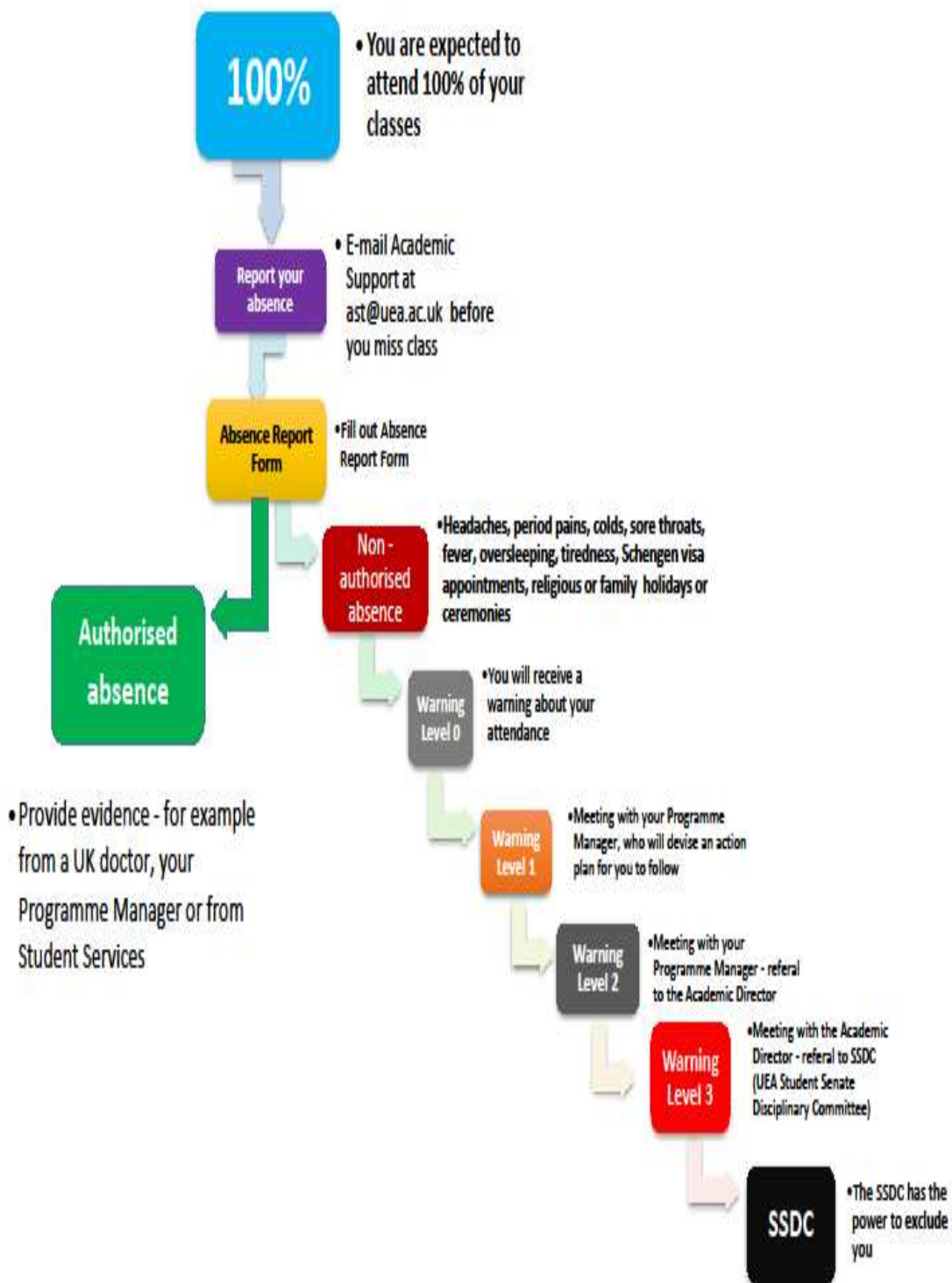
If your attendance in any given week is unacceptable, you will be notified. Attendance warnings will be sent to your **UEA e-mail address**. If something has been sent to your UEA e-mail, we will assume you have received it. All attendance records and warnings will carry over to all terms that you study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

Also, you can take advantage of the language resources available in the Learning Resource Centre. The Learning Resource Centre is a place where you can study outside of class hours. The Learning 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 Learning 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 elected deputies to discuss issues of academic concern 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 or 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, 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.

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.