

UWE BRISTOL
**ACADEMIC
SURVIVAL
GUIDE**
2021 – 2022

All areas of your studies are governed by a set of rules known as the Academic Regulations. They can be difficult to understand as they cover a vast range of issues you may come across in your time as a student. The following guide will help to explain some of the key things you need to know and where to go for more help if you need it.

To make this guide, UWE Bristol and The Students' Union worked together to answer the most frequently asked questions from students.

It is intended to support all students in their journey and act as a starting point for information, but we'd encourage you to speak to an adviser or contact an Information Point should you need specific advice or guidance. Their contact details can be found on the final page of this guide.

Vice-President Education
The Students' Union at UWE

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If you need help or support, please make an appointment to speak to a Student Support Adviser via an Information Point. Visit uwe.ac.uk/help

We've created a useful video to help explain the different stages of the assessment process: youtube.com/watch?v=wT4uBzmtRHM

Visit uwe.ac.uk/about/structure-and-governance/policies/assessment-and-feedback-policy for more information on assessment and moderation.

For further information on Study Skills support, including referencing and preparing for assessments, please visit the Library Services webpages at uwe.ac.uk/studyskills



MODULE CREDITS

This section contains information about:

- Module credit
- Eligibility
- Condoned credit
- Excused credit

What is 'module credit'?

The number of credits assigned to a module is based on learning hours, ie the number of hours which it is expected that you will spend, on average, achieving the learning outcomes. 1 credit usually equals 10 notional hours of study.

Credits are gained when modules are successfully completed and modules are normally given values between 5 and 60 credits.

When you achieve a certain number of credits then you are eligible for an award (eg an Honours degree or Master's degree).

Here's an example: Andrew is registered on the BSc(Hons) Psychology.

In one year he studies modules worth 120 credits. In order to be eligible for the degree, he needs to pass 360 credits. After 3 years of studying 120 credits a year, he has achieved enough module credits to be eligible for his degree.

Year Running total Eligible for

Year 1	120 credits	Certificate in Higher Education
Year 2	240 credits	Diploma in Higher Education
Year 3	360 credits	Honours Degree

The number of credits you pass at specific levels determines which award you are eligible for, but the marks you achieve determine the level of classification you are awarded eg a first class honours degree.

Who determines whether I am eligible for an award?

Your faculty exam board meets at specific points throughout the year to confirm assessment marks. This is a two-part process; firstly, the Field Board considers and approves the marks for all modules and awards the associated credit, and then the Award Board decides upon a student's award classification based upon their results.

Do I always need to have passed the required number of credits in order to be eligible for an award?

Normally yes. However, an Award Board can decide to accept 'failure to pass modules' in certain cases—see condoned and excused credit below.

If you do not have enough credit for your 'target' award, you may be able to claim a lower level 'interim' and 'step off' your target. For example, you may be eligible to claim a degree without honours if you achieve 300 credits rather than 360 credits. You can find what interim awards are available within the programme specification.

What does 'condoned credit' mean?

If you attempt a module but fail by only a few marks, an Award Board can decide to condone it. This means you retain the mark and are awarded the credit. You will not need to do a resit or retake.

The Award Board can condone when:

- The module mark is above 37% (levels 0-3) or 47% (level M).
- You have already passed modules worth a minimum of 90 credits at the same level or above.
- A professional body permits it (some do not).
- The learning outcomes for the module have been met.

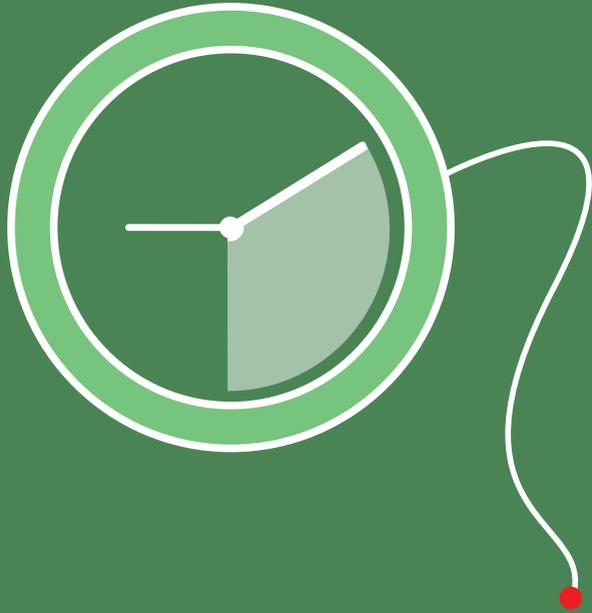
An Award Board can only condone a maximum of 30 credits at levels 0 and 1 combined, and 45 credits at levels 2 and 3 combined. 30 credits may be condoned at level M.

What does 'excused credit' mean?

Credit can be excused by the exam board if significant personal difficulties have impacted on your ability to pass a module or modules. This would be offered to you, and if accepted you see the word 'excused' appear in your myUWE academic record, this means:

- You have not passed the module or been awarded credit for it, but you do not need to pass it on your current award.
- The mark for the module is not included in the calculation of your final result.

Please note that excused credit cannot be granted if a professional body does not allow it.



DEADLINES

This section contains information about:

- Deadlines
- Assessment offences

What is the submission deadline time?

14:00 is the deadline for submitting assessments (hard copy or electronically). You should plan your workload to avoid being impacted upon by a minor illness or other cause. However, if you can not meet the deadline there is normally a grace period for all students following the published hand-in deadline during which you can submit your assignment without penalty.

Module Leaders will confirm if it is not possible to have a grace period for a particular assessment. See the 'Assessment Support Options' section of this booklet or the website for more information.

uwe.ac.uk/study/academic-information/personal-circumstances

If you are submitting online via an approved system designated for this purpose (for example, BlackBoard or PebblePad), be aware that depending on the file size this can take time. The date/ time of your submission is taken from the server and recorded when your submission is complete, not when you click submit. With this in mind, leave plenty of time to allow your work to upload.

uwe.ac.uk/study/academic-information/assessments/coursework

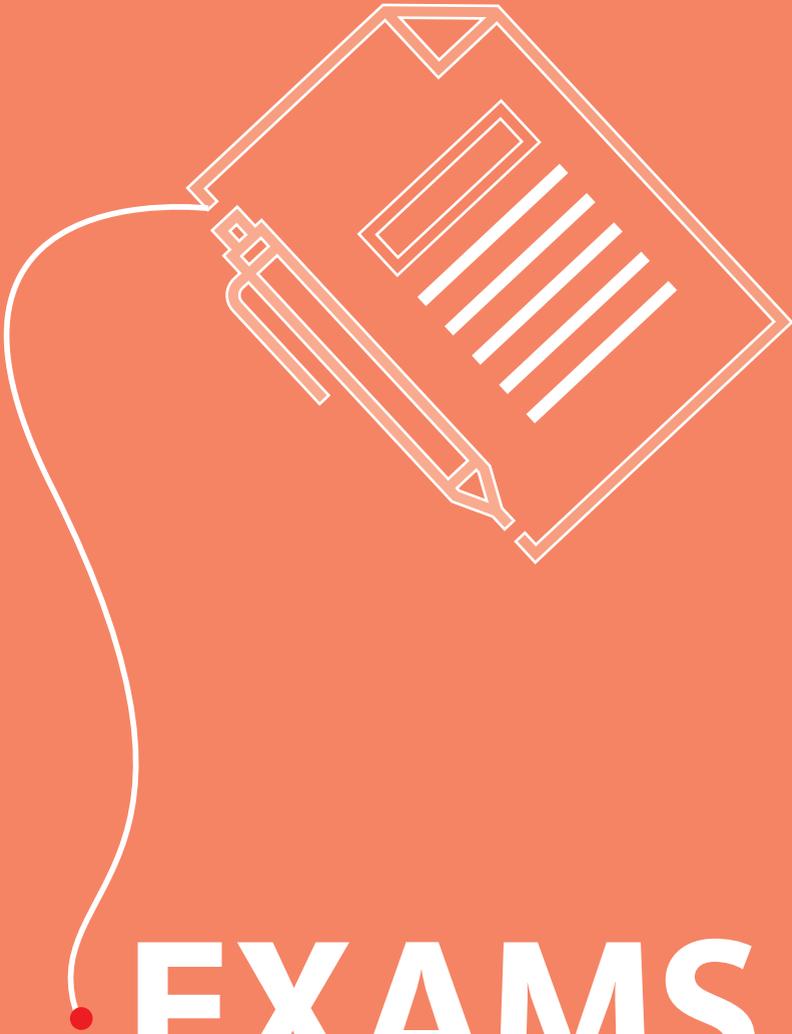
Microsoft Office (Office 365) is available free for students. You are allowed to download and install the software on up to 5 devices. You need to login to your university email account to access the Microsoft Office download.

uwe.ac.uk/study/it-services/software/office-365

Assessment Offences

Please see the Assessment Offences Policy for more information on what constitutes an assessment offence, and the processes and penalties applied:

uwe.ac.uk/study/academic-information/assessments/assessment-offences



EXAMS

This section contains information about:

- Sitting exams
- Not being able to sit an exam
- Help with exam stress

Will I need to attend the University to sit an examination?

There will be some examinations which are run on campus; often this is linked to a programme having Professional, Statutory or Regulatory Body (PSRB) requirements. There is module specific examination / assessment information in the Module Handbooks.

What can I do if I have been ill and can't make an exam?

If you are unable to attend or complete an exam due to an illness or injury, you must contact a Student Support Adviser through the Information Point as soon as you can and they will explain all available options to you.

Visit uwe.ac.uk/help

Visit our additional assessment support webpage at uwe.ac.uk/supportprocesses for more information.

You can find lots of helpful information about what to expect in your exams and about what is expected of you at uwe.ac.uk/exams

Your individual exam timetable is available via myUWE.

Help with exam stress

Exams can be a stressful time. A range of wellbeing support options are available, including workshops that can teach you how to approach revision and exams so that you can get the right balance between looking after yourself and studying.

uwe.ac.uk/study/study-support/study-skills/prepare-for-assessments



ASSESSMENT FEEDBACK

This section contains information about:

- Assessments
- Assessment marks and feedback
- Adjusted deadlines / extensions
- Word counts
- Submitting work online
- IT system failures
- Disagreeing with a mark

What can I expect from an assessment?

Check out our webpages at uwe.ac.uk/study/academic-information/assessment for more specific information on assessments. You can also speak to a Student Support Adviser.

For more information on the assessment process (including marking and moderation), online assessments or how to use assessment feedback, see the Assessment and Feedback Operational Guide: uwe.ac.uk/about/structure-and-governance/policies/assessment-and-feedback-policy

How long should I expect to wait for my assessment mark and feedback?

The period for providing feedback will not normally exceed 20 working days (excluding university closure days) following the three day grace period after the published deadline for submission of the assessment. This period may be shorter or longer for some assessments. You will be advised when the duration is longer than 20 working days*, but if you are unsure please contact the Module Leader.

*The period for providing feedback for international partners and their students will not normally exceed 20 working days (excluding university closure days) following the published assessment deadline.

What if I am given an adjusted deadline or extension?

If you are eligible for reasonable adjustments and you have used the fourteen day grace period following the published hand-in deadline, the period for providing feedback and an outcome will be 20 working days following the end of the fourteen day grace period.

If you have been granted a seven day extension due to significant personal difficulties, the period for providing feedback and an outcome will be 20 working days following the end of the seven day extension.

Once ready, your mark will be available in your myUWE account, but you may see a non-submission ('NS') until this time.

What is a word count limit?

A word count limit gives you a clear indication of the maximum number of words you can use in an assessed piece of written work. You'll find information on the maximum word count limit for all your assessments in the module handbook. The Word Count Policy is available at:

uwe.ac.uk/aboutus/policies

When do I find out my assessment marks?

You'll receive an email notification to your university e-mail account when your unconfirmed marks are released on myUWE. Your unconfirmed marks should also normally be included on your work when it is returned to you.

Your marks will not be confirmed until they have been ratified by an Examination Board and have been published. Once this has happened, they will be available on the results publication date. To find out when these are, visit **uwe.ac.uk/publicationdates**

How do I submit my work online?

Most modules require you to submit your assessment online. If this is the case, you should get detailed instructions at the start of your module in the assessment brief. You can also find information about your coursework and submission types in the myUWE Coursework tab.

What happens in the event of a UWE IT systems failure on my deadline day?

If there is a UWE IT systems failure, the University will assess the impact on students submitting work and may implement the following:

- All deadlines for work submitted online will be extended by an additional 24 hours.
- All deadlines for assessments that are not submitted online will be extended by an additional 24 hours (due to the potential for losing access to Blackboard materials).
- All deadlines where students have already been given an extension under Reasonable Adjustments, or a seven day extension, will be extended by an additional 24 hours.
- If the extension falls on a Saturday or a public holiday then it will last until 14:00 on the next working day.

You will be advised of the extended deadlines via Blackboard, myUWE, and the coursework hubs. Make sure you also check the University's and The Students' Union social media accounts for updates in the event of a critical systems failure.

I don't agree with my mark – what can I do?

If you think your mark has been recorded incorrectly, you should immediately draw this to the attention of your Student Administration Team and produce the piece of work which you believe shows the correct mark.

ACE.SAT@uwe.ac.uk

FBL.SAT@uwe.ac.uk

FET.SAT@uwe.ac.uk

HAS.SAT@uwe.ac.uk

Otherwise, you can submit an appeal if you believe that:

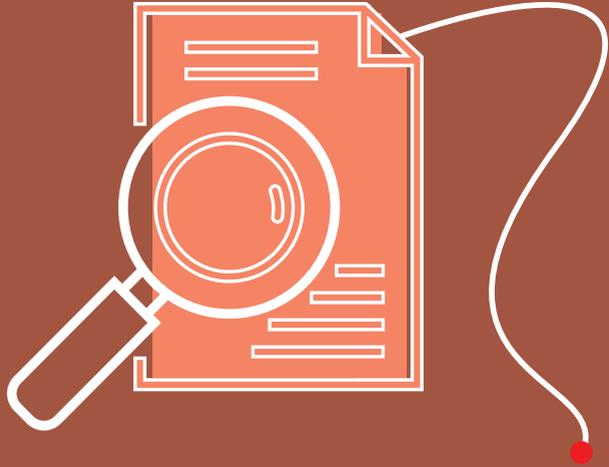
- marks or feedback have been recorded wrongly (for example, the mark on myUWE differs to that on Blackboard, or the feedback does not align with the marking criteria for the module);
- assessments were not conducted or calculated in the way described in the module specification or handbook
- assessments were not conducted in accordance with the approved regulations for the module/award;
- procedures have not been applied or interpreted correctly;
- there was a lack of agreed reasonable adjustments;
- an application under an assessment support process was not considered properly;
- the University has done something wrong. You cannot submit an appeal against a mark you do not agree with if this is on the grounds of 'academic judgement'.

'Academic Judgement' is a conclusion reached by an academic expert and should always be applied in line with the University's regulations, policies and procedures.

Academic judgement is used when marking your assessments, calculating your degree classification, determining whether assessment feedback is correct and adequate, and creating the content and learning outcomes of a module or programme.

If you have concerns about your modules you can speak to your Personal Tutor, a Student Support Adviser or Student Representative (Rep). Normally Student Reps only get involved with issues which affect more than a couple of students, so if you have an individual issue, you should still contact The Students' Union Advice Centre or a Student Support Adviser.

You can see who your Student Reps are in Blackboard. It will display all the Reps within your programme and it will also place a * next to Reps who you share modules with.



MODULE MATTERS

This section contains information about:

- Modules not on your programme
- Transferring course
- Resits and retakes
- Tuition fees
- Pass mark (with student case study)
- University documents

Can I study a module that is not on my programme?

Yes. But you should be aware that this may have funding implications.

You should also consider the impact that taking on additional work might have on your main programme. In terms of classification, you cannot replace the mark for a module which is on your programme with the mark for one which is not. To find out more, speak to a Student Support Adviser.

Is it possible to transfer between modules?

Where relevant to your programme, and subject to the availability of the module, including where there is a limit on places, you may have the opportunity to change/transfer modules at specific points in the year.

uwe.ac.uk/howtochooseyourmodules

Where can I find out more about transferring?

You can find out more about transferring between modules or programmes from our 'How to suspend, transfer or withdraw from your studies' webpages, which are available at uwe.ac.uk/study/academic-information/suspend-transfer-or-withdraw/withdrawing-from-uwe-bristol

Are there any implications for transferring between programmes?

Yes, you should note the following:

- Many changes have financial implications, including being liable for fees even if you withdraw.
- Whilst the academic regulations may allow you to transfer or retake a year or a module, you may find that your funding does not cover the additional cost or the change.
- You might find that some modules you are enrolled on are valid for your new programme as well as your old one.

You are advised to speak to a Student Support Adviser and/or your Programme Leader to see if you can transfer any completed modules/or the credit for a completed module into your new programme.

How many attempts at a module do I get?

A student normally has the right to two attempts. Within each they have one sit and one resit, normally taken within the same academic session. There are some exceptions to this, for example those taking a professional practice module. You can find information about the amount of attempts you will be eligible for, when a re-sit will take place and what you have to do via Blackboard or by speaking to the Module Leader.

What does it mean if I have to do a retake?

A retake is when you study a whole module for a second or further time because you have taken it previously but have not passed it yet. If you have to retake a module, you will usually get another two attempts to pass (subject to any professional body restrictions), and unless you have previously been capped at 40% for undergraduate or 50% for postgraduate programmes, this will not be capped. You will not be able to retake a module if you've already passed it.

Are there charges for resits and retakes?

The University **does not** charge students to take a resit. Charges for retakes will depend on your individual situation.

The fee implications for retaking a module are set out in the University tuition fee policy which is available at uwe.ac.uk/aboutus/policies

Fee levels are determined based on a number of factors including the fee regime in force at your initial registration on a programme of study (subject to any annual changes which will be outlined in the fee policy). You will be asked to agree to the terms of the policy as part of the registration process at the start of each year of study.

Why do I have to pay to retake a module?

There are still costs associated with retaking a module even if you have studied it before. These include:

- Teaching, supervision, assessment and feedback.
- Use of university facilities eg The Library, computer rooms, laboratories, software.
- Provision of module materials.
- Administrative services eg registration and examinations.

See the tuition fee policy for details of your financial liability.

How do I find out how much my tuition fees will be?

There are two ways to find out:

1. Refer to the 'fees' tab on the individual programme listing on the UWE webpage
2. Or go to coursefees.uwe.ac.uk

Student case study

I am resitting/retaking a module and I know that some or all of my marks are capped because my first attempt at the module commenced before 1st August 2019 (the mark you have achieved for the component or module has been limited to 40% (levels 0-3) or to 50% (level M) for the purposes of working out your final classification). Is there any reason for me to still aim for good marks in my assessments?

You should still aim for good marks in your assessments because:

- You still need to pass the module which means you should aim to pass all assessments well.
- The full mark will appear on your notification of credit and assessment marks which you may wish to show to a prospective employer.
- If you have a resit, your module mark may only be partially capped. For example, you may have passed Component A and failed Component B, in which case you would only have to resit Component B.

For example: The mark for this module is based on an equal weighting (50:50) for Components A (exam) and B (coursework).

1st sit:

Component A = 65% Component B = 25%

Need to resit Component B.

Component A mark is carried forward and is not capped.

Resit of Component B:

Component A = 65% (the mark carried forward) Component B = 55%

BUT as this is a resit, Component B is 'capped' at 40%

Therefore:

Module mark is $65 + 40 = 105$

Divide 105 by two (as this module has a 50:50 weighting)

Mark for the whole module = 52.5% = Pass

N.B. If Component B is not passed at the resit, you would need to retake the whole module (no marks can be carried forward).

What is the pass mark for a module?

Individual pieces of work or exams are also known as elements of assessment. You do not have to pass each element in its own right (unless there is a professional body requirement to do so), and the marks for elements are grouped together into components.

The overall mark for a component is calculated from the weighted average of all of the elements associated with it.

You are required to reach a particular standard in a component.

- All modules have one or two components. If a module has two components its mark is calculated from the weighted average of both components. Component weightings are set out in the module specification.

Level 0, 1, 2, 3 modules (undergraduate)

- The pass mark for a module is 40%.

Modules with one component

- In a module with one component the component pass mark is 40%. The mark for the component will also be the mark for the whole module.
- A mark of 35%–39% in the component, will not be enough to pass the module.

Modules with two components

- In a module with two components the component pass mark is 35% but the aggregate mark for the module must be at least 40%.
- You have not passed the module if you get less than 35% in either component or if you get an aggregate of less than 40%.

If you achieve a mark of 35%–39% in each component it will not give you a high enough overall mark to pass the module. If you are eligible for a resit you will need to redo both components. If you are eligible for a retake you will need to redo both components.

Level M modules

- The pass mark for a module is 50%.

Modules with one component

- In a module with one component the component pass mark is 50%.
The mark for the component will also be the mark for the whole module.
- A mark of 40%–49% in the component will not be enough for you to pass the module.

Modules with two components

- In a module with two components the component pass mark is 40% but the aggregate mark for the module must be at least 50%.
- You have not passed the module if you get less than 40% in either component or if you get an aggregate of less than 50%.

If you achieve a mark of 40%–49% in each component it will not give you a high enough overall mark to pass the module. If you are eligible for a resit you will need to resit both components. If you are eligible for a retake you will need to retake both components.

Where will my academic achievements be recorded?

Your marks will be recorded in the Higher Education Achievement Report (HEAR), which is an electronic report that records your academic achievements.

You can find your personal HEAR through myUWE.

Final year students can view the HEAR guidelines online:

uwe.ac.uk/study/career-development/hear-award

The report will summarise your achievements and help you to:

- Provide employers with an official record of your accomplishments verified by the University.
- Plan and prepare for your future career.
- Prepare your CV and job applications.

If you have a general query about your HEAR, please email

certificates@uwe.ac.uk



ASSESSMENT SUPPORT OPTIONS

I am experiencing difficulties, what should I do?

If you find you are experiencing difficulties which are affecting your studies and resulting in you being unable to do an assessment, or if something has impacted on an assessment that you have already done, then contact a Student Support Adviser or an Information Point as soon as you can to discuss your options.

+44 (0)117 32 85678

infopoint@uwe.ac.uk

uwe.ac.uk/life/campus-and-facilities/information-points

I need more time to submit my assessment because of personal difficulties.

If you need more time because you are experiencing personal difficulties, there are two options available to you:

Grace period

You may be able to submit your work up to three* days past the deadline without a marks penalty being applied.

This is called the 'grace period'. If you have not submitted your assessment by the time the grace period has ended, this will be recorded as a non-submission.

*The grace period is fourteen days following the published hand-in deadline for students who are eligible for this reasonable adjustment as a disabled student, carer of a disabled person or due to pregnancy/maternity/paternity. Eligibility criteria and how to request this can be found online:

uwe.ac.uk/life/health-and-wellbeing/get-disability-support/reasonable-adjustment

Seven day extensions

If you need more time because you are experiencing significant personal difficulties before the submission date for an individual coursework assignment, you may be able to apply for an extra seven days from the published deadline to complete your work without a marks penalty being applied. You will need to apply for the extension no later than five days before the assessment deadline.

Along with the application form, you will be asked to provide verification of the personal circumstances which are affecting your studies.

It may not be possible for students to use the grace period or be granted a seven day extension in certain circumstances.

uwe.ac.uk/study/academic-information/personal-circumstances

I've submitted or attended my assessment, but I shouldn't have done so.

You can apply for your mark for an assessment to be removed (exceptional removal of a mark process) and replaced by a non-submission if your circumstances affected your judgement in deciding to sit an assessment, or if you fell ill during an exam. There may be consequences for your further studies/graduation if you use this process:

If you are required to do a resit, you will need to resit the whole component.

If the exceptional removal of a mark results in a resit or a retake and you are a final year student, you will be unable to graduate with the rest of your cohort.

You should consider whether a mark removal request which results in a resit or retake is the best course of action for you, especially if you already have a resit or retake.

If you pass the module even when a mark has been removed, the overall mark for the component or module cannot be adjusted to compensate for the missing mark. This may mean that you pass with a lower mark than you would have originally achieved;

If you ask for a mark to be removed and this is accepted, you will not be able to get your original mark reinstated, even if you get a lower mark in the next sit.

uwe.ac.uk/study/academic-information/personal-circumstances/exceptional-removal-of-a-mark

uwe.ac.uk/study/academic-information

uwe.ac.uk/study/academic-information/personal-circumstances/exceptional-removal-of-a-mark

Questions? Contact an Information Point.

I couldn't do my first sit due to personal circumstances, do I get it back?

No. You will need to resit or retake.

Will I need to resit or retake?

It will depend on what assessment is missed, or what you had the mark removed for. It is still possible to pass a module if you have missed an assessment. If you have not passed, you will need to resit or retake. If you pass the module even if you missed assessments, the pass mark will stand and you will not be eligible for a resit or retake. You will not be able to sit a missed assessment at a later date in order to improve your module mark.

Do I need to make additional applications if my circumstances continue?

If you make an application for a removal of a mark but your circumstances continue and affect other assessments or examinations, you'll need to complete a new application if you are unable to attempt them.



SUSPENSION OF STUDIES

This section contains information about:

- Taking time out
- Financial implications of taking a suspension of study
- The consequences of taking a suspension of studies
- Returning from suspended studies

Are you struggling with your studies and/or assessments due to serious but temporary circumstances and need to take a break from study?

A suspension of study is a break from study and is usually for one academic year. A suspension of studies could be appropriate if you have experienced serious but temporary circumstances which have impaired your learning, for example medical treatment, a long period of illness or another unexpected but disruptive occurrence.

There are implications to withdrawing temporarily or permanently. We'd urge you to chat to a Student Support Adviser if this is something you're considering.

You will need to apply to suspend your studies no later than one of the following deadlines.

Programme start date	Suspension of studies
September 2021	24 April 2022
January 2022	07 August 2022
February 2022	21 August 2022

What are the financial implications of taking a suspension of study?

You should note the following:

- For the purpose of fee charging, students are allowed a maximum break in study of 2 years before being reassessed for entitlement of continuing student fees.
- For 14 days after registration is completed or for 14 calendar days from the day after the start of term (whichever is later), a student can cancel their registration without incurring financial penalty.

For the full details refer to the tuition fee policy: uwe.ac.uk/aboutus/policies

If a student withdraws part way through the academic year, any request for a refund or reduced liability of tuition fees will be calculated from the official withdrawal date.

Student withdraws during:

	Fee liability
Term 1	25% of full fees
<hr/>	
<i>From the first day of term 1 but before the start of term 2</i>	
Term 2	50% of full fees
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<i>From the first day of term 2 but before the start of term 3</i>	
Term 3	Full fees
<hr/>	
<i>From the first day of term 3</i>	

What are the consequences if I decide to suspend my studies?

You should note that:

- Your progression may be affected.
- There may be consequences if you withdraw from a programme accredited by a Professional Body.
- There may be implications on your immigration status and for completion of studies if you require a visa.
- You cannot submit work for assessments or sit examinations during your suspension.
- No marks for work submitted after the suspension commences will be recorded.
- Withdrawal from modules will remove access to view them on Blackboard.
- It will only be possible to return to the same programme if it is still running.

I'm an international student – is there anything else I need to know?

If you are on a Tier 4 student visa, you will need to seek advice regarding any visa implications before thinking about changes to your registration status or studies. Please speak to an Immigration Adviser or a member of the PBS Tier 4 Visa team by visiting our Student Visa Support Service team.

What happens when I return from a suspension of study?

On your return you should note that:

- You will need to take assessments for any modules you did not pass, even if you had previously submitted work for them or taken an exam.
- The form of module assessment may be different.
- You may be required to change your mode of attendance (eg from full-time to part-time).

You can find out more about taking a suspension on our 'How to suspend, transfer or withdraw from your studies' webpages, or talk to a Student Support Adviser about your options. Visit uwe.ac.uk/study/academic-information/suspend-transfer-or-withdraw for more information.

I'm on a suspension of study which is due to end. How do I find out about coming back?

If you are on a suspension of study and it is due to end, we will contact you and ask if you wish to return, extend your suspension of study or withdraw. Once you have confirmed, the University will take the appropriate action (eg if you wish to return we will send you information about registration, module choices).



DEGREE CLASSIFICATION

This section contains information about:

- How degree classifications are calculated

How is my bachelors/hons, integrated bachelors/masters or masters degree classification calculated?

You can find out on our degree classification webpage.

Visit uwe.ac.uk/degreeclassification for more information and to find calculators which will help you correctly calculate your classification.

If you decide to estimate your result it might differ from the final outcome because:

- Sampling of work by external examiners takes place as part of the University's Assessment Cycle. Sampling is carried out to make sure marking is at the appropriate level and in some cases can result in the marks for the whole cohort being adjusted.
- It is not until the University's exam boards meet to sign off the marks and award credit to students that the marks are finally confirmed.
- Even though the majority of students on an honours degree normally study 120 credits at level 2 and 120 credits at level 3, only the best overall module marks for 100 credits at level 3 and the best overall module marks for 100 credits at level 2 (or other level 3 credits) are included in the calculation of your degree. This calculation cannot be done until all marks are confirmed by the end of year examining boards. Please see the degree classification calculator on the website to see an example.
- The University determines final classifications / differential awards in the Award Board. The Award Board has the right to award one class higher than that which is calculated by the student record system when considering individual student results.



APPEALS AND COMPLAINTS

This section contains information about:

- Appeals
- Complaints
- Student representation

What is an appeal?

If you feel dissatisfied after your results have been formally confirmed and published, the appeals procedure enables you to request, within specified limited grounds, that the University reconsiders your results.

You can submit an application for an academic appeal after your results are published, but you must do this promptly. An application must be submitted within **ten working days** of the official publication date of the results.

The official publication date is published to students by the faculty in advance and will be shown on the portal results page. You should not submit an appeal before the official results have been published.

The University may use discretion to consider and allow a late request where a student demonstrates good reason for delay.

What are the grounds for an appeal?

If there has been significant administrative error or other wrongdoing (eg your assessments were not conducted as they should have been).

Details of the grounds on which you can submit an appeal are available on the Academic Appeals webpages.

To find out more, visit uwe.ac.uk/academicappeals

What are the grounds for a complaint?

If you are dissatisfied with any of the academic aspects of your teaching and/or assessments, you can submit a complaint to the University.

Whilst the complaint procedure can be used to address concerns relating to a wide variety of university matters, there may be other options available that you can consider before raising an official complaint.

Visit uwe.ac.uk/complaints for more information.

Who can I speak to if I think I need to appeal or complain?

If you are thinking about making an appeal or complaint and wish to find out more about the processes and options available to you, you can contact the University's Student Casework Team by email or phone:

+44 (0)117 32 83371

academicappeals@uwe.ac.uk

complaints@uwe.ac.uk

The Students' Union at UWE Advice Centre can also assist students at all stages of either process. For more information about their service, visit thestudentsunion.co.uk/advice

Student Representation

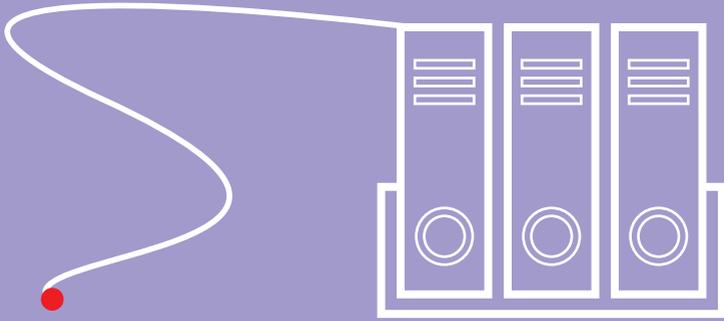
BlackBoard will display all the Reps within your programme. Student representation and the Student Consultation Panel are key ways of representing your voice within your programme and key University activities.

Student representation:

thestudentsunion.co.uk/representation/reps/

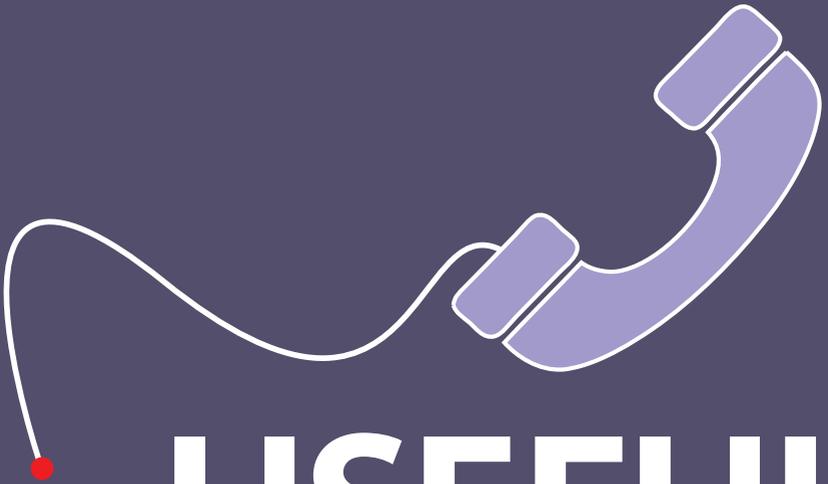
Student Consultation Panel:

thestudentsunion.co.uk/representation/campaigns/scp/



GLOSSARY

- Attempt** When you enrol on a module you are 'attempting' it. An attempt is normally structured to allow you a first 'sit' at all your assessments, followed by a 'resit' if you need it. If you are on your first attempt, this shows you have enrolled on it for the first time. If you are on your second attempt, this shows you have enrolled on it for the second time, and so on.
- Capping** This is a restriction placed on the mark you achieved on a resit where the first sit took place before 01 August 2019, and you were already capped. It means that the mark for the component or the entire module is limited to the minimum pass mark (40% at levels 0-3 / 50% at level M).
- Cohort** A 'cohort' is a student group to which you are assigned to facilitate your learning, usually linked to your level of study.
- Component** All modules have either one or two components—each component has required assessments for the module.
- Module** The smallest sub-division of teaching and assessment for which credit is awarded.
- Programme** Your programme of study is made up of different modules at different levels which lead to an award.
- Resit** If you do not pass a module at the first sit, you will normally get an automatic resit. In the resit, you will be assessed in the component(s) you did not pass at the first sit.
- Retake** A retake is another opportunity to study the whole module. A retake includes a further sit and a resit. You will have to pay for the whole module in order to do the retake.
- Sit** A sit is a first 'go' at the assessments in a module.



USEFUL CONTACTS

Disability Services

 infopoint@uwe.ac.uk

 uwe.ac.uk/disability

 0117 32 85678

Student Support Advisers

 infopoint@uwe.ac.uk

 uwe.ac.uk/studentssupportadvisers

 0117 32 85678

The Students' Union Advice Centre

 advice@uwe.ac.uk

 thestudentsunion.co.uk/advice

 0117 32 82676

Student Representation

BlackBoard will display all the Reps within your programme.

Student representation:

thestudentsunion.co.uk/representation/reps/

Student Consultation Panel:

thestudentsunion.co.uk/representation/campaigns/scp/

Kooth – Online counselling service

 uwe.ac.uk/kooth

Fees and Funding

 infopoint@uwe.ac.uk

 uwe.ac.uk/money

 0117 32 85432

Information Points

 infopoint@uwe.ac.uk

 uwe.ac.uk/help

 0117 32 85678

Wellbeing Service

 wellbeing@uwe.ac.uk

 uwe.ac.uk/wellbeing

 0117 32 86268

Information Technology Services

 itonline@uwe.ac.uk

 uwe.ac.uk/its

 0117 32 83612

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