

Undergraduate Student handbook 2010 - 2011



## Introduction

The purpose of this handbook is to provide basic information about many aspects of university life including the money matters, accommodation and study support, external sources of help and support available to you, as well as the key regulations applicable to all students. We hope you will refer to it regularly, throughout your time at Heythrop, so that you can take full advantage of all that the College and University of London has to offer. More detailed information on all the topics covered can be found on the Heythrop website. The website is updated as changes occur and should be regarded as the best source of up-to-date information.

Generally, most of the information will be relevant to your life as a student and it is advisable to read through all sections and understand their implications. You will need to make sure that you read the sections on examinations, assessment, regulations and procedures so that you know what is expected of you at key times during your studies at Heythrop.

The Handbook also includes information which the great majority of students never need to use – for example about how to make a complaint, or how to request reconsideration of a decision by an Examination Board.

You will receive several other handbooks at the start of your studies, setting out all the essential information regarding your programme of study, the modules that you are taking and the relevant academic requirements.

**Please keep this Student Handbook throughout the 2010/11 academic year as a source of reference**

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**Further information can be obtained from the following sources:**

**College Website *www.Heythrop.ac.uk***

**HELIOS – College Learning And Resource Portal**

**Handbooks And Guides**

- ❖ **Undergraduate Guidelines to Assessment**
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## EXPECTATIONS AND RESPONSIBILITIES

### EXPECTATIONS

This section is intended to help you understand what is expected of you as a student at Heythrop and what you can expect from the College.

#### The College as a Working Community

- ❖ You are entitled to be treated fairly and reasonably by staff and fellow students. You can expect a safe and courteous working environment.

In return:

- ❖ The College expects you to act in a civil and responsible way towards other members of the College – staff and students - other users of the building, visitors, and outside organisations you may come into contact with as part of your study.
- ❖ The College expects your cooperation in maintaining its policies and procedures on health and safety and the codes of behaviour summarised on page 7.

#### Academic Standards

- ❖ You are entitled to an academically valid and up-to-date programme of study which accords with the Quality Assurance Agency for Higher Education academic standards and quality.

In return:

- ❖ The College is entitled, in conjunction with external examiners, to make academic judgments about your level of achievement.
- ❖ The College expects your full and active participation in your own learning, including, for example, attendance at scheduled classes, preparation and/or follow-up work and other self-managed study and timely completion of all assessment tasks.

#### Resources for Study

- ❖ You can expect access to the necessary facilities and resources, as detailed in your programme documentation.

In return:

- ❖ The College expects you to abide by the rules and procedures for use of the library, computer equipment and other College resources.
- ❖ Where necessary, you are expected to use printed and on-line guidance to develop your skills in computer use since the College is not able to provide tuition in using computers.

#### Information

- ❖ You are entitled to know how to access information about your programme of study, your own progress and the College's services for students. You can expect this information to be accurate and up-to-date.

In return:

- ❖ The College expects you to read the published information in the format provided. You can not ask for special consideration because you were unaware of something which you have been told in published information.
- ❖ The College is entitled to withhold information which is confidential to other people or to the management of the College.

#### Communication and Consultation

- ❖ You are entitled to make comments on your programmes of study and your experience as a student through questionnaires, formal consultation, discussion with tutors and through student members of College committees. You can expect that student suggestions will be considered fairly on their merit and acted upon where appropriate and feasible.

In return:

- ❖ The College is entitled to make decisions in the interests of the College as a whole and in line with external requirements, taking into account relevant views, including those of students.
- ❖ The College expects you to use the available channels of communication to make your views known courteously.

### **Consideration of Problems, Complaints and Appeals**

- ❖ You are entitled to a fair hearing if you tell us about problems you are encountering in relation to your programme of study or if you use the complaint or appeal procedures summarised in the Undergraduate Handbook.

In return:

- ❖ The College expects you to behave with courtesy and cooperation during discussion of problems and throughout any complaint or appeal procedure.
- ❖ You are expected to work through the channels of communication described here and in your Programme Handbook and to respect the opinions and concerns of others.

## **RESPONSIBILITIES**

### **Conduct**

Students agree to abide by the College Terms and Conditions at the time of registration which stipulate that you have a responsibility to abide by the College's Regulations and codes of behaviour.

You must:

- ❖ respect the opinions of others and their right to as good a working environment as can be provided.
- ❖ not damage the College's facilities or property, either wilfully or by neglect or misuse.
- ❖ return books or other material which you borrow.
- ❖ respect the facilities and property of other organisations on site and at other places you may visit as part of your study.

**❖ You must not, by your actions, bring the College's name into disrepute ❖**

### **Registration as a Student and Payment of Fees**

To attend and be assessed, you must register as a student, providing the information about yourself which is required to manage and monitor your programme of study. If you provide false information at registration, your status as a student is at risk.

All new students attend registration sessions specific to their degree programme at the beginning of induction week. Returning students must complete their programme registration on-line using Hesperus but also need to attend the fee payment session specified in the induction programme. All students are expected to complete all aspects of their registration in a timely manner.

You must pay the fees which are due. If you do not, your registration as a student may be terminated.

### **Keeping in Contact**

You must keep the College informed of changes of address or telephone number by using the Change of Personal Details form. Communications will always be sent to the postal or college e-mail address or phone number held on the College's student database. The College accepts no responsibility if you do not receive information because you have not updated your contact details.

## Attendance

If you are a full-time student you are expected to attend College for the full duration of the published term dates for your programme of study (page 8). That is, you should be regularly present in College, be committing your time primarily to your studies and be in a position to comply with academic and administrative expectations.

You must attend classes and tutorials, which are an essential part of your programme of study. If, for a short time, you are unable to attend, you must inform your Personal Tutor and the Undergraduate Administrator. If illness or personal problems mean that you are unable to attend for an extended period, you should discuss the situation with your Personal Tutor and notify the Undergraduate Administrator as soon as possible – do not just stop attending. In some cases, it can be best to suspend your studies for the current year and resume in the next academic year when your problems have been resolved.

## Attendance Monitoring

The College takes the attendance and welfare of its students seriously and monitors attendance in a number of ways. For attendance at lectures, we use an electronic monitoring system using your Heythrop ID card.

Attendance monitoring is currently implemented for lectures/seminars. Attendance monitoring is used to enable us to identify and help students in difficulty and regular reports will be made available to your lecturer and personal tutor. The College also expects students to attend all classes and reserves the right to exclude students on the basis of poor attendance (for some students with particular visa requirements, data may also be passed to the UK Border Agency)

### 'Touch in'

Instead of having to sign on a printed class list, all you need to do is 'touch in'. Each classroom has a black box (identified with a green star). All you need to do is 'touch in' with your Heythrop ID card. The reader has a red light on it, which will turn green and bleep when your card has been "touched in".

**Please note that to be correctly registered as attending a class you must "touch-in" as soon as you arrive at class (no earlier than 10 minutes before the start), partial attendance is recorded. Please also note the time is as defined by the reader – not your watch!**

### What do I do if I forget to bring my card with me?

If you have forgotten to bring your Heythrop ID card with you, then you will not be recorded as having attended your lecture, the system does not allow Student Services to alter the electronic records.

**You are required to carry your ID card with you at all times on campus**

### Remember:

it is essential to bring your Heythrop ID to all your classes (you are required in any case to carry this with you at all times on campus). Your attendance is being monitored for the benefit of both you and the College.

### Unable to Attend

If you are unable to attend your class for any reason and you have an acceptable reason (e.g. illness) for not attending, then you must inform the Undergraduate Administrator as soon as possible.

### Lost ID Cards

If you lose your ID Card you must obtain a replacement from the **Student Services Centre** as soon as possible. Your attendance cannot be recorded if you do not have a card that is registered against your student id on the monitoring system. Replacement cards will be charged for at a cost of £10.00 for the first replacement and £25.00 for subsequent replacements.

## Assessment

It is your responsibility to:

- ❖ make sure you know the due date for all your assessment tasks – dates are given on HELIOS.
- ❖ hand in your work by the due date or request an extension if there are good reasons why you cannot do so (see below)
- ❖ keep your own work secure and keep a back-up of any work done on a computer i.e. save your assessed work to a USB or a similar device
- ❖ present work in the format expected by the College's examination and assessment regulations
- ❖ provide evidence of any mitigating circumstances (such as illness) which prevent you from completing assessment or adversely affect your performance (see below)
- ❖ check your results and, if you have to repeat something, make sure you know what you must do and by when
- ❖ ensure you have completed the appropriate assessment or exam entry form by attending the relevant registration session
- ❖ ensure you have completed the declaration forms for end-of-year (non-exam) assessments

## Health

You must be fit for study. If you have a medical condition which cannot be controlled or made safe by medication and which makes you a risk to yourself or others, you must not attend College. The Principal has the right to suspend you if you are a serious risk to yourself or to others.

## CODES OF BEHAVIOUR

Heythrop is a small College which is usually able to place a good deal of faith in the common sense and civility of its staff and students. The general expectation is that you will conduct yourself in an adult and considerate manner in all your dealings with staff and students of the College as well as members of the local community. The College takes very seriously the maintenance of a safe, orderly and peaceful environment.

There are not many detailed codes of behaviour, beyond the expectations outlined below:

### Equal Opportunities and Tolerance

The College is committed to treating all its staff, students and visitors with dignity and respect, regardless of colour, race, nationality, ethnic or national origin, religion, politics or gender. Students are required to cooperate in this and to remember that most aspects of equal opportunity are matters of law and not just of College policy. You can find the College Equality Policy on the web at: [www.heythrop.ac.uk](http://www.heythrop.ac.uk)

Historically the College's mission includes service to the Christian community and, in some regards, to the Catholic community in particular. The College also has a long-standing commitment to be open to students and staff of other traditions or religions and of none. You are expected to treat with respect opinions which differ from your own.

### Alcohol and Drugs

- ❖ Whilst moderate social drinking is entirely acceptable, the College may prevent you from attending classes or working on site if you appear to be under the influence of alcohol.
- ❖ Anti-social behaviour resulting from alcohol or drug use is unacceptable and could lead to disciplinary action.
- ❖ The College has a zero tolerance policy for possession or supply of controlled drugs on its premises. Possession of illegal drugs or misuse of legal or prescribed drugs may result in your exclusion from College.

**Internet use**

- ❖ The College provides students with a College e-mail address and with internet access. Although these facilities are primarily to help with your studies, you are free to use them also for personal communication and investigation.
- ❖ Priority is always given to those needing the facilities for academic work.
- ❖ The College supports the Joint Academic Network (JANET) acceptable use policy applied in most UK Universities and is also bound by legislation associated with the internet.
- ❖ This is only a summary and you must acquaint yourself with the Computing Regulations.
- ❖ You must not use the facilities to access or transmit material which is offensive, indecent or defamatory (which may be illegal), or to conduct a commercial business using the College's resources.
- ❖ As a general rule, you should not access, hold or transmit material which you would not wish to be seen by a member of the College staff.

**DATES AND OPENING HOURS**

The term dates for the current and following academic years are given below. You should pay attention to these dates since you are required to attend College for formal teaching during the Michaelmas and Lent terms. The opening hours for Reception, the Dining Room and the Library are also given.

**Term dates this year: 2010 – 2011**

	<b>Begins</b>	<b>Reading Week</b>	<b>Ends</b>
Michaelmas	27 September 2010	8 – 12 November 2010	17 December 2010
Lent	10 January 2011	14 – 18 February 2011	01 April 2011
Summer	03 May 2011	None	10 June 2011

**Term dates next year: 2011 – 2012**

	<b>Begins</b>	<b>Reading Week</b>	<b>Ends</b>
Michaelmas	26 September 2011	7 – 11 November 2011	16 December 2011
Lent	09 January 2012	13 – 17 February 2012	30 March 2012
Summer	30 April 2012	None	08 June 2012

**Reception Hours**

The main College Reception is staffed in term-time as follows:

Monday – Sunday 24 hours

**The Theology and Philosophy Libraries**

The Theology Library is located in the Copleston Wing near the tennis court and is accessed via the second door part way along the building. The Philosophy Library is located on the first floor of the main building and is accessed from the Alban staircase at the opposite end of the corridor to the main Reception.

**LIBRARY OPENING HOURS**

	<b>Monday - Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>Term Time</b>	09:30- 22:00	09.30-19:00	10:00-17:00	
Closed				
<b>Vacation</b>	09:30-17:30	09:30-17:30	Closed	Closed

The Library is closed for short periods at Christmas and Easter. Any other short closures will be notified.

The Library will be closed over Christmas and New Year from 5.30pm on Friday 17th December 2010 until 9.30am on Tuesday 4th January 2011.

During the vacations the Library will be open 9.30am to 5.30pm Monday to Friday only. It will be closed for the Bank Holiday on Monday 29 August 2011.

### Extended Opening Hours

From Monday 1 November the opening hours of both the Philosophy and Theology Libraries will be extended to 10:00 p.m. Monday to Thursday.

Further information on the library can be found in the Undergraduate Guide to the Library and is available on the website [www.heythrop.ac.uk/library/library-and-learning-resources.html](http://www.heythrop.ac.uk/library/library-and-learning-resources.html)

### The Dining Room

The Dining Room is open at the following times on weekdays:

<b>Breakfast</b>	<b>08:00 - 10:30</b>
<b>Snacks</b>	<b>11:00 – 12:00</b>
<b>Lunch</b>	<b>12:00 - 14:30</b>
<b>Snacks</b>	<b>14:30 – 17:15</b>
<b>Dinner</b>	<b>17:30 – 19:30</b>

The Dining Room is open at the following times on weekends:

<b>Saturday for Brunch</b>	<b>10.00 – 14.00</b>
<b>Sunday for Roast Dinner</b>	<b>11.00 – 14.00</b>

Menus for the main meals are displayed close to the Dining Room entrances. Hot and cold drinks and a variety of snacks are available throughout the day.

**On Bank Holidays the Dining Room is open 10:00 – 13:00 only.**

Any changes to opening times or occasional closures are notified in advance. Please check the noticeboard and notices within the Dining Room for updated information.

### Social Space

There are two common rooms and a tv room in the basement. Both common rooms have seating and are equipped for making hot drinks and snacks. There is a pool table in the larger common room and the tv room has a large flat screen tv with a DVD player. Students are also welcome to make full use of the College garden.

### COMMUNICATION

During your time as a student the College will need to communicate with you, outside class time, about important things – e.g. module choices, assessment dates, your module results, reassessment if you fail, the academic timetable or room changes.

There is also information about you which we need to keep up to date in order to provide you with a proper service. Potential problems can often be averted if communication works in both directions in a prompt manner. It is standard practice that the majority of correspondence will be transmitted to your College e-mail address. Exceptions to this would include notifications of results or personal or sensitive matters not appropriate to be sent by e-mail.

**Text Messaging**

The College employs SMS text messaging when it is important that you are alerted to information sent to your College e-mail address or if we need to contact you urgently. Therefore, it is vital that you inform us of your mobile number and notify us of any changes to it. It is possible to reply to Heythrop although the system employs keywords (e.g. "submit" if you are having problems with coursework). Student responses are relayed to a central processing unit which means that staff replies will not necessarily be immediate.

**Postal Addresses**

If we write to you, we use one of the current addresses on our student database. It is College policy to use your term-time address to write to you in term-time and your permanent or parental home address if we write to you in the vacation unless you have notified us otherwise. It is also possible to store additional short-term addresses, with dates when they are effective.

Students are required to provide up-to-date term-time and permanent addresses at Registration and to notify the Student Services Centre if there are any changes during the year.

**Change of Address or Other Contact Details**

If you move house or change your phone number(s) or personal e-mail, it is essential that you complete a Change of Personal Details Form. The form is available on HELIOS under "Forms" and should be submitted to the Student Services Centre. It is not enough just to tell a member of the academic staff or your personal tutor about any changes since they will not be transferred to the central database.

**❖The College accepts no responsibility if you do not receive essential information because you have not notified your change of address or other details❖**

**Internal post**

There are student 'pigeon holes' in the corridor to the right of the main College Reception where mail is deposited according to the first letter of your surname. You should check these regularly for mail, messages and other information.

If you are a registered student, we shall assume you are regularly checking your mail in term-time and may send items to you via the internal mail.

**Noticeboards**

You should regularly check the screen near Reception since it shows notices of immediate relevance e.g. cancelled classes, room changes.

There are noticeboards in the basement near the common rooms, near the student pigeonholes, outside the finance office and the Student Services Centre. Information from central administration will be displayed by the pigeonholes and the Student Services Centre.

**E-mail**

Every Heythrop student is issued with a Heythrop e-mail address. New students will receive notification of their log on details and email address at the start of their first year.

**Please note that, should the College need to contact you during vacation time, your College e-mail address will be used. Some Module Teachers may send information about your forthcoming modules and reading lists during the vacations so that you have the opportunity to acquire some background knowledge. It is also the best way to let all students know about a change to the timetable at short notice, or a cancelled class. Similarly, if the administrative or finance staff have queries, they will contact you by College e-mail.**

It is important that you keep up with notices, updates and messages from tutors, administrative staff and the finance office.

❖ **Remember that you must regularly check your College e-mail address including during the vacations** ❖

### **Heythrop E-Learning: HELIOS**

The College is continuing to develop its e-learning environment, HELIOS, to improve delivery of teaching and enable much greater use of electronic systems whilst you are studying at Heythrop.

There will be introductory sessions during induction week so that you can register on HELIOS and see the system working. It is essential that you have attended the relevant session since you will need to use HELIOS for submitting your assessed work as an absolute minimum.

Helios also contains important information on your degree programme and the modules for which you have registered and this is vital for making the most of your studies. In addition, much of the information relating to our administrative processes will be located here.

#### **You must check regularly:**

- **HELIOS**
- **Your College e-mail**
- **College Noticeboards**

### **Change of Degree Programme or Module**

If you want to transfer to a different programme, you must first discuss this with your Personal Tutor, to explore whether it is possible. If a transfer is possible, you will need to determine whether extra work might be needed and when would be the best time to transfer. You must also talk to the Convenor of the programme to which you would like to transfer. If both staff agree to the transfer, you must complete the transfer form available from the student website or the Student Services Centre including the signatures of the convenors from both programmes. The form must be submitted to the Undergraduate Administrator in the Student Services Centre. You cannot make the transfer without completing the paperwork – otherwise you may encounter problems such as:

- ❖ receiving communications which don't apply to you and not those which do
- ❖ you may be recorded as missing from classes or missing from lists you should be on
- ❖ you may be recorded as failing a module which is not part of the new programme

### **Medical and personal problems**

It is important to keep your Personal Tutor informed of any illness or other personal difficulty, such as bereavement or family crisis, which might affect your attendance or academic performance. If illness or other personal circumstances adversely affect your assessment, or make you unable to meet an assessment deadline, it is essential to inform the module teacher of this before the deadline. If you have done the assessment but consider that your performance was adversely affected by your circumstances, you must notify the problem within a week of the date of the last assessment item using the mitigating circumstances procedure. Further details of this are available from the Student Services Centre, the Student Development Manager and on the student website.

**Disability**

The College asks for information about disabilities, both at point of application and when you register. This is so that we can meet people's needs as far as possible and also because we are required by law to monitor how fairly we provide for people with disabilities. A separate booklet, Guidelines for Applicants and Students with Disabilities, is available from the website: [www.heythrop.ac.uk](http://www.heythrop.ac.uk).

The College encourages disclosure of disability and this can be done at any time during your student career by completion of the Disability Disclosure form on our website or the student intranet.

**PRACTICAL INFORMATION****Accidents and First Aid**

There is an accident book at Reception. All accidents which require the attention of a first-aider should be recorded in it.

There is a list of first-aiders at Reception. First aid boxes are kept at Reception and with the Student Development Manager.

**Accommodation**

If you want to change your accommodation during the year, you may find it helpful to look at the website of the University of London Accommodation Office – <http://studenthousing.lon.ac.uk> (see details on page 25 under "University of London Services"). You can also contact the Accommodation Manager, Judith Crimmins who provides accommodation information for applicants and may sometimes also be able to help existing students who wish to change their accommodation.

**Confidentiality**

The College does not reveal personal information about you to third parties – see Data Protection, below. If you give a tutor or other member of staff information about your circumstances which you wish to remain confidential, he or she will not pass that information on to others without your consent except in an emergency, where a risk is perceived to yourself or others and in certain situations involving the Police. Sometimes, however, it may be impossible to take action to help with a problem unless you are willing to disclose the situation to others who need to know.

**Copyright and Photocopying**

There are notices close to each photocopier, detailing what you are permitted to copy under the rules set by the Copyright Licensing Agency. With a few exceptions, you can normally copy for your personal use, a chapter from a book or an article from a journal. You are specifically not allowed to copy a whole book or magazine.

❖Photocopiers for student use are available in the libraries❖

### **Data Protection**

When you apply, and when you register as a student, the College collects some information about you which is held on a database. Some of that information is necessary for the routine administration of the programme, and to communicate effectively and accurately with you. Some of the personal information is used to generate statistics in anonymous form. For example, the College is required by law to monitor the fairness of its arrangements in relation to disability and racial equality. Although the statistics are anonymous, the information has to be recorded on an individual basis in order to monitor whether any categories of people have been unintentionally disadvantaged. The College sends statistical information – like all other UK Universities - to the Higher Education Statistical Agency (HESA), which produces such statistics nationally. HESA does not receive your contact details. However, the College is obliged to provide HESA with personal contact data for what is known as the Destination of Leavers in Higher Education (DLHE) – which is a telephone survey conducted by MORI on behalf of HESA after graduation.

Students have the right to request that their examination results are not displayed by their names and can opt for their unique candidate number to be displayed instead. Students wishing their results to be displayed in this manner must advise the Registry in writing in good time before pass lists are produced.

The College is registered with the Information Commissioner under the 1998 Data Protection Act. Data about you can be accessed only by categories of staff that need to use it to contact you or prepare statistics. In particular, your address and other contact details will not be revealed to any third party unless we are obliged to do so by law. Information about disability and ethnicity are available only to key database administration staff and fee status and financial details are available only to the database administrator and the Finance Department.

## **COMPUTING AND INFORMATION TECHNOLOGY**

### **Computers**

You have access to the College's computers in the library and in the Computer Suite on the first floor of the Main Block. Most of the building is also equipped for wireless internet access if you prefer to use your own laptop.

Currently the wireless system is set to allow internet access only (using your username and password) - you will not be able to access your network documents or the printers from your laptop.

Increasingly, good computing and IT skills are becoming essential, both while you are at university and, subsequently, in future employment. Most undergraduates arrive with some prior experience of using computers. Introductory sessions on the College's computing facilities are included in the induction programme and you will receive the Student Computing Guide which covers the practical aspects of computing in relation to your study. The College is also able to help with hardware or software problems encountered during normal use of standard computer applications in the course of your work. However, the College cannot provide full training for novice users, and cannot help you solve problems with your home computer or laptop (except where support for your laptop computer has been agreed on the basis of your disability needs statement).

**❖ IT Services is able to provide some support for students using the College Computers.**

The contact details are: ***help@heythrop.ac.uk*** or in person in the **Student Services Centre** on the first floor of the main block.

**HEYTHROP E-LEARNING SITE: HELIOS****RESOURCES ON HELIOS**

HELIOS can be accessed via <http://helios.heythrop.ac.uk> and you will need your College username and password to log on.

**HELIOS** is a developing site which is expected to grow over time. Among other things, you will be able to access:

- ❖ Module Information including module outlines and coursework submission dates
- ❖ Lecture notes and PowerPoint presentations for the modules for which you are registered
- ❖ Programme information such as your Programme Handbook
- ❖ A Study Skills section, which includes more guidance than is in the booklet, downloadable exercises, and links to helpful external sites.
- ❖ A Programme Discussion Forum, if not in place at the start of term, will appear shortly. The forum will be empty until someone begins to use it, but the possibility will be there to interact with other students on-line. You might even be asked to do so, as part of an assignment.
- ❖ Forms that are required for various purposes - except any that need to be in multiple-carbon-copy form
- ❖ College information
- ❖ Heythrop College Regulations
- ❖ Options Handbook
- ❖ Latest student notices from the Registry, Academic and Support staff

**❖ YOU SHOULD LOG ON TO HELIOS REGULARLY ❖****HEYTHROP WEB: STUDENT INFORMATION**

This section of the website provides information that is specific to undergraduate and postgraduate study at Heythrop. It can be accessed from the Students and Staff button at the top of the home page of the Heythrop website: [www.heythrop.ac.uk](http://www.heythrop.ac.uk)

The Heythrop Student Information section is sub-divided into the following categories:

- ❖ Programme Information
- ❖ Module Information
- ❖ Handbooks
- ❖ Forms
- ❖ Useful Links

Within each section you will find information relevant to undergraduate degree programmes. The information is updated regularly and it is worthwhile checking the information relevant to your programme at regular intervals.

## ACADEMIC INFORMATION

### Academic Programmes

#### Undergraduate Programmes 2010/11 and Programme Convenors

BA Abrahamic Religions	Jonathan Gorsky
B Divinity	Oliver Rafferty
BA Philosophy	Tony Carroll
BA Philosophy & Theology	Peter Gallagher
BA Philosophy, Religion & Ethics	Elizabeth Burns
BA Psychology and Philosophy	Jonathan Loose
BA Psychology and Theology	Jonathan Loose
BA Study of Religions	Ahmad Achtar
BA Theology	Martin Poulson
Foundation Degree in Pastoral Mission	Dominic Robinson

### LEARNING ACTIVITIES

If this is your first experience of University study in the UK, it is important to realise that the time you spend in class with a teacher is only a very small part of your learning time. The majority of your learning comes from work you undertake yourself, sometimes with detailed guidance and sometimes more independently. Vital elements for success at this level include:

- ❖ developing your capacity to work independently
- ❖ making good use of advice and feedback – for example, applying feedback on how you have tackled one piece of work to improve your research or writing techniques for the next one
- ❖ working productively with other students to improve your understanding.

Three booklets are available to help with this – on study skills, on the Library and on using the computer facilities at Heythrop. The study skills booklet explains what to expect in the types of class session. The three booklets are intended to help you make good use of the majority of your study time – before, after and between the classes and tutorials. There is additional help on the Heythrop website.

For most taught classes, you will need to prepare in advance or do follow-up work after the session. Students' private study time mainly involves preparing for coursework assessments and for tutorials or seminars which require your input. For these sessions you will be expected to prepare appropriately and contribute constructively.

### HOW MUCH WORK DO YOU NEED TO DO?

Modules, Credits and Student Workload

Undergraduate modules have the following credit values:

Module Type	Credit Value
Whole	1.0 30
Half	0.5 15

All Heythrop modules are credit-rated and the general university policy is that 1 credit point equates to approximately 10 hours of study. Therefore, since a whole module counts as 30 credits, you will need to put in about 300 hours of work for that module. The time input for a module is the average time required for the whole range of learning activities associated with a module: lectures, seminars, tutorials, coursework assessments, private study and end of year assessments.

For each academic year, undergraduates study for 120 credits (about 1200 hours of work) and, based on a 30 week academic year, the average undergraduate term-time study would work out at 40 hours a week. This is not a hard and fast measure, but a rough guide to what is expected of a full-time degree student.

### General Requirements for a BA Honours Degree

For each year of the three year full time degree you must take a total of 120 credits. Therefore, to complete the degree you must have completed a total of 360 credits. Part time students must complete a minimum of 60 credits in each year of study over six years.

Most undergraduate students are full-time. The exact amount of time you will need to put into your studies will vary on an individual basis. In the UK the majority of full-time students also do some paid work, during term time as well as in vacation periods. However, the paid work is intended to be taken from 'spare' time and not done instead of academic work. It is recommended that work is limited to 15 hours per week for full-time students to avoid using up core study time.

## SUBMISSION OF COURSEWORK AND DEADLINES

### Handing in Your Work

All work must be submitted electronically via HELIOS and further information about this can be found in the HELIOS guide. Work for assessment must be submitted within the "open" period for the particular coursework for each module i.e. from approximately one week before the deadline. It will not be possible to upload your work beyond the submission period unless you have an officially approved coursework extension, deferred assessment date or mitigating circumstances.

Please note:

- ❖ **assessed work not submitted by the given deadline will attract a penalty – see the handbook Guide to Assessment: Undergraduate Programmes 2010-11 for further information.**
- ❖ **you must submit all pieces of coursework for a particular module in order to pass the module. Failure to do so may result in you failing to progress to the next academic year.**

### College Days

From the end of Michaelmas Term in the 2010/11 academic year, College Days will no longer be used for either marks deductions or for coursework extensions. The calendar days will be used throughout the terms although some adjustments may be made for days on which the College is closed to staff and students during the vacation period. This means that weekends are included when counting days from the deadline date.

### Deadlines for Assessed Work:

NB. All submission dates are published on Helios and are definitive.

#### Coursework

**The dates for Michaelmas and Lent Terms that are given on Helios are definitive and should not be changed by the module teacher**

#### End-of-year Essay:

**specific to particular modules  
16 May 2011 (Monday of the third week of the Summer Term)**

#### Undergraduate Dissertation/ Psychology Research Project:

**6 May 2011 (first Friday of the Summer Term)**

## PRESENTATION OF COURSEWORK

All coursework must be submitted with a completed coversheet as the first page of any assessed work that is uploaded to HELIOS. The coversheet is available from the Helios front page as an interactive template or a standard version. It is recommended that the body of any coursework submitted is in Arial font, size 11. If you are submitting work other than as a Word document, please consult the Student Services Centre.

## ACADEMIC INTEGRITY

You must make sure that all the work that you submit for assessment is your own and that it is properly referenced. Except for short, fully referenced material you must under no circumstances reproduce passages, diagrams, drawings, tables or photos borrowed wholesale from books, articles, the internet, or other sources written by a person or persons other than yourself. Similarly, you must not summarise an author's ideas or arguments without providing a full reference. If you do so, you are wrongly indicating that you have thought of the points yourself.

Accurate referencing is important because:

- ❖ it helps you to avoid accusations of plagiarism, an offence with serious penalties (you may be asked to leave), and
- ❖ it enables the reader – and you, when revising – to check the accuracy of what you write or to find further information.

Weak referencing can cause you to be suspected of plagiarism. Further information on the different methods of referencing and bibliographies can be found in Appendix 2 of the Guide to Assessment: Undergraduate Programmes 2010-11.

## Detecting Plagiarism

As part of its ongoing efforts to promote academic integrity, the College makes use of the TurnItIn UK Plagiarism Detection Service in the submission process for assessed work on Helios. This is a piece of software which searches the world wide web and extensive databases of reference material and content submitted by other students to identify any duplication with your work. The software makes no decisions as to whether a piece of work has been plagiarised but simply highlights sections of text that have been found in other sources. The decision as to whether the highlighted text constitutes plagiarism is made by the academic staff marking your work.

## Avoiding Plagiarism

Fortunately, there are several ways to avoid plagiarism and, if done properly, these techniques will improve your mark rather than reduce it. For example, citing work shows that you have actually read it and additional reading is something that you are encouraged to do. Obviously, you should avoid lengthy verbatim extracts but, if you summarise these in your own words whilst also acknowledging the original source in a citation, then you will receive credit for this. In other words, avoiding plagiarism is not just a matter of avoiding getting caught; it is also a matter of developing the habits of good scholarship that are actually rewarded in the assessment process.

You should not submit the same and/or very similar work for more than one assignment. This is considered unfair practice since it allows students the advantage of utilising academic feedback which may lead to a higher mark or grade than his/her abilities would otherwise secure.

The guidelines on referencing in Appendix 2 of the Guide to Assessment: Undergraduate Programmes 2010-11 (available from the Heythrop website) will help you to acknowledge sources properly and avoid plagiarism.

## STUDENT COURSEWORK

### Coursework Extensions

If you believe that you are unable to meet the deadline because of serious unforeseen circumstances, you should obtain an extension form and guidance notes from the Student Services Centre. The form must be completed with the full module and assignment details and submitted with supporting documentary evidence.

N.B. Computing problems will not be accepted as a reason to grant an extension.

You are advised not to abuse this process with trivial excuses. Extensions are given at the discretion of the Undergraduate Administrator and, usually, an extension of five days is granted.

### Deferred Assessment

If you need more than three extensions or a longer extension period, you are advised to discuss the situation with your Personal Tutor and/or the Undergraduate Administrator. The deferred assessment procedure must be used for end-of-year essays, the Undergraduate Dissertation and examinations.

Note that requests for deferred assessment must be made before the specified deadline. Such requests are considered by a sub-committee of the exam board and it will make a decision based on the nature of your special circumstances, their timing and their likely impact on your capacity to meet the deadline(s).

### Mitigating Circumstances

If you submit work or take an examination but feel that your performance has been adversely affected by serious circumstances beyond your control, you should use the mitigating circumstances procedure which is available from the Heythrop website. You should also use this procedure if, for good reason, you have failed to submit work or take an examination and have not applied for deferred assessment.

***Please note that there are deadlines for the submission of applications for consideration of applications for mitigating circumstances to be taken into consideration. Guidelines will be available with the forms.***

Further information on extensions, deferred assessment and mitigating circumstances may be found in the Guide to Assessment: Undergraduate Programmes 2010-11 and in Appendices B, C and E of the Academic Regulations respectively.

## ASSESSMENT AND PROGRESSION

This section summarises how you are assessed and what you need to do to progress through your degree programme. It is essential that you refer to the Guide to Assessment: Undergraduate Programmes 2010-11 for full details relating to assessment and degree classification.

Please note that students who start Year 1 of their degree programme in September 2010 are under different assessment regulations to those students who started their studies prior to 2010/11.

### Assessment

The details of the assessment patterns for each module are given in the module outlines and will also be notified to you by the module convenor. You are responsible for noting what is required: the type of assessment and deadlines as well as for planning your work accordingly. You should also consider the relative weighting of the different assessment elements of the module and bear in mind that you must make a reasonable attempt at all coursework in order to pass the module and progress to the next year or complete your degree.

One purpose of assessment is to measure your achievement, award marks and, ultimately, determine the classification of your degree. However, the tasks set for assessment are also often an essential element of the learning process. They require you to investigate, analyse, think for yourself, and express your findings clearly. The feedback on your work (whether in writing or through a tutorial) and the marks given, help you to reflect on your progress and to plan activities to improve your future work.

### **Progression**

Progression is based on the acquisition of credit for each of the modules you are studying. In order to gain credit in a module you must achieve an overall mark of at least 40%. Students must complete a certain number of modules in order to progress from year to year and to complete their degree. The equivalent of 4 whole modules is taken in each year for most of the Heythrop degree programmes.

It is expected that students will attempt to pass all coursework and all modules at the first attempt and the outcomes of each year are considered in June/July. Second attempts are granted for failed elements and take place in mid-August or very early September either as resits or resubmissions.

By the beginning of their next academic year, first year students must have passed a minimum of 90 credits ( $\approx$  3 modules) and second year students a minimum of 210 credits ( $\approx$  7 modules) in order to complete their registration. Completion of the honours degree programme requires that 360 credits ( $\approx$  12 modules or the equivalent) have been successfully completed. The detailed regulations relating to progression and awards are available on the Heythrop website.

### **Learning Outcomes and Assessment Criteria**

Your Programme Specification will include information about the 'learning outcomes' of your degree programme and the specifications can be found on the College website. Normally, you will also be informed about the intended learning outcomes of each individual module in the module handbook. The learning outcomes describe what you are expected to achieve in the programme or the module. Assessment tasks are often structured to help you achieve the outcomes, and demonstrate that you have done so. For all programmes, the learning outcomes include transferable skills as well as understanding of the content of your programmes. Often, transferable skills are acquired and practised mainly through tasks undertaken in your own study time, or for assessment.

Assessment criteria are based on the attributes of assessed work which typically lead to marks in a particular percentage band. You can use these criteria yourself, along with the comments you get on your essays or other coursework, to help you understand your own progress and focus your effort on the areas in which you need to improve.

### **Deadlines for Assessment Entry**

For all degree programmes, you must complete the assessment of each module in the year in which you study the module. In most cases, you will be asked to attend an exam form entry session at the beginning of February to agree the end-of-year assessments that you will be sitting in the Summer Term.

**The only exceptions to completing end-of-year assessments by the specified dates are for approved deferred assessment.**

**CHOOSING YOUR OPTIONAL MODULES**

During Lent Term of your first and second years, there will be an information session with the Programme Convenor for your degree programme on the optional modules available for the next year of your degree. Further information on the modules that you are interested in can be obtained from the module teachers. You will be required to complete a Module Registration Form for the next year of your study normally by the end of Lent Term. This form is used to enter your compulsory and optional modules for your next year of study and enables you to complete your on-line registration. Therefore, it is essential that you complete and return your form according to the information e-mailed to you and given on Helios.

**Dissertations and Psychology Research Projects**

In conjunction with the optional modules information session, there will be an additional session on dissertations and projects for third year students. The Options Handbook for your degree programme sets out the process for dissertations and psychology research projects and provides some titles for a range of subject areas. Students are not confined to specified titles and will be able to elect a title of their choice as long as the College is able to provide a supervisor with knowledge of that subject area.

## STUDENT SUPPORT

### Introduction

Nearly all undergraduate students at Heythrop are full-time. Although some have already studied to degree level elsewhere, most are starting at university for the first time. Embarking on university life often involves a lot of change. For some it means leaving home for the first time, living more independently and taking on new responsibilities, some of them arising from new freedom. Those responsibilities may include budgeting, time-management, deciding on the right work/leisure balance, managing more of your own work, meeting new people, and living amicably with others. The 'newness' is especially true for those from overseas.

Maintaining a balance between being a student and the rest of your life where you may be juggling a demanding workload, other activities and, on occasions, personal or family problems isn't always easy. All sorts of problems might arise, but most can be easily tackled and, in time, you'll feel back on top of things. If you ask for help early enough, there is often quite a lot we can do to assist. If you don't, it may get to the stage where you are so far behind that you will find it extremely difficult to catch up, even with help. Therefore, if you are in difficulties - please ask for help!

Because Heythrop is small, it does not have a wide range of separate support services on site. However, there are sources of advice and people to talk to on campus and, where necessary, they will help you to make contact with expert external services. Also, you are a member of the University of London and some sources of help - such as careers guidance and the accommodation office - are provided by the University for all its students. The Student Development Manager will advise you on this.

You should feel free to make use of the support services when you need them. It does not reflect badly on you if you ask for help but shows that you have taken a responsible approach in recognising the need for it.

### WHO TO TALK TO

#### College Personnel and Internal communication

College and staff details can be found on the college website and all staff can be contacted by email (initial letter of first name.full surname@heythrop.ac.uk)

Information and advice can be sought from a variety of places and people;

#### Reception

This is often a good place to start if you need to clarify a venue etc

#### Student Services and Administration

If you prefer, you can consult staff in the Student Services Centre (first floor, Main Building) who may be able to advise you about where to go for further help and information. Dr Susan Lewis is the college Undergraduate Administrator.

#### Student Support

The College Student Development Manager, Dominic McLoughlin, brings together a range of services concerning student health and welfare including access to counselling. Student support and development is an important part of the College and can be a first base contact for all students with needs that are not specific to their academic work. Sometimes it is a useful first port of call to discuss matters but may also be the means by which students are referred on to special agencies which can help. In short, the aim is to offer appropriate support to prevent a problem becoming a crisis and to be concerned for the welfare of each and every student. Dominic's office is opposite the lift on the ground floor of the main building.

**The Heythrop Students' Welfare Officers**

If you prefer initially to talk to another student, you can contact the HSU Welfare Officer. Where appropriate, the HSU can work with the Student Support and Chaplaincy Service and with other relevant academic and admin staff.

**Your Personal Tutor**

At Heythrop every first year student is allocated a personal tutor. During your time at the college we hope that you will develop a good working relationship with your personal tutor who will guide you through your first year and be there for you as you progress through your studies.

The role of the tutorials is to help foster the right conditions for learning. When difficulties arise your tutor can help you by allowing you to identify the problem and to come up with your own solutions. In some cases you will be referred on to others who provide specialist support services.

You will meet your personal tutor during induction week. This was an opportunity to meet with your tutor as part of the larger tutorial group.

You will be invited to meet individually with your tutor during the first couple of weeks of term. This is to give you an opportunity to talk at greater length, allowing your tutor to get to know you better and an opportunity for you to ask questions or to pick up any immediate concerns.

During further individual sessions throughout the year is a chance for you and your tutor to discuss your progress as well as discuss other study related topics. This is also the time to talk about any concerns you have especially if you feel that you are not progressing as you would hope. Personal tutors are experienced members of staff who are used to helping students find solutions to problems which present themselves throughout university life.

First year students have the opportunity to meet with their personal tutor during week 2 or 3 and weeks 9 or 10 in both the Michaelmas and Lent terms in year 1 and in week 1 of the Summer term.

Second year students meet with their personal tutor during week 4 or 5 in both the Michaelmas and Lent terms.

Third year students book an appointment with their personal tutor as and when they need to.

Students can contact their tutor by email and will be contacted by their tutor in this way. It is important that you check your college email on a daily basis.

**Study Support**

Help to manage your time effectively or classes on 'how to write an essay' are offered as part of the college Heythrop Scholar Programme. See Kim Burke for help and advice for small group or 1:1 sessions. Kim's office is opposite the lift on the ground floor of the main building. (k.burke@heythrop.ac.uk)

**Student Support and Chaplaincy Services**

The College Student Development Manager, Dominic McLoughlin, brings together a range of services. These include: accommodation, careers and mentoring. The Student Support service is an important part of the College and can be a first base contact for all students with needs that are not specific to their academic work. Sometimes it is a useful first port of call to discuss matters but may also be the means by which students are referred on to special agencies which can help. In short, the aim is to offer appropriate support to prevent a problem becoming a crisis and to be concerned for the welfare of each and every student.

## Chaplaincy

For many students their Christian faith is an important factor in their life, and in their studies. The chaplaincy provides support for all members of the Heythrop community. This includes people from all religious backgrounds. We seek to make the college a safe and welcoming place for staff and students to share their faith if they wish to do so. One way to do this is to come together and enrich each other in prayer and worship as well as on other occasions to share the best of our religious experience. If you wish to get involved with any aspects of chaplaincy including ecumenical and interfaith activities please contact the chaplains directly.

We are grateful to the Religious of the Assumption who allow us to use their Convent Chapel for the College Mass. There is also a dedicated Muslim Prayer Room situated on the lower ground floor of the main building.

## Chaplains

We have two Chaplains:

**Fr David Stewart SJ** (d.stewart@heythrop.ac.uk) whose office is on the ground floor of the Copleston Wing. He can also be contacted on 020 7795 4171.

**Fr Rocco Viviano sx** (r.viviano@heythrop.ac.uk) whose office is opposite the lift on the ground floor of the main building and he can be contacted on 020 7795 4138.

## Mass

Daily Mass is celebrated in the chapel on Monday, Tuesday, Wednesday & Friday at 1.30 in the chapel. College Mass is celebrated on Thursday at 1.00 in the chapel.

## University of London Chaplaincy

The UL Chaplaincy serves the University community by support and guidance in matters of faith and spiritual development for all students and staff of the Christian and Jewish traditions, and also those with no religious background. Chaplaincy activities include: regular open meetings, lectures, workshops, weekends away, seminars and discussion groups to attempt to foster dialogue and encourage tolerance and respect between all people of faiths. These activities also help develop a sense of belonging and community, a service that is valued by students challenged by the anonymity and scale of life in London. Contact details of the university chaplains can be found in the appendix at the back of this handbook.

## The Heythrop Students' Union Equality and Welfare Officer

If you prefer initially to talk to another student, you can contact the HSU Welfare Officer. Where appropriate, the HSU can work with the Student Support and Chaplaincy Service and with other relevant academic and admin staff.

## Administrative staff

If you prefer, you can consult the Academic Registrar, Annabel Clarkson, or others in the Student Services Centre (first floor, Main Building) who may be able to advise you about where to go for further help and information.

## Contact for European Exchange and Visiting Students

The European Exchange Students Coordinator is Dr Gemma Simmonds. She is responsible for students from continental European Universities who are either on an official SOCRATES/ERASMUS programme, or are at Heythrop on a more unofficial basis, for one or two terms. Gemma will meet you at Registration and at other points during the year or you may arrange a meeting by appointment. Gemma can be contacted her on extension **4216** or by e-mail at ***g.simmonds@heythrop.ac.uk***.

## Money Matters

It is normal for students to be short of money. Most students do some paid work, both in term-time and in the vacation. The College is too small to provide help in finding part-time jobs, as some larger colleges do, but in central London you shouldn't find it too difficult. The College will provide a basic briefing on managing money for new students and some advice sheets.

If you find yourself in serious financial difficulties, ask for advice before things get out of hand. Talk to one of the people mentioned above, or contact one of the numbers listed on pages 27-29. However, if your financial problems are ongoing, with no obvious solution in the foreseeable future, it is sometimes best to suspend your studies for a year and use the time to put your finances in order.

The College is able to provide small grants of additional funding through the Access to Learning Fund to enable students in financial hardship to access and remain in higher education. The fund cannot normally be used to meet the cost of tuition fees for either full-time or part-time study but is available for financial hardship due to limited income or unforeseen circumstances that result in financial difficulty. Certain costs for disabled students that are not covered by other sources of funding may also be met. Unfortunately, European Union and International students are not eligible for the Access to Learning Fund.

Further information about the Government-designated priority groups of students and the eligibility criteria can be found on the Heythrop website under the Access to Learning Fund along with the application form. Assistance with eligibility, completing applications and provision of suitable documentary evidence can be obtained from the Student Services on the first floor or by contacting Dominic McLoughlin

❖ [d.mcloughlin@heythrop.ac.uk](mailto:d.mcloughlin@heythrop.ac.uk) or  
❖ 020 7795 4145

## Health

If you have left home in order to come to University, you should register promptly with a doctor. If you live in the postal areas listed below, you may register with the University of London Central Institutions Health Service (CIHS) at 20 Gower Street, London WC1E 6DP (020 7636 7628).

EC1 N1 N4 N5 N6 N7 N16 N19 NW1 NW3 NW5 NW6\* NW8 SW1 SW3 SW5 SW6\* SW7 SW10\* W1 W2 W9 W10\* W11\* W14\* WC1 WC2 (\* parts of these districts fall outside the CIHS area).

You can also use the NHS website to find a doctor near where you live but you must then register as soon as possible after starting at Heythrop and not wait until you are ill.

## Disability and Dyslexia

If you already know that you have a disability, it is best to tell us about it. In most cases, this happens when you apply or when you register as a student.

In some cases a disability is identified for the first time when you begin University Study. This is particularly the case with disabilities which affect your work, such as dyslexia. If you suspect that you may have a disability, take advice from your Personal Tutor or the student support and chaplaincy staff. There is a Dyslexia Teaching Centre on the same site as the College to which you can be referred for diagnosis. Normally, you will have to pay for the dyslexia assessment, but it may then help you to get funds for resources or additional help. There is more information about this in the guidance booklet on disability, available from Dominic McLoughlin

❖ [d.mcloughlin@heythrop.ac.uk](mailto:d.mcloughlin@heythrop.ac.uk) or  
❖ 020 7795 4145

**Relationships with others**

Problems with relationships arise for most people at some time in their lives. Everyone comes up against difficult people, demanding situations and disappointing circumstances in every area of life with the most common sites of conflict for students being study, work, shared accommodation and friendships. This may be compounded by the fact that many students are in a period of personal change which can make them feel less sure of what they want or how they can expect others to react. Therefore, relationships can be a source of grief and anguish if they go wrong and, whether deliberately or accidentally, other people can make you miserable. Feel free to talk through these situations with one of the people mentioned above. If you need it, we can help you access external services, including counselling.

**Harassment**

We believe this is very rare. However, the College has a procedure for dealing with bullying and harassment. The first step is always to talk to one of a list of contacts – whichever you find it easiest to talk to. You should not just put up with harassment or abuse – whether physical or verbal, whether inside the College or outside.

**Accommodation**

If you want to change your accommodation during the year, you may find it helpful to look at the website of the University of London Accommodation Office – <http://studenthousing.lon.ac.uk>. This site has plenty of useful information including advice on planning, looking, finding a flatmate, moving, dealing with problems and the new Tenancy Deposit Protection. It is also possible to order a printed handbook from the website. The section on Planning has an area guide to London that includes student comments on the facilities, transport links, safety and character of selected postcode areas.

**Alban Hall is the college on site residence. Contact Judith Crimmins for information and advice on 020 7795 4207 ([J.Crimmins@heythrop.ac.uk](mailto:J.Crimmins@heythrop.ac.uk))**

## Careers

Heythrop graduates go on to a very wide range of employment, often not directly related to Theology or Philosophy except through the transferable skills developed through study.

As a student of the University of London, you have access to one of the biggest and best Careers Services in Europe. The University's Careers Service (the Careers Group <http://www.careers.lon.ac.uk>) provides a huge range of on-line and face-to-face services. Specialist staff will support you in finding vacation or part-time work, postgraduate study and training, "gap year" experience, internships and voluntary work, the hunt for the "perfect career". Through Heythrop's membership of the University's Careers Service, you can access employers' presentations, specialist careers fairs, libraries and information resources. You can drop in for one of many 45-minute "quick query sessions" or arrange for a personal interview with our careers advisor. Our programme of topic for out Tuesday sessions can be found in the appendix and on the careers section of our website. You can rehearse your interview techniques in advance of doing it for real in front of an employer, and you can participate in careers skills sessions – on everything from writing the best possible CV to practising psychometric tests. Almost all of these services are free to Heythrop students (there are very occasional, minimal charges for – e.g. specialist MBTI personality typing tests).

Even if you do not decide exactly what you want to do, you should not delay thinking about career preparation until you are coming to the end of your programme. You should begin to build skills for employment, and develop your CV. For some careers, you need a good deal of early planning – for example, to get some suitable work-experience. In the run-up to your graduation you can use the service to focus increasingly on your options, whether you want a "conventional" career or any of the alternatives.

### Careers Advisor

Fiona Richardson is available for individual interviews on Tuesday afternoons.  
Contact Kim Burke for an appointment.

❖ [k.burke@heythrop.ac.uk](mailto:k.burke@heythrop.ac.uk) or  
❖ 020 7795 4138.

A range of careers information is kept in the bookcase in the Rahner Room for your use. In between the on-site sessions, you can use all the resources available on-line or by calling in person to **The Careers Group, Stewart House, 32 Russell Square, London WC1B 5DN.**



**FREQUENTLY  
ASKED  
QUESTIONS**

**FREQUENTLY ASKED QUESTIONS - WHAT TO DO IF...****I need to find a member of staff**

You can send an e-mail, leave a message at the Main Reception, or telephone (leaving a voice-mail message, if necessary). E-mail is likely to be the most effective method of communication, especially outside term-time.

**I need a letter to certify that I am a student**

Download a 'Letter Request Form' from the student website and leave the completed form at the enquiries desk in the Student Services Centre. The letter will normally be ready for collection within 3 days.

**I have to be absent for a week**

Inform the module teacher(s), the Undergraduate Administrator and your Personal Tutor, promptly. Tell them the reason.

**I don't know where to submit my course coursework/end-of year assessment/ Undergraduate Dissertation**

All assessed work must be uploaded to HELIOS and not submitted by any other method. There are training sessions during induction and you should refer to the HELIOS guide for further information. Please report problems uploading to HELIOS to Nadeem Ahmad.

**I have a serious problem which means I can't attend for several weeks**

Discuss it with your Personal Tutor promptly. If it is possible for you to make up missed work through guided reading, an arrangement might be made to do this. Sometimes, however, it will be necessary for you to interrupt your studies and resume in the next year. If you have to interrupt your studies you must complete the Suspension, Continuation, Transfer form.

**I can't meet the deadline for handing in work**

In the first instance discuss the problem with your Personal Tutor or the Undergraduate Administrator. If you have serious unforeseen circumstances that have prevented you from completing work on time, you may submit an application for a coursework extension (forms are available from the Undergraduate Administrator). All applications must be accompanied by full documentary evidence. If you need more than ten days in order to complete your work, you will need to use the deferred assessment procedure.

**I've forgotten the deadline for handing in work**

Check with the module and assessment number on HELIOS. Deadlines for end-of-year essays and the Undergraduate Dissertation are in the handbook: Guide to Assessment: Undergraduate Programmes 2010-11

**I am getting behind with my work and need to talk to someone who can help me manage my workload better**

See Kim Burke – jot down what you have to do & by when beforehand so that you can schedule your commitments effectively.

**I am stuck with a piece of work – I just don't know how to go about producing this piece of work.**

Talk to your lecturer about this or see Kim Burke. Bring your work and any sheets, bibliography etc with you

**I can't meet the deadline because my computer crashed and I've lost all my work**

It is essential to back-up all your work for assessment. The College computers are available to upload your assessed work to HELIOS during opening hours. Extensions are not usually granted for computer problems.

**I want to change from one programme to another**

Talk to your Personal Tutor and the Programme Convenor of the programme you want to transfer to. A transfer is only possible at appropriate times of the academic year and if the Convenor for the new programme agrees. If a transfer is agreed, fill in the form available from the student website.

**I want to change my option choices**

Once you have formally registered you may only change your optional under exceptional circumstances. There is a deadline of two weeks from the start of the new academic year in which to do this. Discuss any change with both relevant module teachers. If it is agreed, ask the Undergraduate Administrator for a print-out of your existing modules and enter the changes on it. You must then have this form signed by the relevant academic staff. The form should be submitted to Student Services so that all your records can be updated accordingly.

**I want to pay my fees**

Go to the Finance Office.

**I have problems meeting the deadline for payment**

Talk first to the Finance Office. The Student Development Manager may also be able to assist.

**I want to collect my cheque from the Student Loans Company**

Go to the Finance Office.

**Can I have a locker to store my things?**

Go to the Students' Union.

**I've lost my Student ID card**

Replacement cards are issued by the Student Services Centre. **Please note** that you must pay £10.00 for the first replacement and £25.00 thereafter to cover administrative costs.

**I've changed my address/phone/name**

Complete the change of personal details form available from the student website and return it to the Student Services Centre. You must bring documentary evidence if your name has changed.

**I have an injury/illness/personal problem which will affect my assessment**

Talk to your Personal Tutor and/or the Undergraduate Administrator. It may be possible to apply for deferred assessment or to ask for mitigating circumstances to be taken into account. See Guide to Assessment: Undergraduate Programmes 2010-11 or Appendices C and E of the Regulations. Be aware that there are deadlines for making such requests.

**I have a disability which needs special arrangements in an exam**

Talk to the Examinations Officer as early as possible. You will need to provide a copy of your expert needs assessment.

**I want to complain**

Always try to sort your problem out with the person concerned in the first place or talk to your Personal Tutor. If this does not resolve the issue, speak to the Student Development Manager or ask for a copy of the Complaints Procedure from the Student Services Centre. The documentation is also on the website.

**A fellow-student/member of staff is harassing/bullying me**

The College will try to deal with this quickly. If possible, talk first to the person you find easiest to talk to – your Personal Tutor, a Chaplain, the Student Development Manager, the Student Union Welfare Office, the Undergraduate Administrator or the Vice-Principal.

## USEFUL EXTERNAL SOURCES OF ADVICE AND INFORMATION

Some problems you might encounter can best be tackled with help from outside the College. In some cases, it may be best if you are referred by the College, but if you prefer to explore possible sources of help yourself, the following organisations could be useful.

ORGANISATION	PHONE	WEBSITE	EMAIL
NHS information COUNSELLING <i>www.nhs.uk</i>			
<b>WPF Therapy</b> 23 Magdalen Street London SE1 2EN	020 7378 2000	<a href="http://www.wpf.org.uk">www.wpf.org.uk</a>	<a href="mailto:reception@wpf.org.uk">reception@wpf.org.uk</a>

### Student counselling for UK universities

#### LISTENING AND INFORMATION

**London Nightline**  
Confidential support  
and information

for students run by students.  
Every night of term from 6 pm to 8 am

020 7631 0101

[www.student.counselling.co.uk/guide.htm](http://www.student.counselling.co.uk/guide.htm)  
Guide to problems & solutions

[listening@nightline.org.uk](mailto:listening@nightline.org.uk) (replies within 48hrs)

#### STUDENT FINANCE

Student Loans Company

Student finance enquiries

8.00 – 8.00 Mon – Fri 9.00 – 5.30 Sat/Sun

Educational Grants

Advisory Service

Tues, Wed, Thurs 2-4pm

Access to Learning Funds (ALF)

[www.slc.co.uk](http://www.slc.co.uk)

[www.studentfinancedirect.co.uk](http://www.studentfinancedirect.co.uk)

[www.egas-online.org](http://www.egas-online.org)

<http://hevn.heythrop.ac.uk>

[d.mcloughlin@heythrop.ac.uk](mailto:d.mcloughlin@heythrop.ac.uk)

020 7795 4238

#### Information on university and higher education student finance

[www.hero.ac.uk](http://www.hero.ac.uk) follow links: Studying ► Funding your study

[www.direct.gov.uk/en/EducationandLearning/index.htm](http://www.direct.gov.uk/en/EducationandLearning/index.htm) follow links:

University & higher education ► Student finance

[www.nationaldebtlne.co.uk](http://www.nationaldebtlne.co.uk)

Choose place of residence: England & Wales or Scotland

National Debtline 0808 808 4000

T ax: Kensington Enquiry Centre 0845 302 1414

Charles House

375 Kensington High Street W14 8UA (Olympia)

HEALTH	ORGANISATION	PHONE	WEBSITE	EMAIL
	NHS information		<a href="http://www.nhs.uk">www.nhs.uk</a>	
	nearest doctor, dentist, <b>Alcoholics Anonymous</b> <b>Smoking Quitline</b>	0845 769 7555 0800 002200	<a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a> <a href="http://www.quit.org.uk">www.quit.org.uk</a>	
	<b>AIDS/HIV/Sexual Health:</b> <b>National AIDS Helpline (24/7)</b>		<a href="http://www.nat.org.uk/">www.nat.org.uk/</a> (National AIDS Trust) For information leaflets <a href="http://www.avert.org/aids-help-uk.htm">www.avert.org/aids-help-uk.htm</a> <a href="http://www.tht.org.uk">www.tht.org.uk</a> <a href="http://www.sane.org.uk">www.sane.org.uk</a> <a href="http://www.samaritans.org/">www.samaritans.org/</a>	<a href="mailto:info@avert.org">info@avert.org</a> <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>
	<b>Avert Terence Higgins Trust</b>	<b>0800 567 123</b> <b>0800 555 777</b>		
	<b>SANEline</b> <b>Samaritans (24/7)</b>	<b>0845 767 8000</b> <b>08457 909090</b>		
	<b>SKILL</b>	0800 328 5050		
	<b>National Bureau for Students with Disabilities</b> click link on Heythrop College website Guidelines for Students and Applicants with Disabilities		<a href="http://www.skill.org.uk">www.skill.org.uk</a> <a href="http://www.heythrop.ac.uk">www.heythrop.ac.uk</a>	<a href="mailto:skill@skill.org.uk">skill@skill.org.uk</a> or <a href="mailto:d.mcloughlin@heythrop.ac.uk">d.mcloughlin@heythrop.ac.uk</a> <a href="mailto:a.clarkson@heythrop.ac.uk">a.clarkson@heythrop.ac.uk</a>
	<b>Directgov</b>	020 7795 4238 020 7795 4203	<a href="http://www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/index.html">http://www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/index.html</a>	
	<b>INTERNATIONAL STUDENTS</b>			
	<b>International Students House,</b> 22 Great Portland Street, London W1W 5PN Includes information about long and short term accommodation; facilities and services and a programme of events with opportunities to meet people.	020 7631 8300	<a href="http://www.ish.org.uk">www.ish.org.uk</a>	<a href="mailto:info@ish.org">info@ish.org</a>
	<b>UK Education Department</b> UKCOSA – Council for International Education Immigration, fees, working & studying British Council: Safety information from the point of		<a href="http://www.direct.gov.uk/en/EducationandLearning/index.htm">www.direct.gov.uk/en/EducationandLearning/index.htm</a> <a href="http://www.ukcosa.org.uk">www.ukcosa.org.uk</a> <a href="http://www.education.org/downloads/safety_1st.pdf">www.education.org/downloads/safety_1st.pdf</a>	

ORGANISATION	PHONE	WEBSITE	EMAIL
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arrival in the UK through accommodation to transport and protecting your identity and belongings.			
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UK Student Life.com		<a href="http://www.ukstudentlife.com">www.ukstudentlife.com</a>	
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Includes information about long and short term accommodation; facilities and services and a programme of events with opportunities to meet people.			
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### CRIME AND PERSONAL SAFETY

#### General Safety Information


from crime prevention through safety advice to self-defence.		<a href="http://www.crimereduction.gov.uk/studentcrime/studentcrime1.htm">www.crimereduction.gov.uk/studentcrime/studentcrime1.htm</a>	
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#### Victim Support

#### Domestic Violence Helpline

Addison Lee	0845 3030 900 0800 2000247	<a href="http://www.homeoffice.gov.uk/crime-victims/how-you-can-prevent-crime/student-safety">www.homeoffice.gov.uk/crime-victims/how-you-can-prevent-crime/student-safety</a> <a href="http://www.bbc.co.uk/crime/prevention">www.bbc.co.uk/crime/prevention</a> <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a> <a href="http://www.refuge.org">www.refuge.org</a>	
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secure minicabs & airport transfers; on-line booking	020 7387 8888	<a href="http://www.addisonlee.com">www.addisonlee.com</a>	
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**Finding  
Your  
Way  
Around**

**Quick guide (for students) to locating rooms – 2010/11**

It can be confusing trying to locate some of our rooms, so please use this quick guide to locating rooms. The staircases are named and the instructions given represent the quickest route to any given location – there are usually several. The lift in the main building will only go from the Basement to the 2nd Floor. When entering/leaving the College please use the College entrance and not the back gate. Student enquiries should be made at the Student Services Centre Reception and not the College Reception. The guide only describes how to get to rooms used by the College and not all rooms on campus.

**Staircases****Alban (nr. lift), Mathew (nr. Reception), Whitaker (nr. Chapel)****Main Building**

Callaghan Room	3rd Floor, Mathew Staircase
Campion Room	Ground Floor, near Alban Staircase
Chapel	Ground Floor, near Mathew Staircase.
Chaplain	Ground Floor, opposite lift (Rocco Viviano)
Computer Suite	1st Floor, Mathew Staircase
Conference & Accommodation	Just before you exit to the garden on the right
Den	1st Floor, Whitaker Staircase
Dining Room	Ground Floor, near Mathew Staircase
Finance Office	1st Floor, Alban Staircase (or via lift, exit to the left)
Goodall Room	2nd Floor, Mathew Staircase (or via lift, exit to the left)
HSU	Basement, Alban Staircase (or via lift, exit to the left) (incl. Executive Office, Lounge, Quiet Room, Other Room, TV Room)
Laishley Room	3rd Floor, Alban Staircase
Lighthouse (Computer Suite)	Basement, Alban Staircase (or via lift, exit to the left)
Loyola Hall	Lower Ground Floor, near Alban Staircase (down steps)
Muslim Prayer Room	Basement, Alban Staircase (or via lift, exit to the left)
Newman Room	Ground Floor, near Alban Staircase
Philosophy Library	1st, Alban Staircase (or via lift, exit to the right)
Rahner Room	Ground Floor, near Alban Staircase/Lift
Student Services Centre	1st Floor, Alban Staircase (or via lift, exit to the left)
Student Development	Ground Floor, opposite lift
Walker Room	2nd Floor, Alban Staircase (or via the lift, exit to the right)

**Copleston Wing**

- this is outside in the Garden and is to the right of the Tennis Court
- please note Wheelchair Access to the 2nd Floor is via the Alban Hall

Brinkman Room	Copleston Wing, 2nd Floor
Chaplain	Copleston Wing, Ground Floor (Dave Stewart)
Hopkins Room	Copleston Wing, 2nd Floor
Hughes Room	Copleston Wing, 2nd Floor
W4	Copleston Wing, Ground Floor
W6	Copleston Wing, Ground Floor

**Mary Ward Centre**

- this is outside in the Garden and is to the left of the Tennis Court
- please note that there is no Wheelchair Access to the Charlwood Room or MW2

Charlwood Room	Mary Ward Centre, 1st Floor (to the left) when Marie Eugenie Room is being used this should be accessed by leaving the College via the back gate
Dorothy Bell Room	Mary Ward Centre, Ground Floor (to the right)
Julian of Norwich Room	Mary Ward Centre, Ground Floor (to the left)
Marie Eugenie Room	Mary Ward Centre, Ground Floor (to the left)
MW1	Mary Ward Centre, Ground Floor (to the left)
MW2	Mary Ward Centre, 1st Floor (to the left)

Theology Library	Outside across the garden to the right of the tennis courts
Alban Hall	On the left of the Theology Library

**Academic Staff – unless listed below academic staff offices are in the Main Building on the 2nd and 3rd Floors**

Copleston Ground	Ahmad Achtar, Jonathan Gorksy, Agneta Sutton
Copleston 1st	Rachel Blass, Tom Crowther, Richard Price, Stacie Friend, Peter Wyss, Katie Page, Martin Poulson, Jon Loose, Dominic Robinson
Copleston 2nd	Michael Barnes, Oliver Rafferty, Terry Walsh
Mary Ward Centre	Nick Austin, Dominik Markl, Damian Howard

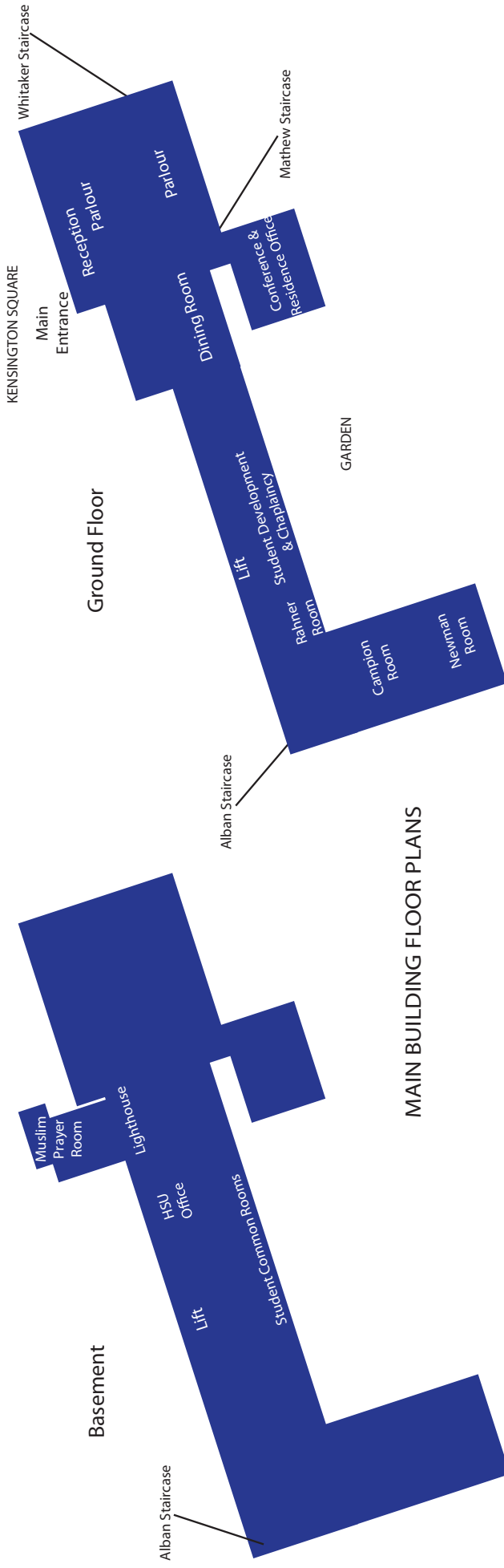
Check for revisions on HELIOS

Campus is available to all students from 7am until 11pm, after this time you are not permitted on campus unless you are resident in the Alban Hall.

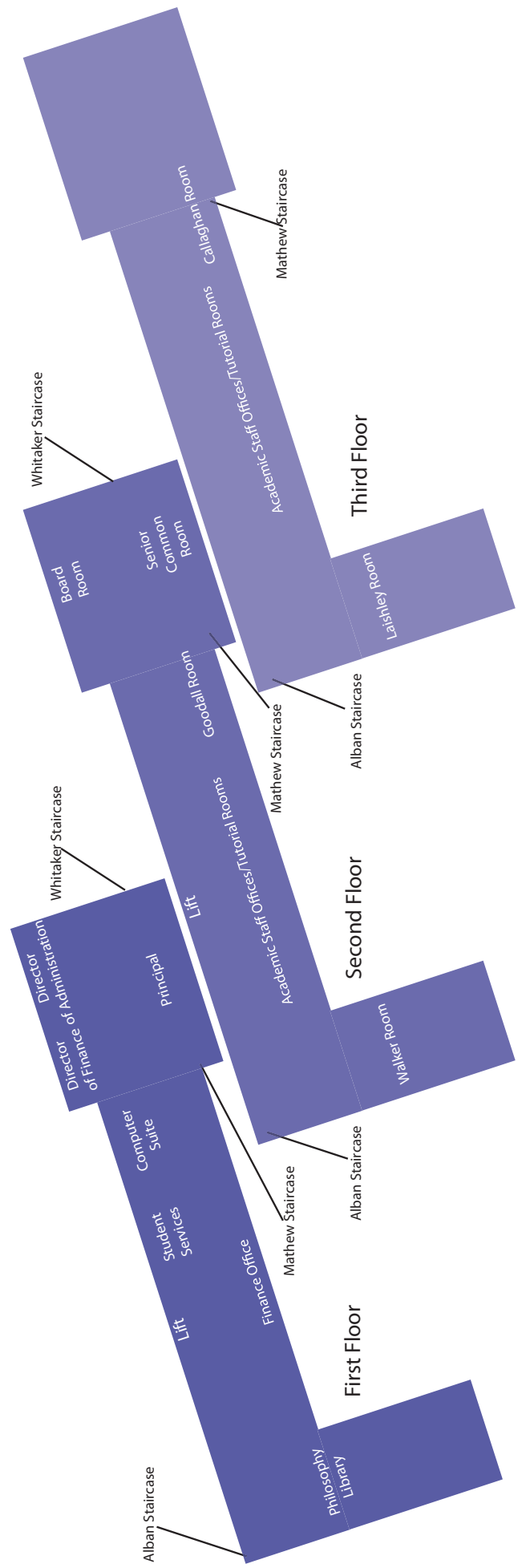
**Please remember that you are required to carry at all times your Heythrop ID card.**

**The opening times for Student Services, Computer Suites and the Libraries are available from HELIOS.**





MAIN BUILDING FLOOR PLANS



**Heythrop Careers Programme 2010 - 2011**

Fiona Richardson is our Careers Advisor and Fiona will be in college on Tuesday afternoons from 1.30pm to 5.00pm. Individual appointments can be made with Fiona for Tuesday afternoons (last appointment 4.30 pm). Individual appointments will take place in the Rahner Room or A22B (Rocco and Kim's office).

General careers seminars are open to all and will also take place in the Rahner Room at 1.45. There is no need to book for these sessions – just turn up.

Careers information is also kept in the Rahner Room for your use.

<b>Term</b>	<b>Date</b>	<b>Content</b>
Michaelmas	Thursday 30th September 5th October 12th October 19th October	Induction Seminar Finding a Part Time Job in London drop-in job shop /CV/application Guardian Graduate Careers Fair, The Design Centre, Islington
<b>Term</b>	<b>Date</b>	<b>Content</b>
Michaelmas continued	26th October 2nd November 9th November 16th November 23rd November 30th November 7th December	drop-in job shop /CV/application Seminar Applying for Graduate Schemes Reading Week Seminar Careers in Law Seminar Considering Postgraduate Study Seminar Careers in Teaching followed by placement workshop Seminar Volunteering Opportunities
Lent	18th January 25th January 1st February 8th February 15th February 22nd February 1st March 8th March 15th March	Seminar Careers in the Public Sector Seminar Careers in Charities and Development Seminar Careers with a Philosophy Degree Seminar Careers with a Theology Degree Reading Week Seminar Careers with a psychology degree Seminar Careers in Arts Administration Seminar Writing a CV Seminar Preparing for Interviews
Summer	TBC	Careers Day for finalists

Further careers information can be obtained from the University Careers Service at

Stewart House,  
32 Russell Square,  
London WC1B 5DN

T: 020 7863 6030  
[www.careers.lon.ac.uk](http://www.careers.lon.ac.uk)

Also useful: [www.prospects.ac.uk](http://www.prospects.ac.uk) - with on line personal job match assessment

