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Teesside
University

Student Handbook

2011-12

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Welcome

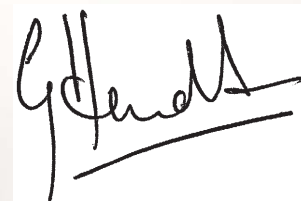
from the Vice-Chancellor

It is my great pleasure to welcome you to Teesside University.

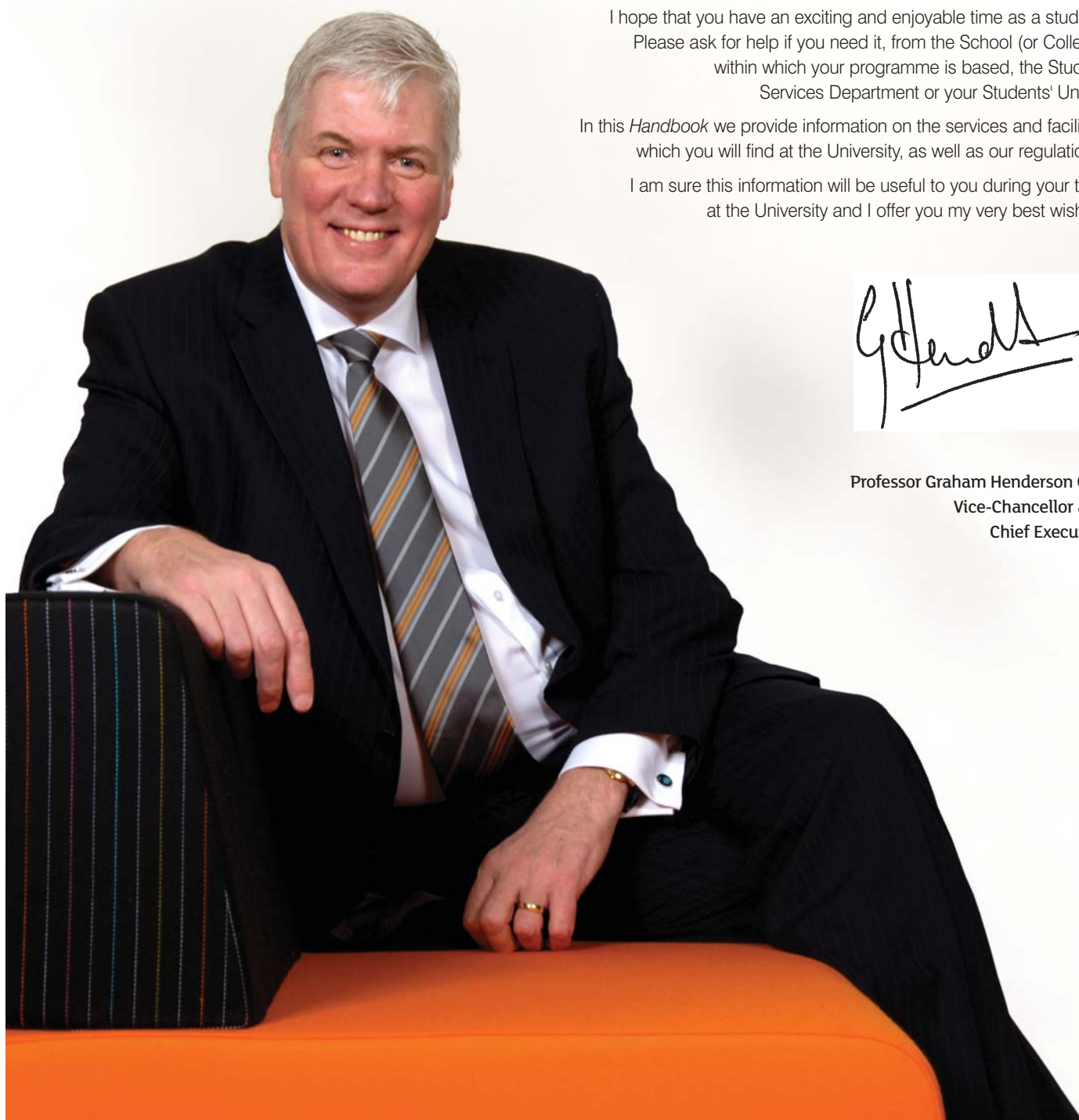
I hope that you have an exciting and enjoyable time as a student. Please ask for help if you need it, from the School (or College) within which your programme is based, the Student Services Department or your Students' Union.

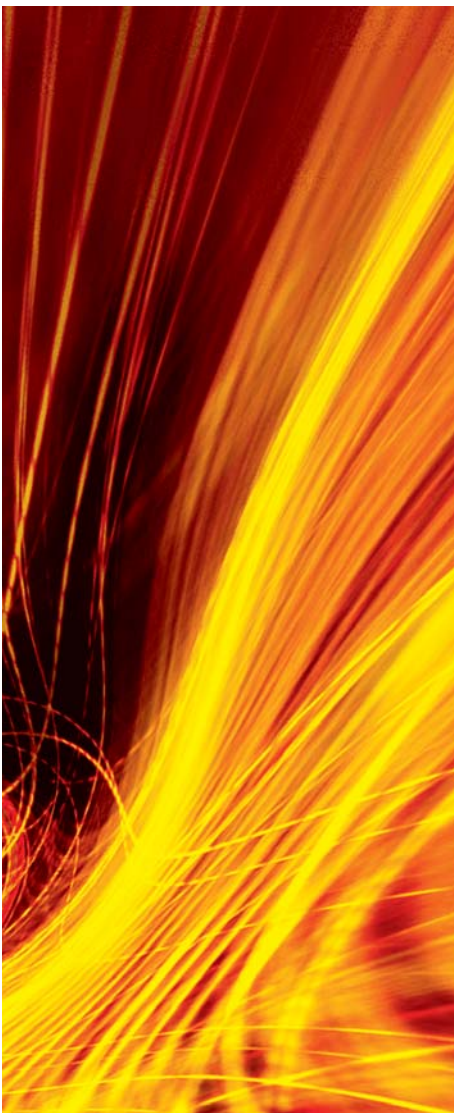
In this *Handbook* we provide information on the services and facilities which you will find at the University, as well as our regulations.

I am sure this information will be useful to you during your time at the University and I offer you my very best wishes.



Professor Graham Henderson CBE
Vice-Chancellor and
Chief Executive





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Introduction

Foreword

We are committed to providing you with the best possible experience in higher education at Teesside. As part of this commitment we have developed this *Handbook with your Students' Union*. The *Student Handbook* for students studying on campus or at UK partner colleges is provided on our website at www.tees.ac.uk/studenthandbook/.

We also produce a *Handbook* for students studying with international partners at www.tees.ac.uk/transnationalhandbook/.

This *Handbook* is one part of the essential information which we will give you during your time at the University, such as the *Student Protocol* booklet and *School Handbook*. You should read these documents and keep them as reference tools while you are at the University.

Our values

Teesside University aims to be a caring, fair and supportive institution where everyone takes a shared pride in its mission and achievements. We seek to optimise and enhance the experience of our staff, students, partners and external clients by:

- Encouraging and embracing diversity, equality of access, esteem and opportunity, and actively opposing and eradicating prejudice.
- Empowering individuals to develop themselves and enhance their contribution to the future aims and strategic direction of the University.
- Communicating openly and effectively in all directions.
- Being open, transparent, honest and reflective.
- Valuing team-working and the expertise and the contribution of individuals.
- Celebrating and promoting individual contributions and the achievements and wider successes of the University.
- Working proactively and flexibly with all stakeholders and the wider community.
- Working in partnership to welcome, own and adapt to change.
- Fostering creativity, innovation and enterprise.
- Being committed to sustainability and the protection of our environment

The University and the environment

The University is committed to reducing its carbon footprint and preserving the local environment. Our policies and plans for carbon reduction are available from our website, and we are forming a network of volunteers to implement them. It is vital that all members of the University community play an active part in meeting our environment challenge over the coming years.

On campus

The University's main campus is in Middlesbrough and most of the information in this Handbook is about studying there. However, we also have a small campus in Darlington, and many University programmes are delivered by our partners in the Tees Valley: Middlesbrough College, Stockton Riverside College, Hartlepool College, Darlington College and Redcar College of Further Education. In all cases we try to ensure that our students have access to quality facilities and services which meet their needs. If you are studying in a college you will be able to get more information about its facilities and services from the college.



1 Your General Rights and Responsibilities

1.1 Starting at the University

By now you will have received instructions on how to register with the University. This will usually be online, although paper-based registration is available for some programmes or on request. You must also enrol at your School (or College) office to confirm that you are attending the University and to provide evidence of your qualifications and identity.

1.2 Student Protocol

The *Student Protocol* sets out the contractual relationship between you and the University. We give the *Protocol* to all students before registration and it is also available on our website. The *Protocol* includes sections on:

- the contractual relationship between you and the University
- the University's promise to you
- your obligations as a student
- notification of key regulations
- the duration of the *Protocol*.

If you have not got a copy of this important document, please contact your School (or College) office or Academic Registry.

1.3 Guide to University Procedures and Regulations

Please familiarise yourself with the content of the University's regulations, policies, procedures and codes of practice. Staff and students are expected to abide by them and they ensure that your rights are protected during your time at the University.

If you are studying at a partner college it is important that you follow its policies and procedures in the first instance.

The principal University regulations are:

General Regulations

- Promoting a Mutually Respectful University Community
- Procedures relating to Health, Safety and Emergencies
- Equal Opportunities Policy (incorporating race equality and religion and belief)
- Library Regulations
- Student Complaints Procedure
- Regulations relating to Suspension of Students on Grounds other than an Unsatisfactory Standard of Academic Work or Misconduct
- Regulations relating to Student Discipline (on Grounds other than an Unsatisfactory Standard of Work)
- School and Centre Student Disciplinary Procedure
- Policy on Referral to Police or other relevant Authorities of alleged criminal offences

Financial Regulations

- Fees and Charges Regulations
- Regulations for the Conduct of Proceedings before the Fees and Charges Panel
- Student Debt Policy
- Student Support Funds

Academic Regulations

- Academic Misconduct Regulations (Taught Components and Programmes)
- Admissions Policy
- Assessment Review Regulations
- Assessment, Award and Progression Regulations*
- Assessment and Feedback Policy
- Attendance Policy
- English Language Policy for International Students
- Mitigating Circumstances Regulations
- Policy on Internal Transfer of Students
- Policy on Students Studying Additional Modules Outside of their Main Programme
- Regulations for the Submission of Assignments

Computing Regulations

- Code of Practice for Accessing, Publishing and Communicating Electronically
- Email Usage Policy
- ICT Acceptable Use Policy
- ICT Privacy and Monitoring Policy
- Information Security Policy
- Network Connection Policy
- Network Password Policy
- Software Licensing Policy

Legal Regulations

- Copyright Guide
- Data Protection Policy and Procedure
- Freedom of Speech Code of Practice
- Intellectual Property Policy (Students)
- Freedom of Information Policy and Code of Practice

*Your School (or College) will make you aware of any variance from assessment and progression regulations which has been approved by the Regulatory Frameworks Sub-Committee.

Other regulations are in place for the use of specific facilities, for example library and information services, computer facilities, and health and safety. You can get full copies of these regulations by contacting:

T: 01642 342322

E: ombuds@tees.ac.uk

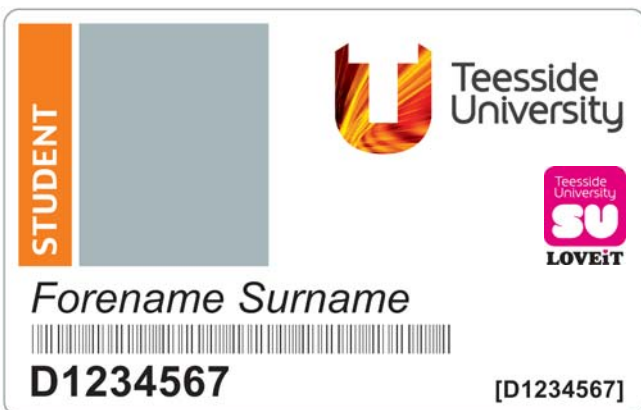
W: www.tees.ac.uk/policies

1.4 Your Teesside University Smart Card (TUSC)

You will normally be issued a TUSC by your School as part of enrolment. However, TUSCs can be issued outside office hours until 7.00pm by the Help Desk on the ground floor of the Library – you will need to bring proof of enrolment. (School of Computing student TUSCs are issued by the School.)

Carry your TUSC at all times when on University premises. You will need it:

- to get into buildings on both the main campus and Darlington campus
- to borrow items and print documents in the Library and in Schools
- to access a range of facilities including sports facilities and car parking (subject to an extra charge)
- as an identification card – for instance you must produce it for examinations.



If you lose your TUSC, please report this to the Library Help Desk. You can get replacement cards from the Library, but a charge will be made.

1.5 Username, password and PIN

You will get a username and password during enrolment. You will need your password to enable you to benefit from the University's IT facilities, access your student email, access online assessment results, be informed of key events, use the Library facilities and access online learning facilities.

To borrow, reserve or renew items from the Library you will also need your Personal Identity Number (PIN). You can get this from the Library and Information Services section of the University website (lis.tees.ac.uk/passwords) or from the Library Help Desk.



1.6 Communicating with you

We will usually communicate with you through your University email account and/or through the e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard). For more formal communications we may send you a letter. We also publish a great deal of information and news for students on our website.

In exceptional situations where urgent communication is required (such as late changes to timetabled classes or closure of the campus due to bad weather) we may use text or telephone to contact you. We may, exceptionally, also use telephone/text when attempts to contact you by other means have failed to produce a response. If you do not wish to receive these texts from the University then you can opt out when you enrol.

1.7 Your student email account

When you start at the University we will supply you with an Outlook Live email account for life – you can continue to use it even after you have graduated. All email communication from the University will be sent to this email account. Outlook Live offers a variety of services including instant messaging services, customisable calendars and integration with multiple email accounts allowing you to organise your academic life.

Please go to the website http://www.tees.ac.uk/sections/stud/student_email.cfm and follow the three simple steps to set up your email account. This web page also has a detailed factsheet with instructions to help you get the most out of Outlook Live as well as who to contact if you need any help.

Quick guide: <http://lis.tees.ac.uk/factsheets/qg25.pdf>

FAQs: <http://lis.tees.ac.uk/factsheets/fs22.pdf>

The Academic Registry may send information about re-enrolment or your student record to your University email account. So it is very important that you check your University email account regularly.

1.8 e-Vision

e-Vision is our online student administration service. You use it for registration, re-enrolment, downloading verification of your student status, your assessment results and organising your graduation.

e-Vision also allows you to manage and update your personal details online. It is important that we always have an up-to-date term-time address and that the other information we hold on you is kept up to date.

1.9 Data Protection

In order to carry out its functions, to provide its services and to meet its obligations, the University gathers and processes personal information about its students, staff and other individuals. The personal information which the University holds about you is used for a range of purposes, including creating and maintaining student records, programme administration, equal opportunities monitoring, processing University fees and financial support, making statutory returns, and administering the University's services and facilities. All personal information is processed in accordance with the requirements and safeguards of the Data Protection Act 1998 and the University's registration with the Information Commissioner.

A Student Data Processing Statement is published on the University's website, accessible from www.tees.ac.uk/dpa, which gives more information about how the University processes its students' data.

1.10 Health and safety

We take reasonable care to ensure you are safe while on the University's premises. You must also take reasonable care and use the premises for the purposes for which they are designed.

You must comply with all University rules and regulations to ensure that you do not endanger the health and safety of yourself, other students or staff. You must report all accidents and potential hazardous situations, such as gas leaks, water leaks or floods, or electrical power failure to the University Health and Safety Centre.

You will be shown the University's Health and Safety induction video, and health and safety guidance is also available on our website at: www.tees.ac.uk/healthandsafety.

Fire emergency

Evacuation procedure if you discover a fire:

- leave by the nearest exit, following green fire exit signs
- do not stop to collect personal belongings
- sound the fire alarm on route (by breaking glass in call point)
- close all doors on the way
- call the Fire Brigade (T: 999)
- call the Security Control Room (T: 01642 342086)
- assemble in an adjacent car park
- do not re-enter the building until instructed to do so.

Please note:

- do not attempt to fight a fire unless your escape is blocked
- never use a lift in a fire evacuation.

If you have a mobility problem, you should try to leave the building.

If you cannot leave the building you should get to a protected enclosure, such as a stairwell or linked building identified as 'Refuge Areas'. You will be safe for at least 30 minutes. You should tell someone that you are remaining behind and that the fire brigade, Security or Health and Safety Office must be told. Some Refuge Areas have an intercom installed which is linked to the University Security Control Room.

The Health and Safety Centre will answer any queries or concerns which you may have and can be contacted on:

T: 01642 342213

E: healthandsafety@tees.ac.uk

1.11 Lost property

Lost property should be handed in to, or reclaimed from, the main reception desk located on the ground floor, Middlesbrough Tower.

T: 01642 218121



2 Your Academic Rights and Responsibilities

2.1 Academic information

This section includes information which you will find useful to assist you with your studies. More details are available from the Academic Regulations section of the website and the *Quality Handbook* www.tees.ac.uk/qualityhandbook.

2.2 Student attendance

The University wants you to achieve the qualification for which you have registered. In order for you to be successful it is important that you engage fully with your course. This includes: attending all formal teaching sessions; completing directed, group-based and independent study activities outside scheduled teaching; and undertaking all assessments.

The University will monitor your attendance in a way that is appropriate for your course and your mode of study. We will also offer you support if you are facing difficulties that may hinder your academic progression. On some courses specific attendance requirements will be in place and you will be informed of these at the beginning and throughout your studies. International students' attendance will be monitored in line with the UK Borders Agency (UKBA) requirements.

Where it is clear that you are not attending your studies or engaging with your course, we will make arrangements to withdraw you from the course and from the University.

2.3 Important information about your assessments

You must attempt all assessments at the first opportunity. You must do each assessment (essay, project, report, portfolio or examination) for every module. You should do this even if you do not think you can fully complete them.

You do not have an automatic right to resit or to repeat a year of study. An Assessment Board (which meets at the end of the academic year to look at all your marks) will decide whether you can resit or repeat study. The Assessment Board will take into account whether you have attempted all assessments. It is much more likely to give you an opportunity to take resits or repeat study if you have attempted all assessments.

If you feel you are at risk of not being able to attempt any assessment, you should contact a member of academic staff (module teacher, programme leader or personal tutor) for further advice before the hand-in/examination date.

You will find the University's Assessment Policy at www.tees.ac.uk/policies. In addition, we have prepared a Frequently Asked Questions page on assessment and feedback, which is available at www.tees.ac.uk/studenthandbook/assessment_faq.cfm.

2.4 Assignment submission

There are a number of ways to submit your assessment. Many modules now have online assessment submission via the virtual learning environment (E-learning at Tees). You will be informed by the School (or College) about whether a module uses online submission and on how to do this.

If an assessment does not require online submission, it can be handed in to the Learning Environment Office (room M2.08) which is located on the second floor of the Middlesbrough Tower. All student assignments will be accepted except those of the School of Computing, which are subject to separate arrangements. Details will be provided by your School (or College) office. (Please note that this arrangement does not apply to courses delivered in partner Colleges).

Office opening hours:

Monday-Thursday	10.00am-5.00pm
Friday	10.00am-4.30pm

Assignments must be accompanied by an assignment front-cover sheet, which you can get from your School office or the Learning Environment Office and must be completed in full.

You can also submit assignments using the drop-box facility. Drop-boxes are located on the ground floor of the Library and on the second floor of the Middlesbrough Tower. Instructions for use are located on each drop-box.

2.5 Mitigating circumstances and assignment extension

Mitigating circumstances are defined by the University as circumstances outside of the control of the student that have significantly affected performance in any summative assessment.

If you are unable to submit an assessment, or attend an examination, you can ask that your situation is taken into consideration. You are expected to have taken reasonable steps to ensure that you could not have prevented the circumstances from taking place. It is your responsibility to notify your School of any mitigating circumstances which you feel will affect, or may have affected, your performance in any summative assessment. Any application you make has to be approved by the Mitigating Circumstances Board and if it does not meet the criteria then mitigation may not be granted.

An application for mitigating circumstances is only one of the support mechanisms available to you. For instance, if you are unable to meet the deadline for an assessment then an extension may be the better option for you. In circumstances which are likely to affect your progress over a longer time period, you may be advised to suspend your studies. You should discuss your situation with a tutor who will be able to provide guidance on the most appropriate course of action.

You can find the Mitigating Circumstances Regulations (Taught Components and Programmes), as well as guidance on how to apply for assignment extension, at www.tees.ac.uk/policies. You are strongly recommended to read these regulations in full. They provide a detailed explanation of mitigating circumstances and what you should do if you feel that your performance in a summative assessment has been affected or may be affected.

2.6 Studying additional credits

You will be enrolled primarily on one programme of study and you must gain the consent of the Dean of your School, or nominated representative, before you enrol on additional Teesside University modules equating to more than 30 credits. For further information contact your School (or College) office.

2.7 Procedure for students reporting cancellation of classes

On the rare occasions when a lecturer does not attend an organised teaching session, you should follow the protocol established for your School (or College) to deal with the situation. If you are not aware of such a protocol, you should check with your School (or College) office that the location, time or date has not changed and allow ten minutes from the stated time of the session before notifying the office of the lecturer's absence.

2.8 Academic misconduct

Academic misconduct is treated very seriously by the University. It is defined as any activity or attempted activity which gives an unfair advantage to one or more students over their peers.

To ensure that students are treated fairly and equitably, academic misconduct is divided into the following three types:

Academic negligence: This is regarded as the least serious offence and covers first-time minor offences. It includes plagiarism that is small in scale, not related to the work of other students, and which is considered to have resulted from ignorance or carelessness.

Academic malpractice: This covers extensive paraphrasing of material with no acknowledgement of the source, systematic failure to reference, submitting work which has already been submitted for another assignment and subsequent cases of academic negligence.

Academic cheating: This is regarded as the most serious offence and covers plagiarism in dissertations, final-year projects and taught doctorate modules, collusion with other students, theft, commissioning or purchasing work, falsification of results or data, and all examination irregularities.

If suspected of academic misconduct, you will be required to attend an informal or formal meeting and, if subsequently found guilty, you will receive a penalty, the most serious of which can be exclusion from the University or withdrawal of your award. The processes and penalties for academic misconduct are described in the regulations about Academic Misconduct (Taught Components and Programmes) available at:

www.tees.ac.uk/docs/index.cfm?folder=student%20regulations&name=Academic%20Regulations

You should read these Regulations. They provide a detailed explanation of academic misconduct, the procedures which must be followed when an academic misconduct offence is suspected and the possible penalties.

2.9 Receiving feedback on your progress

Feedback on your progress comes in many different forms, including written comments about your work, verbal comments from your tutors, discussions with peers, electronic discussion, emails, feedback grids and generic feedback. Receiving and acting on feedback is a continuous part of your learning experience and will help you to develop knowledge about your strengths and weaknesses and improve your learning and performance.

More details on assessment feedback can be found in the Assessment and Feedback Policy www.tees.ac.uk/policies and the Frequently Asked Questions on Assessment and Feedback www.tees.ac.uk/studenthandbook/assessment_faq.cfm. If you think that that you have not been given appropriate feedback you should bring this to the attention of your School.

2.10 Receipt of results

Within two weeks of the commencement of your annual programme of study your School (or College) will tell you when you will be notified of your assessment outcomes. For all but a small minority of programmes the University will provide you with the facility to access your assessment results online over the internet via e-Vision, and you will be notified by email to your University email account when this facility is open to access.

Where results are available online, you will not receive any personal written communication to confirm your results. It is your responsibility to check your results by this method. In other cases, notification will be forwarded, by post, following the outcome of the Progression and/or Award Board. Formal notification of assessment outcomes for undergraduate awards will be by a simple statement of progression and/or classification for successful candidates only, and will be posted on School (or College) noticeboards within one week of the due date.

If you have any questions about this please contact your School (or College) office.

2.11 Withholding award of a certificate if students have a final tuition fee debt

The University will withhold final results, certificates and transcripts from students with debts for the academic experience even if they have made arrangements to pay their outstanding debt. Such students will not be invited to attend any Academic Awards Ceremony and their name will not appear in the Academic Awards brochure.

2.12 Providing feedback on your programme

The University is committed to the continuous improvement of its services and programmes. Your feedback is vital in this process. There are a variety of ways in which your views about your experiences will be sought, ranging from informal feedback during everyday interactions to more formal evaluation exercises. The most important evaluation is the National Student Survey (see below). You will also, through the course representative scheme, be able to feed your views into a regular meeting about your specific course (called a Programme or Course Board) and staff/student liaison meetings. You will be given more information about how these work in your course in your School or course handbook.

Your feedback is valuable to us. Feedback from students has influenced things like the content of modules and how they are taught and changes to the library opening hours.

2.13 National Student Survey (NSS)

In January of each year the National Student Survey (NSS) is carried out at most universities and colleges across the UK. The NSS is a census of students in the final year of a programme leading to undergraduate credits or qualifications across the UK. It provides final-year undergraduate students with an opportunity to give their opinions on what they liked about their time at University as well as things that they feel we could have improved upon.

The results are keenly scrutinised by employers, higher education advisors in schools and colleges, the media, and prospective students. The NSS results are published through the Unistats site: <http://unistats.direct.gov.uk>.

The University and the Students' Union pay particular attention to the NSS results. As a result of previous surveys Teesside University has made a number of improvements from which you and other students will have benefited. For example, assessment feedback is now provided electronically so that you can receive it earlier and use it to help you learn. We will continue to use the results of the survey to make further improvements. When the time comes for you to complete the survey it is very important that your voice is heard in this national study, but of course if you have any current concerns about your programme or experience here then you should immediately discuss them with your programme tutor or other appropriate member of staff.

2.14 External examiners

The University appoints external examiners to ensure that standards are comparable with other universities and that students are assessed fairly. Each external examiner submits a report annually to the Vice-Chancellor.

External examiner reports are made available to student representatives. Any student wishing to see the external examiner reports relevant to their studies for the previous academic year should email QMEResponse@tees.ac.uk.

2.15 Graduation

The main University Awards Ceremony is held in November each year. Access to the online graduation service will be available via e-Vision. You will be able to confirm your attendance online and request guest tickets (which will be sent to you later). There will be links to gown hire, photographers, alumni and the Students' Union for graduation week.

An email will be sent to your University email account from August onwards to let you know when to apply, so you should continue to monitor your University email account after you have completed your studies.

2.16 Diploma supplements

At the same time as you receive your award certificate you will also receive your diploma supplement. This provides a description of the nature, level, context, content and status of the studies you have undertaken and successfully completed. The diploma supplement is a recognised document across Europe. It is intended to provide international transparency and fair academic and professional recognition of UK qualifications. It will enhance your academic profile and employability in UK, European and international job markets.

3 Your Course

At the beginning of your course your School will provide you with detailed information about your programme of study. This will include a *Programme Handbook* and a *Module Handbook*. In some Schools you will also receive a *School Handbook*. Handbooks may be provided in electronic formats, for example on a memory stick, via the web, or on the virtual learning environment <https://eat.tees.ac.uk> (formerly Blackboard).

4 Your Library

4.1 Library and Information Services – an introduction

Library and Information Services (L&IS) provides a high-quality service based upon an extensive range of print and electronic resources and other learning materials to support all programmes of study. The Library provides approximately 1,300 varied study spaces in silent, quiet and group-study areas and over 400 networked PCs.

You will receive an induction to L&IS after you have enrolled. Information-handling skills sessions are provided as part of your programme of study. You can get a copy of the L&IS Student Guide from the Library or from the L&IS website.

When you have a Teesside University Smart Card (TUSC), you will have full borrowing rights for the Library. Your University ICT account will provide you with access to L&IS computers and printing facilities. Our networked computers give you access to the internet, Microsoft Office, the Library catalogue, online databases, ebooks and ejournals. Your TUSC, used in conjunction with your PIN, will enable you to borrow, return and renew materials. It also permits entry into the Library during self-service hours.

The Library Help Desk will deal with your queries regarding general information, TUSCs and registration, loans, reservations, and basic ICT and printing. Information Desks on floors 1 and 2 will answer your subject enquiries and questions regarding L&IS stock. Further services to support disabled students and students with specific learning difficulties are also available on request at the Help Desk.

We provide factsheets which are designed to help you use the facilities and services we offer. You can get these factsheets from any service point within the Library or from the L&IS website.

The atmosphere in the Library is informal, but it is a facility dedicated to learning. Study areas are zoned to facilitate diverse learning needs including group and silent working. Please be aware of the needs of other users and adhere to the noise policy in each zone.

Refreshments are available on the ground floor.

You can get the Library regulations and more details on L&IS services from:

T: 01642 342100

E: libraryhelp@tees.ac.uk

W: <http://lis.tees.ac.uk/>

4.2 Opening times

The opening times are displayed at the entrance to the Library and on the L&IS website. We will give you advance notice, except in emergencies, of changes in our opening hours and closures on bank holidays and University holidays.

4.3 Reserving and renewing Library items

Reservations

You can reserve items which are on loan directly from The Catalogue at <http://lis.tees.ac.uk/>.

Once you have identified the item on The Catalogue:

- click the blue reserve button at the top right of the record
- enter your borrower number and PIN to log on
- click 'place request' and then confirm.

You will not be able to self reserve an item if you have been suspended for any reason, you already have a copy of the item on loan, you have already reserved a copy or if there are copies available for loan on the shelves.

Contact the Library Help Desk for further assistance or call **01642 342100**, choosing the option to speak to a member of staff, or email libraryhelp@tees.ac.uk.

Renewals

You can renew your loans if they have not been reserved by another user. You will need your borrower number and PIN to use this service:

- online: by accessing My Account via The Catalogue at <http://lis.tees.ac.uk/>
- T: **01642 342100** (24 hours).

You can also renew your loans by visiting the Library during opening hours:

- catalogue points: located throughout the Library
- student PCs: by accessing My Account via The Catalogue at <http://lis.tees.ac.uk/>
- self service: located on the ground floor.

4.4 Drop-In Student Skills Centre (DISSC)

DISSC is located on the ground floor of the Library. We offer confidential 'drop-in' and appointment services. The DISSC tutors provide additional writing and study skills support. DISSC also provides an online site which contains information on topics such as plagiarism, referencing and writing essays.

T: 01642 342709

W: <http://lis.tees.ac.uk/dissc/default.cfm>

5 Your Services and Development

5.1 Get the most from Teesside

The Student Centre is here to enable you to get the most from Teesside. We provide a central location for you to access support and services:

- advice, information and guidance to help you make informed decisions and move forward with any issues you may face
- opportunities to develop and enhance your skills and experience
- services and facilities to enhance your time as a student and to help you to manage your life more effectively.

Visit the Student Centre to discover more about anything you read below and to begin getting the most out of your time at Teesside.

5.2 Advice and information

The Information Desk on the first floor of the Student Centre is your first point of contact to find out more about the services and opportunities we provide.

If you have a query and you are not sure where to find the answer, our Information Desk should be the first place you visit. Here you will find a team of staff who can provide access to a wide range of information and resources. We can help you find your way around the extensive range of booklets and information we have and offer practical help and support.

We are here to answer any questions about anything you are unsure of. Come to us and we can help you sort things out. We can resolve many things at the Information Desk but you may have a more complex question that would benefit from specialist advice. You will be able to discuss your concerns with an adviser, either by appointment or on a drop-in basis depending upon their availability, or by email or through a telephone appointment.



Our advisers can help you with any issue or concern you may have – but they also have specialist areas of expertise. These include careers, disability, housing, funding and finance, health and well-being, mental well-being and international advice.

Careers

Gaining the right skills and experience during your studies can improve your chances of getting the career you want, and assist you in taking control of your working life.

Our Careers Service can help you:

- choose your future career
- search for a job, advise you on applications and tackling interviews
- give you practice in taking psychometric tests
- give you information about career paths and organisations you might want to work with
- identify your strengths and weaknesses and help you plan actions to address your weaknesses and emphasise your strengths.

Our information and advice is impartial – we are interested in what you want and need and in helping you get that right. The earlier you start to think about these things, the earlier you can address them.

Disability

If you have a disability, our disability assessors and advisers will help you to identify any support requirements you have and find ways to address those needs.

Our approach is to discuss what will work for you. We will tell you what the University needs and expects from students and you can tell us about the challenges that this will give you. Together, we will find ways to ensure that you can access the full benefits of the programme of study.

This could include:

- extra time in examinations
- providing technological or personal support
- identifying alternative assessment methods
- identifying additional support for you
- providing assistance to apply for the Disabled Students Allowances.

We will make arrangements for your support with other agencies and parts of the University. You should contact our disability team as soon as possible if you need more information as arrangements can take some time to organise.

Housing

We can give you advice about your accommodation needs. If you live in our own accommodation we can help you with:

- maintenance issues
- issues of anti-social behaviour
- disputes with other tenants
- requests to move.

If you don't live in our accommodation, we can give you advice about:

- contracts or tenancy agreements
- what to look for in accommodation
- disputes with other tenants
- looking for your own accommodation.

Funding

Our finance advisers are available throughout the year to give you advice and information on money matters. Whether it is about tuition fees, grants, student loans or welfare benefits, we can offer guidance and help with any difficulties which arise. We can also help you to apply to the funding schemes we administer, such as the Access to Learning Fund, or help you to plan your budget so that you can manage your finances more effectively.

International

If you are an international student, you can speak to our advisers about a range of issues regarding studying in the UK. You must bring your passport and travel documents to an appointment with an international adviser if you want to speak about an immigration issue. We can give advice about:

- extending your stay in the United Kingdom (UK)
- changing your immigration status
- getting travel visas to other countries
- correcting entry clearance mistakes
- entry into the UK
- residency and settlement
- working during and after studying
- funding and financing study in the UK.

Health and lifestyle

We can give you information and advice about accessing health care, addressing your own lifestyle issues and support in maintaining your own well-being.

5.3 Opportunities and enhancement

Higher education is not just about the qualification you gain at the end. In order to put yourself in the best possible position when you graduate, there are numerous opportunities out there that you can take advantage of to develop your skills.

Employability

Making yourself employable is not just about gaining qualifications. Employers are looking for graduates who can prove they have the skills and qualities to succeed in the workplace. We help by creating opportunities for you to develop employability skills – and to recognise and record your achievements.

Chaplaincy

The Chaplaincy is for everyone. It does not matter whether you have a faith or not. You can talk in confidence about questions or difficulties you may have. We hold information on local churches, world faith traditions, summer volunteering programmes (at home and abroad) and University societies. The Little House, our faith centre, is on the campus and there is also an Islamic Prayer Room.

Coaching skills

The sport and well-being unit organises a varied programme of coaching courses that are ideal for anyone wanting to work in sport, study for a PGCE or take up a coaching role in a sports team or club. The courses are available at a substantial discount, with the majority being held on campus or close by. We can also provide you with opportunities to get involved in coaching and volunteering placements once you are qualified.

Counselling

Our confidential counselling service can support you through any personal or academic difficulties and develop constructive ways forward. We have a wide range of methods to help you and professional counsellors are available by appointment. Counselling provides an opportunity for you to explore and clarify issues. It can help with immediate concerns as well as long-standing issues. These may be personal, relationship difficulties, homesickness, depression, stress, or programme-related concerns.

Volunteering

Volunteering can add extra value to your CV and skills portfolio. Our Volun-tees online programme can help you find the right volunteering opportunity for you. This resource allows organisations to promote volunteering opportunities to students. As a potential volunteer, you can find opportunities that will match your interests, skills and aspirations, and help you get more recognition for volunteering.

The Sport and Well-being department also offer a number of opportunities to volunteer in sport and health related activities and projects.

Sporting and recreational activities

We run a wide range of activities to provide opportunities for you to engage in sporting and other recreational activities. These range from taster sessions – giving you the chance to try something new through intra-mural friendly competitions – to supporting elite athletes to enhance their performance.

5.4 Services and facilities

We have a range of facilities available to you to both enhance your time as a student and also to help you manage your lifestyle.

Access to Learning Fund

We have money available to help you if you face financial difficulties while you are studying. Funding can be received either by a Grant for Living Costs which is a means test based on your particular circumstances or by a Special Request, which allows you to detail a particular financial issue you are facing and is considered by a committee. Application forms and further information are available at the Information Desk in the Student Centre or from The Link in the Students' Union.

Accommodation

We try to sort out the housing needs of full-time students. If you live in University residences or managed housing you should contact us to report any maintenance issues, or to discuss any particular requirements or concerns which you have about your accommodation. There is also a network of wardens which can offer you support outside office hours if you live in University residences.

Assessment Centre on Teesside

Assessment Centre on Teesside (ACT) supports disabled applicants and current students who are studying in higher education. We provide a service to students who are visually impaired, hearing impaired, wheelchair users or people with mobility difficulties, medical conditions, autistic spectrum disorders, mental health service users and people with specific learning difficulties (for example, dyslexia).

Our assessors can discuss with you your preferred way of accessing all study activities such as reading, note taking, library and research, organisation, time management, producing assignments, practical and lab work, group work, exams, field trips and placements. You have the opportunity to ask questions and are not asked to sit any tests.

CALM

Computer Aided Lifestyle Management (CALM) is a new online multimedia programme available to all students at Teesside University. It uses clinically proven self-help tools to identify, motivate and educate you around issues such as anxiety, depression, insomnia and stress. Once you have identified any issues, CALM can help you to deal with your thoughts and feelings associated with them.

Emergency Loans

If you find yourself short of money for a limited period, maybe because you are still sorting out your funding, you can enquire about our Emergency Loans which are intended to help you through short-term financial difficulties.

Nursery

The Nursery has places for students' children aged from six weeks to five years. We operate a waiting list and offer places as they become available in particular age groups. You should apply as early as possible. The Nursery is on campus at Parkside West on Park Road North, Middlesbrough.

Contact us:

T: 01642 342277

E: studenthelp@tees.ac.uk

W: www.tees.ac.uk/currentstudents/

Sport & Well-being

We want to help you make the most out of your leisure time at Teesside University. Below is a list of opportunities the Sport & Well-being Team offer:

- Elite Sport
- Focus Sports (Women's Football and Rowing)
- Intra Mural Sports Leagues
- Taster Sessions
- Outdoor Activities
- Coach Education
- Volunteer Opportunities
- Sports Membership

The sports membership scheme is an extremely low cost way of getting access to a wide range of sporting facilities. For just £90 in 2011/12 you get all of the following benefits:

- fitness evaluations and personalised exercise programmes
- free access to Olympia - squash courts, astroturf pitch, climbing wall and sports hall
- free access to the gym, sauna and steam room
- free access to all exercise classes - aerobics, pilates, yoga, spinning and circuits
- advance booking system for University facilities
- free access to sports equipment
- free entry into the Neptune swimming pool in Middlesbrough.

The Well-being Centre

This offers a variety of drop-in and bookable sessions and courses for your, physical, mental and emotional well-being. It is located on the second floor of the Brittan Building for Sport & Well-being. There is also a programme of activities which will enable you to try alternative and complementary therapies. We can give you support and advice on many health issues. We also offer services to improve your general well-being. In addition we run campaigns to raise your awareness of specific health issues. The Mental Well-being adviser can offer advice about any mental health problems or issues, and help you access community-based support.

The Sport & Well-being team are located in the Brittan Building for Sport & Well-being.

Contact us:

T: 01642 342267

E: sport@tees.ac.uk

5.5 Opening Times

The Student Centre

Monday-Thursday 8.30am-5.00pm

Friday 8.30am-4.30pm

Brittan Building for Sport & Well-being

Monday-Friday 7.30am-9.30pm (Last admission 9.00pm)

Saturday 9.00am-5.00pm (Last admission 4.30pm)

Sunday 12.00pm-8.00pm (Last admission 7.30pm)

Olympia Building

Term time only

Monday-Friday 9.00am-9.30pm (Last admission 9.00pm)

Saturday 9.00am-5.00pm (Last admission 4.30pm)

Sunday 12.00pm-8.00pm (Last admission 7.30pm)

Out of term time

Monday-Friday 9.00am- 5.00pm (Last admission 4.30pm)

5.6 Opportunities for paid or volunteering work

The University offers a range of opportunities to undertake paid or volunteering work. Taking part in voluntary or paid activities can give you excellent experience and provide a useful addition to your CV. The University's Students into Schools programme gives a range of student recruitment, mentoring or classroom assistance opportunities. You are able to undertake paid work by supporting recruitment activities on campus or by undertaking mentoring in local schools on a weekly basis. You can apply for this work through the University website.

For further information, please contact:

Students into Schools Programme

Marketing & Student Recruitment

T: 01642 384274

5.7 Careers Service

We continue to offer a full service for two years after you leave the University.

The Careers Service can help you decide upon your future career, search for jobs, and improve your application and interview techniques.

We offer impartial information and advice on career choice, further study, searching for a job – about occupations, employers, CVs, psychometric tests and assessment centres.

Our careers information area includes a range of resources and we provide advice by email and drop-in sessions as well as confidential guidance interviews. See our website www.tees.ac.uk/careers for more about our services to you.

5.8 IT and computing facilities

Whatever your area of study you will have access to the IT facilities to meet your needs. We have a range of computing resources from sophisticated workstations capable of carrying out complex visualisation tasks and software development through to Apple Macs. This includes PCs with email, network and internet connections. Free internet access is available in the halls of residence and wireless networking is installed across the campus. In total the University has more than 2,100 workstations spread throughout the six Schools and the Library. Lectures and seminars are supported by PCs, laptops, interactive whiteboards and data projectors in all the main lecture theatres and other teaching rooms so academic staff can enhance their teaching using the latest technology.

In addition to computing hardware, there are also web-based learning facilities, such as our e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard). This is available to students both on and off campus. It is straightforward to use, with instructions, interactive demonstrations and help available from the front page. This includes a wide range of useful information such as browser settings, how to guides and a link to a blog which provides up-to-date news.

5.9 MyPrint

MyPrint is the University's self-service printing and photocopying system for students and is available in the Library. There are further printers and photocopiers located across campus where you can collect your printing, photocopy or scan to email. The system operates by using your TUSC and touching the options on the display panel on the print station. For further details on how to use MyPrint, please see <http://lis.tees.ac.uk/factsheets/fs63.pdf>.

5.10 Ombuds Office

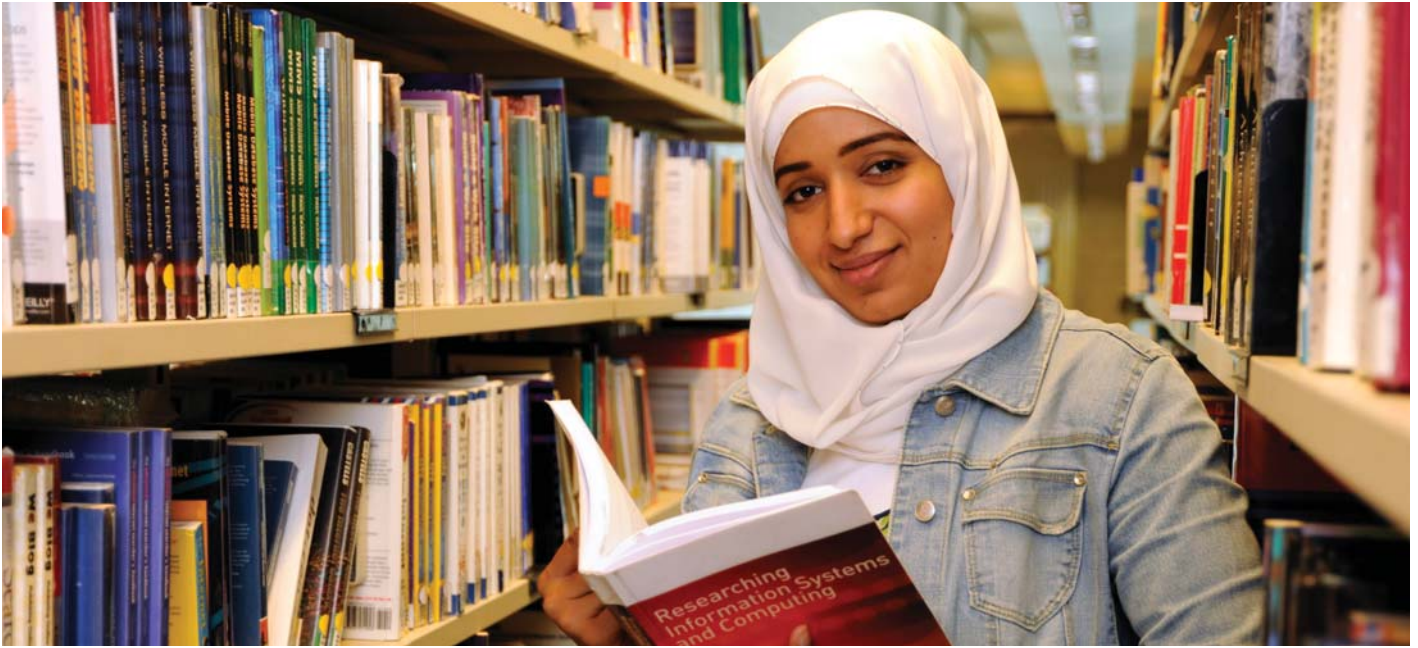
The role of the University's Ombuds Office is to ensure you receive advice on matters relating to any issues of concern which you may experience during your time at the University.

The Ombuds Office will also endeavour to provide answers to questions you may have regarding University policies and procedures, and can provide you with full copies of the regulations on request.

T: 01642 342322

E: ombuds@tees.ac.uk

W: www.tees.ac.uk/policies



5.11 Catering services

The University has a number of coffee shops throughout campus. We have fair-trade and healthy options in all our outlets and a restaurant situated on the top floor of the Student Union Building, which serves delicious hot home cooked foods, pamos, fish and chips, curries, and a mouthwatering salad bar. Vending machines are also available throughout campus.

Information about meal deals, monthly promotions, menus and offers is advertised on noticeboards and at the catering outlets, facebook and the student wall. Catering vouchers can also be obtained from the catering office offering huge discounts throughout the campus in our catering outlets. General information about catering can be obtained by catering@tees.ac.uk.

VENUE	DAYS	OPENING
Student Centre Building		
• Kiosk (ground floor)	Mon-Thurs Fri	8.00am-3.30pm 8.00am-3.00pm
• Vibes Café (1st floor)	Mon-Thurs Fri	8.00am-7.30pm 8.00am-3.00pm
Middlesbrough Tower Area		
Constantine Building		
• Coffee Stop	Mon-Fri	9.00am-1.45pm
Brittan Building for Sport & Well-being		
• Costa Coffee Shop	Mon-Thurs Fri	8.00am-3.30pm 8.00am-3.00pm
Students' Union and Refectory Building		
1st Floor		
• Studio Café	Mon Tues-Thurs Fri	8.00am-3.00pm 8.00am-7.30pm 8.00am-3.00pm
2nd Floor		
• The Gallery Restaurant	Mon-Fri	8.00am-3.00pm
Centuria Building		
• Arena	Mon Tues-Thurs Fri	8.00am-3.30pm 8.00am-6.30pm 8.00am-3.00pm

Please note timings are applicable to term time only.

5.12 Teesside University Alumni Association

Alumni means former pupils or students, and the Alumni Association was established because we value our graduates, are proud of their achievements and want to keep in touch with them after University. The Alumni Association currently has over 50,000 registered members across 100 countries, including people who graduated in the 1930s.

All successful graduates of the University are entitled to automatic free membership.

We can help you keep in touch with friends and support you in organising reunions. We also offer services including:

- full use of the website www.tees.ac.uk/alumni
- annual *Teesside Graduate* magazine
- regular e-newsletters
- the opportunity to support our University development activities
- access to TeesMe our exclusive online alumni community www.tees.ac.uk/teesme
- join us on Facebook at www.facebook.com/teessidealumni
- follow us on Twitter at www.twitter.com/teessidealumni
- or search for our group Teesside University Alumni on LinkedIn.

So please keep in touch following your graduation and let the alumni relations team know of any changes in your address, email contact details and your employer details. This way we can keep in touch with you and organise Alumni Association activities which will be of benefit to you.

E: alumni.office@tees.ac.uk

5.13 Security and emergencies

Uniformed security officers patrol and monitor the campus on CCTV on a 24-hour, 365-day basis. If you have any security concerns, or want to be escorted to your car, contact the Security Control Room located at the main entrance of the Library:

T: 01642 342086

5.14 Student parking

All car parking is provided on the basis of first come, first served.

All-day University Car Parking

1. You may use FREE all-day car parking on Council land in **Cannon Park Way**, around ten minutes walking time from the main site. A shuttle bus service operates twice an hour on term-time week-days from 8.00am-5.30pm. First year students should apply to the Campus Facilities Office (M2.08) for a permit. You will need to show your TUSC. Returning students may apply on line via e-Vision. Middlesbrough Council applies penalties for parking infringements, including a potential £25 fixed charge. If you have opted to use the two short-term pay and display car parks (Middletown/ Students' Union) and the two all-day campus car parks (Penn/Parkside East) you are not eligible to obtain a permit for Cannon Park Way.
2. The University provides two all-day pay and display car parks with a fixed charge of £2 per day – **Penn** and **Parkside East**. You must apply to the Campus Facilities Office (M2.08) because entry to these car parks is by your TUSC. You will need to bring a valid driving licence, an insurance certificate or cover note, and your TUSC. Returning students may apply on line via e-vision. Penalties for parking infringements are as set out below in Section 2. (A TUSC activated for access to Penn/Parkside East car parks also gives access to Middletown/Students' Union short-term car parks, but if you have opted for free all-day car-parking in Cannon Park Way you are not eligible to have your TUSC activated for access to campus car parks).
3. The University also provides one other staff and student all-day pay and display car park, **Dartmouth**, with a fixed charge of £2 per day. No prior registration is necessary but the attendant may ask to see your TUSC. Penalties for parking infringements are as set out below in Section 2.

Short-term University Car Parking

The University campus has two car parks designated for short-term student pay and display parking – **Middletown** and the **Students' Union**. The maximum stay permitted is four hours, for which the charge is £1.50. First year students may apply to the Campus Facilities Office (M2.08) for activation of their TUSCs to enable them to use these car parks. You will need to bring a valid driving licence, an insurance certificate or cover note, and your TUSC. Returning students may apply on-line via e-vision. (A TUSC activated for access to Middletown/Students' Union short-term car parks also gives access to Penn/Parkside East all-day car parks, but if you have opted for free all-day car-parking in Cannon Park Way you are not eligible to have your TUSC activated for access to campus car parks).

If you do not remove your car from Middletown/Students' Union car parks after four hours your TUSC will be de-activated.

The penalties for breaching the conditions of parking are:

Infringement 1: We will send you an email confirming that the infringement has been recorded, and warning of TUSC de-activation.

Infringement 2: We will cancel your parking access rights immediately for a period of at least one week. You will have to pay a fixed charge of £10 to re-activate your TUSC access to car parking.

Infringement 3: We will withdraw your access rights for the remainder of the academic year.

Further infringements (such as tailgating) will be regarded as trespass and will result in formal action under the Student Disciplinary Procedure.

Representations about infringement notices must be made within seven days of issue, to the Security Manager, Campus Facilities. Details of all offences will be kept on record for a period of 12 months.

Please note: If you live on campus, live within a three-mile radius of the University (postcodes TS1 to TS4), or you are also a member of University staff, you are not eligible to use all-day or short-term student car parks.

Other Car Parking

1. Some Council pay and display parking is available in the streets around the campus. The charges range from 50p (for 30 minutes) to £2.80 (all day).
2. You must not park in streets where parking is reserved for residents.

Car Parking for Residential Students

1. All resident student parking will be at **Parkside East** or **Parkside West**. If you live at any residence on campus you may apply for a permit to use these facilities, subject to availability. The annual charge for a permit is £264. There is no car parking for resident students at King Edward's Square or Woodlands Halls.
2. If you rent private accommodation in a **residential parking zone** you may apply to the Council for a permit to park in the street where you live. You are also entitled to a book of 20 scratch card permits for use by occasional visitors. You can get advice on the application process from Middlesbrough Council (Tel: 01642 726003).

Car Parking at Darlington Campus

A limited number of car parking spaces are available for students at the Darlington Campus on the basis of pay and display. You should apply in advance at the Darlington Campus Reception Centre, because entry to the car park requires TUSC activation.

Cycle Parking

1. The University has a limited number of covered cycle stores for which there is an annual charge of £5.
2. There are several other places around the campus where cycles can be secured at no charge during the day.

Motorbike Parking

If you ride a motorbike, contact the Campus Facilities Office to register your bike and identify an appropriate parking location, for which there is currently no charge.

**For further details of parking contact Campus Facilities:
T: 01642 342042**

5.15 Travel

Information on travel and campus maps is available on the University website at: www.tees.ac.uk/studenthandbook/travel.cfm

5.16 First aid

Trained first aiders are located across the University campus. They are trained to assess injuries and illnesses, and are able to treat minor injuries or recommend consultation with a doctor or the local accident and emergency department.

A list of first aiders is displayed within each building. If you need assistance and cannot find a first aider you should contact the Security Control Room:

T: 01642 342086

If you need an ambulance, dial 999 and ask for the ambulance service.

You should:

- state the name of the building where the ambulance is required, together with the floor and room number
- if the person requiring treatment is outdoors, state the location on campus
- state the number of people involved
- confirm that the ambulance service has all the information it needs
- telephone the Security Control Room (internal ext 3200 or externally 01642 342086) and inform them that an ambulance has been called and where it is expected to arrive
- go to the scene of the incident and confirm that an ambulance has been summoned.

A security officer will normally attend to assist in guiding the ambulance staff to the location of the casualty or ensure that there is someone at the entrance of the building to guide the ambulance staff.

The nearest accident and emergency department is:

James Cook University Hospital, Marton Road, Middlesbrough.

T: 01642 850850



6 Your Finances

6.1 Tuition fees

If you normally live in the United Kingdom (UK) or the European Union (EU), you will be liable to pay the Home tuition fee rate. If you do not normally live in the UK or EU, you will be charged International fees, which are usually higher. The fees will also be different if you are studying part time or at postgraduate level. The rules around fee status are complex and if you are unsure which level of fee will be applied to you, contact the student finance advisers in Student Services, who will be able to assist with any enquiries. To make an appointment or find out more details about our service:

T: 01642 342277

E: studentfinance@tees.ac.uk

The following information is accurate at the time of publication but may be subject to change.

Full-time Home (UK) and European (EU) undergraduate students

The fee is £3,375 a year for most undergraduate programmes. There are exceptions to this – if you are studying a programme which is funded by the National Health Service (NHS) or, in some cases, if you began studying in higher education before September 2006.

You may be able to take out a loan to cover all or part of your tuition fees. Further information on this is available in the section on Financial Support (6.3).

Full-time International students

If you normally live in a country outside the EU you will not get support towards tuition fees from the UK government. The level of fee you will need to pay may vary.

The fees for 2011-12 are:

• undergraduate	£9,750
• postgraduate	£10,250
• MBA	£12,250
• placement year	£1,000
• international foundation year	£8,750

Some fees may differ, so you must check the fees for your programme. You will receive a 5% discount on your fees after the International Scholarship of £1,500 has been deducted, provided you pay your fees in full before enrolment. International students are required to pay 50% of the year's fees before an unconditional offer letter can be released.

Part-time students

Details of part-time fees can be found on our website at www.tees.ac.uk/funding/ (select part-time students).

Postgraduate fees

The standard full-time fee for home or EU students on most postgraduate taught and research programmes in 2011-12 is £4,250 per year. Details of exceptions to this, and of part-time postgraduate fees, can be found on www.tees.ac.uk/funding.

6.2 Paying tuition fees

The University operates a number of payment options for paying your tuition fees:

Option 1 PAYMENT IN FULL

- In advance or on the day of enrolment

Option 2 PAYMENT IN THREE INSTALMENTS

Due by the following dates:

- 30 November 2011
- 31 January 2012
- 30 April 2012

Option 3 PAYMENT IN SEVEN MONTHLY INSTALMENTS

- Due from 31 October 2011 and then each month until 30 April 2012

If you choose to pay by direct debit, you will need to fill in a direct debit mandate form. There is an online direct debit mandate which must be printed out and completed and signed – this is available once you have submitted your enrolment on e-Vision. You can also get a mandate from the University's Finance Office. You should send the completed direct debit mandate to the University Finance Office as soon as possible.

Please note: direct debit can only be drawn on a UK bank which will take direct debit instructions. If in doubt, check with your bank BEFORE returning the direct debit mandate form.

If you have any queries regarding the information above, contact the Finance Office:

T: 01642 342172

E: finance@tees.ac.uk

Making Payments

The Finance Office is on the ground floor of the Middlesbrough Tower. You can pay invoices between 9.00am and 4.30pm Monday to Thursday (with the exception of Wednesday afternoons when the Cash Office will be closed from 12 noon for the day) and 9.00am and 4.00pm on Fridays.

Methods of payments accepted by the Cash Office are as follows:

- cash
- cheque (made payable to Teesside University)
- credit/debit card
- postal order
- banker's draft.

If you want to pay at the cash office you will need to bring something with you which has your enrolment number on it, for example your TUSC. This will help us serve you quickly and efficiently.

You can also pay on line using the University web payment site at www.tees.ac.uk/funding.

International students can pay in their home currency by using our Studentpay facility which is available on line at www.tees.ac.uk/funding.

If you want to collect a bursary or payment from the Finance Office, you will need to bring something which confirms that you are enrolled and something that confirms your identity, for example your passport. This will help us prevent fraud and deal with you efficiently.

We are here to help if you ever have problems with payments owing to the University. This includes bills for tuition fees, accommodation, library fines, emergency loans and nursery fees.

6.3 Financial support

The student finance advisers in Student Services provide information and advice on student funding and other money issues. They can be contacted on:

T: 01642 342277

E: studentfinance@tees.ac.uk

W: www.tees.ac.uk/funding

The Student Services section on the e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard) has information on funding, money management, welfare benefits and other money issues.

Full-time UK Undergraduate Students

You can apply for a tuition fee loan to pay the fees, and for a loan and grants to help with your living costs. Students who ordinarily live in England can apply to Student Finance England for fee and living cost funding. See: www.direct.gov.uk/studentfinance

Students who ordinarily live in Scotland can apply to the Student Awards Agency Scotland for funding. See: www.saas.gov.uk

Students who ordinarily live in Northern Ireland can apply to their local Education and Library Board for funding. See: www.studentfinancenir.co.uk

Students who ordinarily live in Wales can apply to their local authority for funding. See: www.studentfinancewales.co.uk

Full-time European Undergraduate Students

If you are a national of a European Union (EU) country and have come to the UK to study, you may be able to get a tuition fee loan from Student Finance England. If you are an EU national who has lived in the UK for at least three years before the start of your programme or you have been working in the UK, you may also be eligible for the loan and grants for living costs. See:

www.direct.gov.uk/studentfinance or contact the Student Finance England EU Team on:

T: 0141 243 3570

E: EU_Team@slc.co.uk

Full-time International students

Full fee-paying, self-supporting international students on a full-time programme will be eligible for the International Scholarship of £1,500, which will be deducted from your fees at source. Continuation of the scholarship during subsequent years of study will depend on satisfactory progress. If you have completed an undergraduate degree here at Teesside University and then go on to study full-time at postgraduate level you will be awarded a progression bursary of £1,000 which will be deducted at source.

You can get further details on scholarships for international students from the *International Student Handbook*. You can get this from Student Services or from the University website.

Previous study

If you have previously studied on a higher education programme, this can affect the number of years of student funding you may get for your current programme. The number of years, or part years, you studied on previous programmes affects the number of years' funding you may get for your current programme. This applies even if you did not complete the programme nor gain a qualification.

If you have already gained a higher education qualification (for example a degree) from within the UK or from abroad, and this is higher than or equal to the qualification you hope to gain on your current programme, you will not be eligible for any student support funding (for example fees loan, grant and loan for living costs). You will have to self-fund your studies. You should seek advice from the above agencies if you have previous study.

Teesside University undergraduate bursary and scholarships

Bursary

The University will also provide some bursary assistance, in addition to government support, if you are a Home or EU undergraduate student paying the £3,375 tuition fee. Your entitlement to a bursary will be worked out by the Student Loans Company (part of which is Student Finance England) on the University's behalf, and there is no need to make a separate application if you have applied for financial support from Student Finance England or your relevant funding body.

The bursary is calculated according to your household income. For 2010 entrants if this is £31,000 a year or less, you will receive £500 each year.

Social work students

You can apply for funding for tuition fee and living costs from Student Finance England (see above) and also for a Social Work Bursary from the NHS. See: www.nhsstudentgrants.co.uk

NHS-funded programmes

The NHS Student Grants Unit pays the tuition fee and provides bursaries to help with living costs to students on health professional programmes in the School of Health & Social Care. EU national students can apply for tuition fees to be paid. See:

www.nhsstudentgrants.co.uk

Initial teacher training programmes

If you are on a full-time programme that leads to qualified teacher status you can apply to Student Finance England for a tuition fee loan and for a loan and grant for living costs support.

For part-time programmes you can apply for a tuition fee grant and a course grant. See: www.direct.gov.uk/studentfinance

Part-time undergraduate students

If you are studying on a part-time programme that leads to an HNC, HND, foundation degree or bachelor's degree you can apply to Student Finance England for a grant to help with your tuition fees and a grant of up to £265 to help with other study costs. Both these grants are non repayable. The amount of grant you may get depends on your income, any partner's income and the number of children you have. You can apply after you have enrolled on your programme on a form called a PTG1. For programmes beginning in the autumn, you must apply before the end of the following February. For more details see: www.direct.gov.uk/studentfinance.

Teesside University fee waiver for part-time students

If you receive certain benefits then you may be entitled to a University fee waiver. For further information please contact the Finance Department.

T: 01642 342172

E: finance@tees.ac.uk

Full-time postgraduate students

The loans and grants for undergraduate programmes are not available for postgraduate programmes such as master's degrees and PhDs.

The NHS Student Grants Unit does provide an income-assessed bursary for master's degrees in the health professions. See: www.nhsstudentgrants.co.uk

The University is offering full-time Home and EU postgraduate students on taught master's programmes a bursary of £1,500. This will be set against fees and will be shown as a deduction on your fees invoice. Many postgraduate students pay for their programmes through portfolio funding. This is another way of saying that they fund it from diverse sources such as:

- their own/family income and savings
- sponsorship from their employer
- research councils
- European Social Fund for particular programmes
- private loans from banks
- private grants.

For more information, visit the Careers Service or see the Postgraduate Funding pages on the Prospects website: www.prospects.ac.uk

Access to learning fund

The Access to Learning Fund is government funding given to universities to help students who may face financial hardship. It is administered by the student funding team in Student Services who can be contacted on:

T: 01642 342286

E: sfo@tees.ac.uk

Application forms are available from Student Services or downloadable from the University website. You must have taken out all potential sources of funding available to you (loans, grants, welfare benefits, tax credits etc) before applying to the fund. Full-time postgraduate students are expected by the government to have accessed sufficient funding for their fees and living costs before applying to the fund; the fund cannot provide nor replace substantive funding.

Full-time students can apply for a Grant for Living Costs to help with general living and study costs and for a special request to help with unforeseen costs or financial difficulties.

Part-time students can apply for a Course Contribution Grant to help with study costs such as books and travel.

6.4 Changes to study and withdrawals – financial implications

Everyone at the University wants you to enjoy your time here and to succeed at your programme and we will support you in achieving this. Due to personal or academic issues you may, however, think about changing programme, suspending your studies or withdrawing from your programme. There can be financial implications involved with such changes to study – for example, liability for tuition fees, having to repay student funding, funding whilst taking time out and/or the impact on funding for future studies.

Before taking any course of action, it is in your best interests to talk with a tutor about your considerations and to contact a student finance adviser in Student Services about the financial implications.

Please note that you do not have an automatic right to transfer courses: you need to have permission from both the outgoing and incoming programme leaders. There may also be funding implications if you transfer.

If you are thinking about withdrawing, you MUST talk to an adviser from Student Services or The Link in the Students' Union about the financial implications of your decision, and a member of staff from your School (or College) about the academic options available to you. If you are worrying about continuing your programme, we want you to be able to talk through the difficulties which you are experiencing. We would like to explore with you what might make a difference and help you to carry on.

If you decide you do want to leave, our discussions will ensure that you have made an informed decision. If you decide to leave, you must formally notify us of your decision. You will need to fill in a withdrawal form, which you can get from your School (or College) office. We will not know that you have left until we receive the completed form, and the precise date of your withdrawal can be significant for a variety of reasons. Withdrawal will be deemed to be effective from the date that this form is received. You must remember that withdrawal does not end all your obligations to us as a student (such as your liability to pay tuition fees or accommodation costs).

If you are a Home or EU student and withdraw within the first two weeks of the published start date of your programme or do not commence your programme, you will be entitled to receive a full refund of the tuition fees you have paid.

If you are a Home or EU student and withdraw from your programme after the first two weeks but before 3 January 2012 you will be charged one third of the annual tuition fee. If you withdraw after this date then the full tuition fee is due.

If you withdraw from the University before 1 December 2011, you will not be entitled to a tuition fee loan from the Student Loans Company. However you will still be liable to pay tuition fees to the University as set out above.

Contact the student finance advisers on:

T: 01642 342277

E: studentfinance@tees.ac.uk

The University's fees and charges regulations set out in more detail our policy on tuition fees, other charges and fines, and what happens if you withdraw. They can be found at <http://url.tees.ac.uk/fcapp.htm>.

6.5 Full-time students and Council Tax

Certain kinds of properties are exempt from the council tax collected by local councils to pay for their services. This includes student halls of residence and dwellings occupied only by full-time students. If you live in University halls or University-managed housing, or you are the only adult in your home or everyone in your shared house is a full-time student, you will not have to pay council tax.

If you share your home with one other adult who is not a full-time student (for example, your partner), the council tax bill can be reduced by 25%; it is the non-student who is held liable by the council to pay the bill. If they are on a low income, the non-student may be eligible for council tax benefit to further reduce the bill.

Your council may require you to provide a Council Tax Certificate from the University as proof that you are a full-time student. Certificates will be made available to you to download from e-Vision.

6.6 Managing your money

Effective money management is a skill for life, not just as a student. The skills may seem like common sense but they need to be constantly put into practice.

For example:

- make sure you are getting all the money you are entitled to receive
- work out your money on a weekly or monthly basis
- make sure you cover all your fixed essential costs (such as rent, mortgage, fuel, travel costs, insurances etc) and check that you are getting the best deal
- set yourself a budget for non-essential costs or flexible essential costs (such as socialising, clothes, food) and try to stick to it – ask yourself whether you need something or just want it
- take into account irregular costs (such as TV licence, MOTs, birthday presents, travel home from University etc)

- keep a track of where your money goes (keep receipts and/or a spending diary)
- try to avoid using credit which charges interest (such as credit cards and store cards)
- review your budget every week or month.

Check the Student Services section of the e-learning environment <https://eat.tees.ac.uk> (formerly Blackboard) for updated information on funding and money issues.

Some useful websites (some of which have information specifically for students) are:

www.moneymadeclear.fsa.gov.uk

www.creditaction.org.uk

www.moneysavingexpert.com

www.nationaldebtline.co.uk



7 Your Students' Union

7.1 Welcome

Welcome from the Students' Union. We are confident you have made the right choice by coming to the award-winning Teesside University as we know from our time as students and now as Officers, that you can expect the highest standards of teaching, facilities and support. This will be matched by the Students' Union which provides a great range of services, facilities and events for all our students. We hope you will find the time to visit our building from Freshers onwards and check out our wide range of support for students at information stalls during Freshers' fairs. Drop in to The Link for more information on advice, jobs and representation, the Activities Centre to see how they can help you make the most of your time at University and finish off by spending some time in our well-stocked shop and wonderful, award-winning bar where you will be sure of a warm welcome and great service day or night. Finally, we hope you will keep in touch off-campus by checking out our website www.tees-su.org.uk and joining our Facebook page www.tees-su.org.uk/sufacebook. The Officer Trustees, and indeed the entire Students' Union, are dedicated to ensuring every student at the University has the very best experience so please do let us know if we can help with anything by emailing: enquiries@tees-su.org.uk.

Officer Trustees Team, 2011-12

- Lori Wheatman (President)
- Philip Makinson (Education Officer)
- Tony Clapham (Student Activities Officer)
- Jenny Gill (Campaigns and Welfare Officer)

7.2 Introduction

The Students' Union is independent of the University and is run entirely for students by students. It is one of the best Students' Unions in the country, winning the accolade of Students' Union of the Year in 2002 and 2004, Best Bar None regional winner in 2007 and multiple accolades at the Best Bar None Middlesbrough awards in 2009, including Best Venue for The Hub and the overall Best Bar None award.

As a student of the University you automatically become a member of the Students' Union and remain so unless you choose to opt out. All profits generated through its commercial services are ploughed directly back into the provision of other services to enhance the student experience. You will have the right to representation and support from the Students' Union whenever you need it. The running of the Students' Union is overseen by a Board of Trustees, including four full-time Officer Trustees, all of whom were students at the University and have been elected into their roles by students.

The Students' Union is an equal opportunities organisation, ensuring that all students have the opportunity to access a wide range of services and volunteering opportunities. It is devoted to developing, supporting and representing you at every level during your time at

University. The Officer Trustees attend over 25 different meetings within the University, ensuring that the student voice is heard at every turn.

A *Students' Union Handbook Diary* is produced and distributed at the start of the academic year. It is available during Freshers and then from the Students' Union reception.

7.3 Freshers

Every September the Students' Union holds a fortnight of events and activities to welcome all new students to the University and the Students' Union. This includes daytime fairs where students can join a club, society or volunteering group, pick up their NUS Extra Card and meet fellow students. In addition to this there is entertainment every evening in our award-winning venues The Terrace Bar and The Hub.

For more information visit: www.tees-su.org.uk/freshers

7.4 National Union of Students (NUS) Extra Card

The National Union of Students (NUS) Extra Card is available to all students by visiting www.tees-su.org.uk/nusextra and following the links to register. For £10, this Card offers a wide range of exclusive local and national discounts. £4 of the cost stays in the Students' Union and will go towards providing quality services. It doubles up as an International Student Identity Card (worth £7), which is acceptable worldwide. Once registered you can pick up your personalised discount card from the Students' Union.

Your TUSC (Teesside University Smart Card) is your proof of being a student and you should use it to gain access to the Students' Union building in the evening and at weekends. This card also entitles you to vote in all Students' Union elections.

7.5 Activities Centre

The Activities Centre co-ordinates and supports more than 45 clubs and 25 societies. It is a key resource for those wanting to take part in an activity or sport and make new friends. If you are keen to get involved in charity work, help out in the community and gain experience which will give you a head start in your career, this service has all the opportunities and support you need.

No matter how much or how little spare time you have, the Activities Centre will always find something to fit in with your personal requirements and timetable.

T: 01642 384461

E: activities@tees-su.org.uk

7.6 The Link

Support and information on a wide range of topics such as finance, accommodation, international student issues, immigration and academic-related problems or queries are available from The Link. Qualified advisers are on hand to give free, professional, friendly and confidential advice and support. The Link can also represent you, advocate on your behalf and present your case at tribunals where appropriate, as it is completely independent of the University.

In addition, The Link provides a free jobs service which advertises part-time vacancies in the area for students wishing to undertake work alongside their studies, as well as summer work and one-off temporary work. The Students' Union itself employs around 160 students each year to work in its offices, bars, shop, publicity and venue departments. The Link offers tips on specific job hunting, advice on employment rights, information on paying tax and national insurance and writing your CV.

7.7 Commercial services

Leisure time is an important aspect of student life. Whether it is a chat over a coffee during the day, a bite to eat or an evening out with friends, The Terrace Bar fulfils all needs with free evening entertainment, great drinks promotions and a lively atmosphere. The Students' Union has a 1,000-capacity nightclub and daytime lounge venue called The Hub. There are comfortable sofas and free wireless internet making it a great place to chill out or get some work done. Events are held at The Hub most Fridays and many Saturday nights during term time with special events, including live comedy, on selected week nights.

The Students' Union shop sells everything from newspapers and magazines to stationery and groceries, all at student-friendly prices. It also has a photocopying service.

7.8 Contacting the Students' Union

For more information about the Teesside University Students' Union:

T: 01642 342234 (Reception)

T: 01642 342247 (The Link – Advice/Representation)

T: 01642 384454 (The Link – Jobs)

T: 01642 384461 (The Activities Centre)

W: www.tees-su.org.uk

7.9 Opening times

For information on when the Students' Union is open, please visit www.tees-su.org.uk.

7.10 Student representation

The University works closely with the Students' Union to improve the quality of the student experience. A total of 21 School representatives are recruited by the Students' Union (six from the School of Health and Social Care and three from each other School). They receive a £300 bursary for the work they do and are responsible for making sure the voice of the students is heard. They do this by gathering student feedback, which is reported back to the Officer Trustees and staff at the Students' Union. The Students' Union then holds regular meetings with senior staff from the University, including the Vice-Chancellor and his Executive.

Course representatives are a point of contact for any student enrolled on a programme and are elected by students from each programme. They represent the views of students to the University and to the Students' Union through the School representatives. Course representatives can raise any concerns they may have or share ideas and best practice across the University.

All course representatives receive support, advice, guidance and training from the Students' Union.

For more information about School representatives and course representatives visit www.tees-su.org.uk/representation, call **01642 342247** or email: representation@tees-su.org.uk.



8 Additional Information for Students Studying at Partner Colleges

8.1 Starting your studies

As well as registering with the University you will also be required to enrol at your College to confirm that you are attending a University programme and to provide evidence of your qualifications and identity. You will be issued with a Teesside University Smart Card (TUSC) and further information on this is available at enrolment. It is important that you carry your TUSC at all times when on University premises.

8.2 University student email accounts

When you register you will be provided with your computer login details which you will use to access all University IT facilities. You may also be provided with a College login and a College email account.

Your login will enable you to use e-Vision to update your details, re-enrol and access online results and graduation information.

You will also be issued with a University Outlook Live email account. It is important that you actively monitor this account throughout your studies, because it is the University's primary means of communication with you. If you prefer, you can auto forward your Outlook Live emails to an alternative email address. Instructions on how to do this can be found on the website:

www.tees.ac.uk/sections/stud/student_email.cfm

8.3 University campus

The majority of your studies will take place on College premises. Your College will supply you with information about the facilities available on campus, such as car and cycle parking, catering, first aid, lost property etc. They will also provide you with necessary information regarding personal safety and security whilst on site.

However, you will always be welcome on the University's main campus in Middlesbrough. Specific information on campus facilities and services is available on our website at

www.tees.ac.uk/studenthandbooks/.

8.4 Student support

All college-based students are entitled to access the support services provided by the University.

T: 01642 342277

E: studenthelp@tees.ac.uk

W: www.tees.ac.uk/currentstudents/

8.5 Studying additional credits

You will be enrolled primarily on one programme of study and must gain the consent of your College before enrolling on additional Teesside University modules equating to more than 30 credits. For further information contact your College office.

8.6 University Library & Information Services

All College-based students are entitled to access the services provided by the University. Further information on services is available in the Library and Information Services section.

8.7 IT and computing facilities

Your College will supply you with the relevant computer resources appropriate to the needs of your programme. In addition, free internet access is available in the University halls of residence and wireless networking is installed across the University campus.

8.8 Guide to University procedures and regulations

The University has regulations and codes of practice which students and staff must observe, further information can be found at www.tees.ac.uk/policies.

University regulations also identify processes which will be followed in order to ensure that individuals' rights are not impinged. You should read the University regulations, policies and procedures, because you are expected to abide by them during your time at the University.

Your programme leader will make you aware of any variance from assessment and progression regulations which has been approved by the Regulatory Frameworks Sub-Committee. However, where College policies and procedures are in place it is important to follow these in the first instance.

9 Useful Information

9.1 Useful dates

Information on standard term-time dates can be viewed on our website at www.tees.ac.uk/sections/stud/handbook/termdates.cfm.

9.2 Contact details

Schools

School of Arts & Media

T: 01642 384019

E: arts@tees.ac.uk

School of Computing

T: 01642 342631

E: scm-enquiries@tees.ac.uk

School of Health & Social Care

T: 01642 384100

E: sohsc.records.placements@tees.ac.uk

School of Science & Engineering

T: 01642 342499

E: sst-assessments@tees.ac.uk

School of Social Sciences & Law

T: 01642 342312

E: sssl-ug@tees.ac.uk

Teesside University Business School

T: 01642 342849

E: tbsug@tees.ac.uk

University Departments

Academic Enterprise

T: 01642 384408

Academic Registry

T: 01642 384228

E: registry@tees.ac.uk

Campus Facilities

T: 01642 342042

Finance

T: 01642 342171

E: finance@tees.ac.uk

Human Resources

T: 01642 342201

E: hr@tees.ac.uk

Information & Communication Technology

T: 01642 342134

E: ictadmin@tees.ac.uk

International Development

T: 01642 384276

E: international.office@tees.ac.uk

Learning Development

T: 01642 384206

Library & Information Services

T: 01642 342100

E: libraryhelp@tees.ac.uk

Marketing & Student Recruitment

T: 01642 342942

E: enquiries@tees.ac.uk

Ombuds Office

T: 01642 342562

E: ombuds@tees.ac.uk

Student Services

T: 01642 342277

E: studenthelp@tees.ac.uk

Vice-Chancellor's Office

T: 01642 342003

E: vco@tees.ac.uk

Students' Union

Reception

T: 01642 342234

E: enquiries@tees-su.org.uk

The Link – Advice/Representation

T: 01642 342247

E: advice@tees-su.org.uk

The Link – Jobs Service

T: 01642 384454

E: jobs@tees-su.org.uk

9.3 Premises, room codings and opening times

A full list of University building and opening times is available on our website at: www.tees.ac.uk/sections/stud/handbook/opening.cfm.

The Campus



 **Main Entrance and Reception**












University Buildings

Building No

Athena Building (A)	64
Aurora Building	15
Brittan Building for Sport & Well-being (BRT)	3
Centre House (CH)	16
Centuria Building (H)	56
Clarendon Building (CL)	6
Constantine Building (C)	1
Cook Building (CK)	67
Education House	13
Europa Building (E) <i>(including the Centre for Enterprise)</i>	57
Europa Building (IT)	23
Europa Building (OL)	24
Foster Building	69
Greig Building (G)	22
Library	20

Little House	49
Mercuria Building	42
Meteor Building	5
Middlesbrough Tower (M) <i>(University Main Entrance and Reception)</i>	2
Minerva Building (N)	10
Olympia Building (OLY)	59
Orion Building (CE)	9
Parkside West Building (PS) <i>(including the Nursery)</i>	44
Phoenix Building (P)	63
Stephenson Building (IC)	11
Student Centre (SC)	7
Students' Union and Refectory Building	21
University House (UH)	14
Victoria Building (VR)	28
Waterhouse Building (W)	4

Halls of Residence

-  King Edward's Square
-  Woodlands Halls
-  Parkside East Houses/Flats
-  Parkside Halls
-  Parkside West Houses/Flats
-  Coffee Shop/Restaurant
-  Vending Machine
-  Bookable Visitors' Car Parks
-  Campus Security



Disclaimer

The information contained in this *Handbook* is, as far as possible, accurate and up to date at the time of printing.

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This publication is available in alternative formats on request. Please contact the Ombuds Office on **01642 342322** or email **ombuds@tees.ac.uk**.

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