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Student Handbook 2012-13

Alternative formats available from formats@bournemouth.ac.uk

What you need to do next!

Use this checklist to make sure you are ready to start your studies at BU.

Before you arrive:

- Confirm your place on your course.** Tell us when you have met the conditions of your offer and confirm your results to us if necessary. If you are a postgraduate student you will also need to pay your deposit.
- Accommodation.** After confirming your place, you can apply for University-managed accommodation online using the form at www.bournemouth.ac.uk/accommodation. If the Accommodation Office are able to offer you a place to live, they will email you with an offer and you will have to pay a deposit to secure your place.
- Online registration.** We will contact you with your username, password and link to the online registration web pages. Online registration includes paying your fee (or telling us who will be paying your fee). You must complete the online registration process before you can enrol on your course.
- Prepare!** Read this handbook and look carefully at the New Student Essentials web pages to make sure you know everything you need to know! Visit www.bournemouth.ac.uk/student/arrivals

After you arrive:

- Enrolment.** Attend your enrolment session. The letter you received with this handbook should tell you where and when this is. If you don't know, contact askBU. You will need to bring:
 - Your educational certificates (originals only please)
 - Evidence that you meet any other condition of entry for your programme
 - Your passport.

It's really important that you bring all the relevant documents with you because we can't enrol you without them.

At your enrolment session, we'll provide you with the information and documents you need to start your studies. This will include the following:

- Your Programme Handbook and other documents as appropriate
- Your timetable (you should be able to access this in advance by logging in to myBU)
- Your ID card (which is also your Library card, SUBU card and stores printing credit to use in BU's computer rooms)
- Your Council Tax Exemption Certificate.
- Student Loan.** You won't receive your Student Loan until three to five days after you've enrolled on your course, so it's important that you complete the online registration AND enrolment. We also suggest that you make sure you have enough money to last the first week or so until your Student Loan has cleared.

That's it! You're a fully enrolled student and ready to start your studies.



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Welcome to Bournemouth University.

This handbook will give you a brief summary of the information you need to start your student journey at BU. Throughout this handbook there are lots of weblinks to direct you to the pages of our website where you can find more information. We use the BU website as our main way of communicating with you, so you'll always have accurate, up-to-date information when you need it. Please use the 'New Student Essentials' web pages,

as well as this handbook, to help you prepare for starting your studies with us. We think you'll find it really useful. www.bournemouth.ac.uk/student/arrivals

We've included a Glossary on page 69 which explains any words or phrases that you might not understand.



At BU, we are home to over 17,000 students and 1,700 of those are international students from 130 different countries.

How is BU structured?

We have six Academic Schools: School of Applied Sciences, The Business School, School of Design, Engineering & Computing, School of Health & Social Care, The Media School and School of Tourism.

We also have five Professional Services: Estates & IT Services, Financial & Commercial Services, Human Resources, Marketing & Communications and Student & Academic Services.

You can find out more about each School or Professional Service on our website at www.bournemouth.ac.uk

We also have links with our Partner Colleges, which deliver qualifications that are validated by BU. These include: Bournemouth & Poole College, Bridgwater

College, Kingston Maurward College, University Centre Yeovil, Weymouth College and Wiltshire College Salisbury.

Management structure

The University Board has overall responsibility for the management of BU. It comprises members from higher education, industry and commerce, together with representatives from students and staff. The Vice-Chancellor is responsible for the day-to-day management of the University and is supported by other members of the University Executive Team (UET). Senate is responsible for the academic direction of the University and comprises members of UET, Deans of Academic Schools and representatives from students and staff. For more information about the staff at Bournemouth University, visit www.bournemouth.ac.uk/about/people_at_bu

Community involvement – be part of something!



Being a student is about so much more than just you and your studies. Your time at BU will bring you into contact with all sorts of different communities. Each of them will give you different opportunities to learn and develop as an individual and each community will expect different things of you.

The academic community

Many students feel a strong sense of 'belonging' to their course group and the academic school that they study in. Hopefully you will find it exciting to study alongside other students and staff who are passionate about your subject area.

The academic community, like any other, has its own rules; for example, you will be expected to respect other people's work by properly referencing the ideas of others when you use them in your work. You can read more about these rules on page 34.

The diverse university community

When you start your studies at BU you will become part of a diverse community made up of students and staff from a wide range of backgrounds. As a student here, we believe that you deserve to be respected by other students and staff, whatever your background, beliefs, values or lifestyle choices. In return, we expect you to be equally respectful of others.

There are a number of University policies which make reference to Dignity, Diversity and Equality. Students who do not comply

with these policies may ultimately be subject to disciplinary action.

If you would like more information about these policies or you want to find out what BU is doing about diversity and equality issues, have a look at our web pages: www.bournemouth.ac.uk/student/diversity. To discuss any equality matters or find out how to get involved in activities, contact Dr James Palfreman-Kay, our Equality and Diversity Adviser on 01202 965327 or email diversity@bournemouth.ac.uk

The local community where you live

Respecting your neighbours

You may have an active social life whilst studying at BU. However, please remember that your neighbours probably won't be students and may have to work early in the morning or have young children.

Top tips for having a good relationship with your neighbours:

- Take the time to introduce yourself when you move in
- Keep the outside of your house tidy
- Don't leave waste on the streets or pile it up in the garden or communal areas (use recycling bins where possible)
- If you're going to have a party, tell your neighbours in advance and agree a sensible time for the party to finish (or at least to turn the music off)
- Be aware of the dangers of advertising parties on social networks – often people you don't know arrive and can cause problems
- Try to return quietly when you have been out socialising, and if you have a party, try to make sure that your guests leave quietly.

BU is actively working with partners such as Bournemouth Borough Council,

The Students' Union (SUBU) promotes and supports equality issues through the following dedicated Executive posts: Mature and Part-time Students Officer, International Officer and Equal Opportunities Officer. They will be happy to discuss any issues or ideas with you. They can also help to put you in touch with student societies and support networks that might be useful for you. SUBU also represents your views at the University's Dignity, Diversity and Equality Steering Group, which is the main forum to discuss equality issues.



community and residential groups and the local Police Safer Neighbourhood Teams, who all share the goal of trying to ensure the best experience for students and for the communities living around them. If you or your housemates make too much noise and disturb your neighbours, you may be issued with a noise abatement notice which will lead to internal BU disciplinary action.

The global community

Being an active global citizen while you are studying is about being cross-culturally aware, as well as understanding global issues and the need for sustainable development.

As a member of the global community you have a responsibility to think about the way your daily actions impact on the wider world and the future of the planet. Walk or cycle when you can, switch off lights and electrical equipment when you're not using them, don't waste water and reuse and recycle as much of your waste as possible. Choosing to buy Fairtrade certified

products is another way to be a responsible global citizen. By choosing Fairtrade (www.fairtrade.org.uk) you are providing opportunities for people in developing countries to have a better standard of living.

On a personal level, all this is important for you because employers want graduates who are global citizens and who have a knowledge of the world. While you are here, you have a fantastic opportunity to learn about others' cultural perspectives and to understand more about global issues and global processes.

To find out more about developing a global perspective and opportunities to engage, visit www.bournemouth.ac.uk/globalperspectives

To help you lead a more sustainable life at University and to find out about green events visit studentportal.bournemouth.ac.uk/help/environment



Before you arrive

Before you arrive

To give yourself the best possible start, there are a few things to consider before you arrive.

Things to do	Check
Read the letter you receive with your welcome pack and check other correspondence that has been sent to you throughout your application process. These will contain important information about your arrival, and any special equipment you need	
Complete your online registration. If you experience any problems with this, contact askBU Students Service	
We are developing pre-arrival activities on our website, which you will be able to access through myBU once you have completed online registration. Please make full use of this if it is available for your course	
If you have an additional learning need, contact Additional Learning Support to discuss the support that we can offer you (See page 43 for more information)	
If you are a research student arriving outside traditional term start dates, inform your Research Administrator or the Graduate School of your arrival date	
Make arrangements for paying your fees (see page 25 for more information)	
Apply for scholarships or bursaries that you are eligible for (see page 26 for more details).	
Organise your accommodation and, if you have booked into University-allocated halls or UniLet properties, ensure you have signed the contract and returned it with your deposit by the required date (see page 17 for more information)	
Organise to bring any medicines that you may need for the first month	
Think about how you are going to travel to Bournemouth (see page 14 for more information)	
Read this handbook!	

Many students begin to make friends and contact other students over the summer months before they arrive at BU. The best way to do this is to visit www.subu.org.uk/freshers, find out what you can get involved in and follow the links to SUBU's Facebook profile.





The University is split over two sites, the Talbot Campus and the Lansdowne Campus. The Talbot Campus is about two miles from the centre of Bournemouth, while the Lansdowne Campus is close to the town centre: www.bournemouth.ac.uk/maps

By train

The nearest station to the University is Bournemouth, which is served by a fast inter-city rail link from London Waterloo. There are also regular trains to Bournemouth from other major cities. A bus service runs every hour from Bournemouth train station to the Talbot Campus, while the Lansdowne Campus is a ten-minute walk away.

By coach

Coach services run regularly to Bournemouth from Bristol, London and most other large cities. A bus service runs every hour from Bournemouth coach station to the Talbot Campus, while the Lansdowne Campus is a ten-minute walk away.

By car

Several major roads lead to Bournemouth and Poole from the surrounding areas. From London, the M3/M27/A31 leads to the A338 for Bournemouth. From Dorchester and the West, take the A35/A3049. If you are coming to us from Blandford and Shaftesbury, take the A350/A345/A3049, while the best route from the Midlands and the North is via the M40/A34/M3/M27/A31/A338.

By air

London airports connect Bournemouth to anywhere in the world and are just a couple of hours away. Bournemouth and Southampton airports serve many European destinations.



To help you adapt to life at BU you will have the opportunity to get involved in a range of both social and academic activities at the start of term. BU and SUBU work together to create a fantastic programme for you. Some of it is serious, lots of it is fun but all of it is important, to ensure that you have all the information that you need – and most importantly, to be happy here! Activities will include settling in to your accommodation, enrolling on your course, workshops, course introduction sessions, excursions and much more.

We will contact you during the summer with more information about all these activities and you will be able to access the whole timetable of events online: www.bournemouth.ac.uk/student/arrivals

Students starting courses in January/February

There is also a programme of introductory lectures and workshops for students starting their course in January or February. There is also normally a social event or excursion to allow you to meet other students, including those who have already been studying at BU for some time. You will receive information about your introduction to BU from your school before the start of your course. Email: askbustudents@bournemouth.ac.uk or telephone: +44(0)1202 969696

Freshers



At the Freshers Fair you will be able to find out about clubs and societies, volunteering and other non-academic activities that you may want to get involved in during your time at the University. We know that employers value involvement in extra curricular activities such as volunteering and that many of these can be a useful addition to your CV. The Freshers Ball is something to look forward to and is held during the first few weeks of term. See www.subu.org.uk/freshers for more details.

Orientation checklist

This is a checklist of all the things you need to do during the first two weeks after arrival:

Task	Check
Move into your accommodation	
Contact friends and family at home	
Find out about induction activities so that you don't miss anything	
Find out when and where you have to be on the first day of your course	
Find out where your nearest supermarket is and buy food	
Equip your flat/house with necessary items (kitchen equipment, bedding)	
Find out where askBU is located	
Log in to myBU and find out how to access information through the different communities there	
Check if your accommodation contract provides you with possessions insurance. If not, talk to Endsleigh Insurance about how to insure your property (especially bikes, laptops, cameras)	
Register with a doctor	
Pay your tuition fees if you haven't already	
Make sure you have completed online registration	
Enrol on your course	
Log on to the University IT network so that you can access free email and internet services	
Get to know your way around the important parts of the campuses	
Get to know how to use the University buses	
Meet other students	

Accommodation



I've confirmed I'm coming. Where am I going to live?

To make the most of your BU experience it is important that you are happy and settled in your accommodation. Therefore, please do your best to arrange your accommodation before you arrive.

You should apply for your accommodation online at www.bournemouth.ac.uk/accomapplication as soon as you have an Unconditional Firm offer.

We expect to offer accommodation to all our first year undergraduate students starting in September/October. Postgraduate students beginning their programme in September/October will normally be offered accommodation, provided we receive the application before the published deadline (mid-August).

If you're studying on an NHS-funded programme, you may be eligible for

NHS-managed accommodation, but this is not allocated by us and there is limited availability.

For information on the different types of accommodation, including photos, a virtual tour, prices and an application form, please visit the website at www.bournemouth.ac.uk/accommodation or contact the Accommodation Service via telephone on +44 (0)1202 961671.

What if the University can't offer me accommodation?

If you miss the deadline, or you are arriving outside the traditional start dates (for example, PhD students, exchange students or January/February start Masters students) we are not always able to offer you accommodation. However, you should still contact the Accommodation Service who will check for cancellations and vacated rooms and advise you about how to find privately rented accommodation.

The Accommodation Service also has Facebook pages for students who want to advertise their room because they wish to leave University. Log in and search "BU Accommodation" and select the relevant site for you.

What do I need to bring?

Your room

If you are going to live in halls of residence, you can check the website to find details about the size of your room and what furniture and equipment is provided for you.

Wherever you're going to be living, you will probably need to provide the following yourself:

- Bedding (sheets, pillows, duvets)
- Towels and tea towels
- Cups, saucers, plates and cutlery
- Cooking utensils and saucepans.

You can buy a comprehensive equipment pack (including bedding) from www.theuni-box.com or www.all-unied.com. Please



note these websites are not connected with the University in any way.

Halls of residence rooms are single, so the amount of storage space is limited. As a result, it makes sense to bring the minimum amount of possessions with you, until you see how much space you have. It might be a good idea to buy some items for the kitchen in Bournemouth with your new flatmates to avoid duplication.

You should also consider the following:

- TV Licence – if you intend to bring your television make sure you buy a TV Licence. Students in halls have free access to IPTV, and can view multi-channel television (with premium channels available) on their laptop or PC using the Freewire Service; bringing a separate TV is not necessary. Students accessing the Freewire Service are still required to purchase a TV Licence. Information about obtaining a TV Licence can be found at www.tvlicensing.co.uk
- Insurance – students in University-allocated accommodation (including UniLet houses, halls owned by UNITE PLC and Signpost Homes, and students finding private housing via the BU Letting Service) will have Personal Possessions Insurance included with the booking fee. This insurance does not cover bicycles or mobile phones as standard, but you can upgrade your insurance to cover these items if you want to. Bournemouth University cannot accept responsibility for loss, theft or damage to personal property.

Location

It is important that you consider the location of your accommodation in relation to your place of study. Some accommodation may be within walking distance; in other cases you may wish to buy a bike or take a bus. There is a dedicated bus route during term time to all University-allocated halls. UniLet houses are within walking distance of the bus route. In order to help you choose your accommodation you should find its location on www.multimap.com (type the



postcode in the search box). Remember to check which campus you will be studying on. Please note: Corfe House is located in Poole, not Bournemouth, overlooking Poole Quay and close to the railway station and bus stops. Due to its location in Poole, Corfe House is only suitable for students studying on Talbot Campus.

Telephones and internet services

Most University-allocated residences have an internet telephone handset in the bedroom. Okeford House and Lyme Regis House do not have this facility; however, an IP phone can be purchased and the broadband connection to the room used to make calls. Outgoing calls need to be made by pre-paid card. In UniLet houses there is at least one telephone line in each house accepting incoming calls. Again, outgoing calls need to be made by pre-paid card.

All University-allocated residences have an internet connection.

Laundrette facilities

All University-allocated residences have a laundrette which is coin operated. The number of machines varies. Costs are average for a commercial laundry, typically around £2 for a wash and £1 for a dry.

Your flat/house mates

You will be expected, with your flat or house mates, to keep the accommodation clean and tidy. Please have respect for the other people who share your accommodation and recognise that they may have different timetables, habits or food preferences to you. Part of the challenge of coming to university is learning to live with others. Sharing accommodation with students from the UK and other parts of the world is a great opportunity to get to know new people and learn about different cultures. Make the most of it!



Unilinx bus service

The Unilinx service operates between our two campuses and extends to areas in Poole, Bournemouth and Boscombe that are populated by students. You can also get discounted travel on selected Wilts & Dorset bus routes by showing your student ID. For more information on bus times and routes, see www.thebusforbu.co.uk

Other local buses

There are two major bus companies in Bournemouth and Poole: Yellow Buses (www.bybus.co.uk) and Wilts & Dorset (www.wdabus.co.uk). Both offer discount card schemes.

Cycling

Bournemouth and Poole have numerous cycle paths and many other wide roads where cycling is good and enjoyable. Cycling is the ideal way to get around – cheap, efficient and with no parking

problems. Bournemouth Borough Council offers help and advice for cyclists. Please visit www.gettingabout.info for details. BU provides cycle lock-ups and secure bike compounds at our campuses and students' residences, special showers and lockers, discounts at over 11 cycle shops in the area, free hi-vis jackets, vastly discounted quality lights and D-locks, and free cycle maintenance events. We also have our own bike user group and mountain biking club.

BU has produced a cycling safety film in conjunction with Bournemouth Council and Dorset Police. You can view it online at www.bournemouth.gov.uk/streettransport/roadsafety/adultroadsafety/cycling.aspx

For more information on cycling at the University, including guides on what to look for when buying a bike, storage facilities at University, bike maintenance and local cycling maps please visit www.bournemouth.ac.uk/student/cycling

Taxis

If it is very late and you are alone, take a taxi. There are taxi ranks all over town (big ones at the station, on the Lansdowne Roundabout, in the Square and opposite the cinemas in Westover Road). It is also a good idea to make sure you have the number of a taxi company with you, programmed into your mobile phone. Choose one of the larger, more well-known companies. If you order a taxi, tell them your name. Make sure when the taxi arrives they tell you who they are picking up. Do not get into a car with anyone unless you are sure they are working for an official taxi company.

Typical fares:

Travel Interchange (train/coach station) to Winton/Charminster: approx £6

Bournemouth town centre to Winton/Charminster: approx £8

Bournemouth town centre to Talbot Campus: approx £9

Poole train station to Corfe House: approx £5

Poole town centre to Bournemouth town centre: approx £15

After midnight taxi prices are much more expensive. Most of the bigger companies offer student discounts.



Trains

If you book train tickets in advance, they are usually much cheaper. Megatrain offers very cheap tickets from Bournemouth to London if you book several weeks in advance. It also operates Megabus which offers similarly cheap services from BU's Talbot Campus to London and some other cities by bus. Visit www.megatrain.com for more details.

Car parking

In support of our commitment to the environment, student parking is limited at the University.

There is no student car parking at any of our halls of residence. If you want to bring your car with you then a Unilet house would be a better option for you.

There is no parking available for students based at Lansdowne Campus and very limited parking at Talbot Campus. Where parking is available, the purchase of permits is limited to students in specific groups, and is allocated on a priority basis. For further details and an application form for a student parking permit, please see www.bournemouth.ac.uk/parking. If you intend to bring a car to the campus, it must be registered with Poole House Reception.

Staying safe

PCSO Majid Samadi



PC Andy Scarratt



Sergeant Steve Houston



Bournemouth is a relatively safe place to live. However, as in most towns and cities, it is sensible to take precautions to protect yourself and your property from crime.

The Universities Safer Neighbourhoods Team (SNT)

We are Sergeant Steve Houston, PC Andy Scarratt and PCSO Majid Samadi.

We can be seen patrolling the two university campuses on a regular basis. Please feel free to stop for a chat.

We also work very closely with our colleagues from the Winton, Charminster and Lansdowne Safer Neighbourhood Teams because they cover the areas where the majority of the town's students live and spend their time.

We have an office on campus. If you have any community safety concerns or would like to speak to one of us in person, come and see us in Room T108, Talbot House, on BU's Talbot Campus. Alternatively you can ring us on our mobile: 07554 439 650

or email us:

universitiessnt@dorset.pnn.police.uk.

Please note, if a crime is in progress or life is in danger, dial 999.

You can also raise your concerns at one of our surgeries. These are held every week at both the Talbot and Lansdowne campuses.

Visit our webpage at www.dorset.police.uk to find out more.

Burglary prevention

Following a recent increase in burglaries at student properties, we would like to remind residents about the importance of security in the home. By following a few simple steps, students and non-students alike can significantly reduce the risk of becoming a victim of burglary:

- Lock doors and windows when you leave the house for any length of time, even if you are only going into the garden

- Make sure that all external doors (and internal doors in shared accommodation) and windows are locked at night
- Don't leave valuables such as mobile phones, handbags, wallets and jewellery in view of ground-floor windows or external doors
- Remove keys from windows and doors and keep them out of sight
- If you have a burglar alarm or security light, ensure these are working and switched on
- Mark valuable items with your postcode using an ultra-violet pen and register the items' serial numbers for free at www.immobilise.com. This will increase the chances of property being returned to you if it is lost or stolen and recovered by Dorset Police
- Join a Home Watch or Neighbourhood Watch group in your area to receive regular crime updates and crime prevention advice. Contact the Safer Neighbourhood Team for more information on this.
- Avoid passing stationary cars with their engines running and people sitting in them. Whenever practical, walk facing oncoming traffic to avoid curb crawlers
- Stay alert and keep your mind on your surroundings – remember, if you are wearing headphones or chatting on a mobile phone, you will not hear trouble approaching
- If you think you are being followed, trust your instincts and take action. As confidently as you can, cross the road and look to see who is behind you. If you are still being followed, keep moving. Go to a busy area and tell people what is happening
- Try not to keep all your valuables in one place. Instead, place valuables such as wallets in an inside pocket or use a money belt
- Try to keep both hands free and don't walk with your hands in your pockets
- Consider carrying a personal safety alarm, which can be used to shock and disorientate an attacker, giving you vital seconds to get away.

Personal safety advice

When you are out and about, particularly after dark, please take on board the following personal safety advice to avoid becoming a victim of crime:

- Plan ahead. Make sure you know where you are going and how to get there. If you are catching a bus or train, find out the times to avoid waiting for long periods at bus stops or stations. If you are planning to take a taxi or minicab home, then either book it before going out or take the number of a licensed cab company with you
- When walking, stay on busy, well-lit streets whenever possible. Avoid quiet or badly lit alleyways, subways or isolated car parks
- If you feel threatened the best idea is to head for a public place where you know there will be other people, for example a garage or pub

This information and much more can be found at: www.suzylamplugh.org

Bicycle thefts

Remember to lock your bike in a designated area rather than to a lamp post or fence, as these are under regular surveillance. Use a good quality lock. These are inexpensive and are available on campus and at local cycle shops.



Timetables and reading lists



Timetables

The timetable for your course should be available to you online before your course starts. You will need to complete online registration in order to get your computer username and password. You can then log in to access your timetable at www.bournemouth.ac.uk/student/timetable

Provisional term dates 2012-2013

Autumn Term:

24 September-14 December 2012

Spring Term: 7 January-28 March 2013

Summer Term: 22 April-28 June 2013

The dates above are the proposed standard term dates for undergraduate full-time programmes at the time of going to press, but they are subject to change.

Postgraduate programmes are likely to have different term dates, so please check with your Programme Administrator. Information about the specific start date for your programme will be provided in your welcome letter. If you are unsure of your start date, or for exceptional reasons are unable to attend on the date specified, please contact your Programme Administrator for advice.

Reading lists

The reading list for your course is included in your Programme Handbook, which you will receive at enrolment. You can normally access it in advance on myBU once you have your University username and password. You don't need to buy all the books on your reading list. You will be able to borrow them from the library or access them online.

Fees and your finances



Fees and how to pay them

You remain ultimately liable for your tuition fees, regardless of whether or not someone else is paying for them (except for those that are funded directly by the NHS). It is therefore your responsibility to ensure that your fees are paid, no matter what the source of the funds – your parents, Student Loans Company, employer or any other sponsor.

During your online registration you are required to specify who will be paying your fees and the method of payment. Depending on your course it may be possible to pay your fees in instalments. However, if you do not pay your fees by the agreed payment dates, then you may have your IT access and Library borrowing rights suspended and ultimately be withdrawn from the University. You will not be issued with your degree certificates until all outstanding

fees and academic charges have been repaid. Please note that the University has a published policy for refunds (normally fees are only refunded up to 60 days from the start of the course for full-time courses). Full details can be found at www.bournemouth.ac.uk/student/financial-rules

For full details of tuition fees, how to pay and funding opportunities, please visit www.bournemouth.ac.uk/funding

Full-time undergraduate UK and EU students may defer payment of their tuition fees until after they complete their course by taking out a Student Fee Loan. This does not need to be repaid until your earnings are over the income threshold (which was £21,000 in January 2012). Interest is charged on Student Fee Loans which will vary according to how much you earn after study. We recommend that you

visit the Direct.Gov website for up to date information on interest charged: www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/StudentFinance

Full-time UK undergraduate students can also apply for a Living Costs Loan and may be eligible for a Maintenance Grant. This grant is a non-repayable award of up to £3,250 per year for students from a low-income background. The University also offers means and non-means tested Bursaries, depending on the programme you are enrolled on.

Scholarships and bursaries

BU offers a range of bursaries and Scholarships. First Year students will be considered for a means-tested BU Bursary of up to £3,000 a year (please visit the BU website below for the eligibility criteria). We also offer a bursary for students from a care background.

A scholarship can be awarded to UK/EU students for academic achievement. Information and eligibility regarding bursaries and scholarships (including appropriate deadline dates) can be found on the website at www.bournemouth.ac.uk/funding.

Access to Learning Fund (ALF)

This is a means-tested grant or loan and is available to all UK students who meet the necessary criteria and who want to apply for financial support. The Fund is open to any UK student whose access to Higher Education might be inhibited by financial constraints, or who faces financial difficulty. Applicants must be in receipt of a student loan to qualify.

Disabled Students' Allowance (DSA)

This is a non means-tested benefit available from various funding bodies for any UK student with an additional learning need who is studying at undergraduate level,

either full- or part-time, for 50% or more of a programme. It may also be available for certain postgraduate students. The DSA can be used to cover the cost of assistive technology equipment, specified resources, specialist tutorial support or other support workers. Additional Learning Support (ALS) can help you to apply for the DSA: www.bournemouth.ac.uk/student/aln

How much money can you expect to spend on study and living expenses?

You will need to have enough money to cover your tuition fees and your living expenses. How much money you spend will depend on your personal lifestyle.

As an overall guideline, in addition to your tuition fees, you should allow approximately £8,000 for yourself each calendar year (12 months), plus at least an extra £3,500 for a spouse/older child and £2,000 for each young child.

To give you an idea of costs, here is a list of things you are likely to need to pay for (all prices are approximate):

- Rent: £60-90 per week for a student room or approx £650 per month to rent a flat or small house
- Food: £120 per month
- Bills (electric, gas etc): £35 per month (if you are in halls of residence, bills are included in your rent)
- Mobile phone bill: £20-£30 per month on average
- Bus travel: £35 per month (based on using University buses daily)
- Stationery: £40 per year.

In order to help you budget for the year we have included a costs sheet on the next page. Completing it will help you to plan your money and think about all the different things you may need to budget for.

Estimated costs for studying for one year:

Study costs	Estimated annual cost	
Tuition fees		
Expenses relating to producing photos/films		
Dissertation/thesis (binding costs)		
Field trips		
Lab/bench costs		
IT costs		
Travel costs to and from campus		
Travel costs related to research		
Books		
Stationery (pens and paper)		
Graduation (clothes, photos, travel, accommodation)		
Subsistence	Monthly costs	Estimated annual cost
Rent		
Bills:		
Electricity		
Gas		
Water rates		
TV licence		
Council Tax *		
Telephone rental/internet provider		
Telephone/mobile		
Possessions insurance		
Food		
Laundry		
Medicines		
Leisure activities:		
Gym membership		
Membership of clubs and societies		
Eating out/social activities		
Leisure travel		
Other		
Totals:		

* If applicable

Try growing your own food – it's easier than you may think and can feel very satisfying. You can grow herbs or salad in a pot on the window ledge and it's easy to grow potatoes in the garden without much effort at all.

You can find more information and tips on budgeting and saving money on our website: www.bournemouth.ac.uk/futurestudents/funding/budgeting



automatically turn the heating on; try wearing an extra jumper

- Some supermarkets are cheaper than others – ask around!

Tips to save money on food

You can often find more reduced items if you shop late in the evening. Buy supermarket own brand and 'value' or 'basics' ranges which are often cheaper than well-known brands. Plan your meals in advance, make a list of what you need and don't buy any extras.

Eat seasonal food, it's cheaper! www.eattheseasons.co.uk has information on what is in season and when.

Go food shopping with your housemates.

It's often cheaper to buy things in big quantities and you can take advantage of offers like 'buy one, get one free'. Even if you and your housemates don't like the same food, you can save money by sharing basic products like bread, milk, cheese, cereal, rice and pasta.

Buy vegetables at a market or greengrocer

– it's often cheaper than buying them in a supermarket. Boscombe has a good market on a Saturday morning.

Be a part-time vegetarian – vegetables are generally cheaper than meat, and healthy! See the Students' Union Advice Centre website for healthy recipe ideas on a student budget!

Don't get takeaways every day! It's usually much cheaper and healthier to cook your own food and it doesn't need to take much time.

Freeze things. You can save money (and time) by cooking large quantities and freezing some. Then, when you're busy, you can quickly defrost a meal from the freezer. Keep a couple of pints of milk and a loaf of bread in the freezer – perfect for making sure that in an emergency, you can still have toast and tea!



Managing your money

Coming to university may be the first time that you have been financially independent. It may mean that there is a significant change in your financial situation. Many students find it difficult to manage their finances and balance studying with part-time work.

You can find an excellent tool designed to help students budget at www.studentcalculator.org.uk

Top tips:

- Try to find second-hand books from the Students' Union website
- Look for second-hand clothes in charity shops (there are lots in Winton, Boscombe and Westbourne)
- Check whether you need a TV licence. One licence will cover all the TV sets in one house, but individual rooms such as Halls of Residence will require one each
- Insurance of personal possessions will vary. You may be able to get cover under your family's home insurance
- You should not have to pay Council Tax while you're a full-time student
- If you intend to use an accommodation agency, make sure you get details of all additional administration charges before you agree to anything. Charges can be for the costs of preparing the contract, inventory, checking in/out fees or damage to items, and can be considerable. There is no legal limit to the charges agencies can make. SUBU Advice has a list of some agencies and the charges they make. Alternatively go to www.studentpad.co.uk for a list of private landlords.
- Reduce fuel bills (and your carbon footprint) by following a few simple tips such as turning off lights when you leave a room, turning off computers, not leaving TVs on standby or mobile phone chargers plugged in, fixing dripping taps and insulating windows. If you're cold, don't

Learning, assessment and results



Assessment

Your programme will be made up of a number of units, each of which will have a credit rating and contribute towards your overall result. For some programmes, all students are required to take the same units, while others have optional units for all or part of the programme. The particular structure and units for your programme are outlined in your Programme Handbook. Some full-time undergraduate programmes have a placement year when students gain work experience relevant to their degree, which is often paid employment.

During your studies you are likely to undertake a variety of activities including lectures, seminars and laboratory work; self-directed or group learning in the Library and Learning Centres on your campus;

and work-based learning in placements, field work or other practice-based settings. Some of these modes of study may be new to you, or it may be a while since you had any experience of them. If you would like to improve your study skills, you can explore the online help available on the Academic Skills Community in myBU.

Each unit will be assessed by one or more pieces of coursework and/or examination. Information about how your programme will be assessed is contained within your Programme Handbook. If you have an additional learning need which makes it difficult for you to undertake certain forms of assessment, you may apply for an alternative method to be used via Additional Learning Support. (see page 43 for details).

The Assessment Regulations for your programme specify the pass mark, tell you how much work you are permitted to repeat if you fail and explain the arrangements for repeating or resubmitting or resitting. The main examination period is normally May to June, with some exams in January, although some programmes will have exams at other times during the year. The examination timetables are normally published at least two months in advance of the main exam period. Deadlines for coursework will be spread across the academic year.

It is your responsibility to make sure you attend exams and submit your coursework by the deadline. If you submit work after the deadline or do not attend an exam, you

will be given a mark of 0%. If you think you will be unable to meet a coursework deadline it may be possible to request an extension; however, this is normally only granted where there are some significant personal circumstances (e.g. ill health). All requests for extensions should be discussed with your Programme Leader in advance of your deadline.

If you have submitted your coursework or sat an exam on time but believe that your results may have been affected by your circumstances, you must submit a mitigating circumstances form for consideration by the Assessment Board. We will not normally increase your marks but you may be given another opportunity





to be assessed. Examples of mitigating circumstances are if you have suffered ill-health or have faced a serious personal problem during the period of assessment. Going on holiday during term time or missing the bus are not considered valid mitigating circumstances! Please see the Mitigating Circumstances Policy & Procedure for information or contact askBU Students Service or SUBU Advice.

Grading systems and feedback

For undergraduate courses 40% is a pass mark. Any mark over 70% is a 'first' – only very few students achieve this. Any mark over 60% is a 2:1 (Upper Second Class) which is considered to be a very good grade. If you have any doubts about your marks and what they mean, make an appointment with your tutor to talk about your concerns.

You will receive feedback on each piece of assessment so that you can understand how to improve on your work. The University has a clear set of Assessment Feedback Principles which outline what you can expect and the way feedback should be provided to you. These are available in the Assessment Procedures handbook online: www.bournemouth.ac.uk/student/rules

Getting your results

At least once a year, the Assessment Board for your programme will meet to consider your academic progress. To continue to the next stage of your studies you need to have successfully completed and passed all your exams and coursework. If you have failed a small amount of work you may be given the opportunity to resit your exam or resubmit your coursework in the same year; however, if you fail a second time, or you fail a substantial amount of work at the first attempt, you may be required to repeat your failed units the following year. Information

about the level of failure permitted on your programme is available in your Programme Handbook and (providing your programme follows standard University regulations) the Standard Assessment Regulations available on the Student Regulations section of the website.

A results list is published (normally on the programme noticeboard and/or on myBU) within two weeks of the Assessment Board meeting. If you are required to resubmit any work or resit an exam you will be notified in writing and provided with information about how and when you need to do this. If you fail, you should contact your tutor as soon as possible to discuss any particular issues that you may have.

Appeals against the Assessment Board

If you believe that the Assessment Board decision is wrong, you have the right to appeal the decision, but only under certain circumstances. You are not allowed to question the academic judgement of

examiners. However, you do have a right of appeal if you can provide evidence that one of the following has occurred:

- There has been material irregularity or significant administrative error in the assessment process
- The assessment was not conducted in accordance with the regulations for the programme
- Your performance in assessment has been affected by illness or other factors which, for valid reasons, you were unable to tell us about before the meeting of the Assessment Board (but please refer to the Mitigating Circumstances Code of Practice in respect of your responsibilities).

Appeals should be submitted to your School's Academic Administration Manager within ten working days of the publication of results. SUBU Advice can provide information about how to submit an appeal, guide you through the process and be present to support you at a hearing if necessary.



useful resources are the online plagiarism course and the guides on referencing available via the Academic Skills community on myBU.

Managing your time

Time management is something that many students find difficult. When you're studying at university level in the UK, you will be expected to do a lot of independent study. This means that you will need to learn to manage your time well. It may be even more challenging if you have childcare commitments or if you haven't been studying for several years.

There isn't just one solution for time management. What can work extremely well for one person may not be so effective for others. You need to find out what works best for you in your situation.

Study tips

- Always plan ahead – this way you are more likely to achieve your goals and complete your assignments on time. Why not keep a wall planner with deadlines and targets listed on it?
- Identify your free time and dedicate a certain portion to study. For parents this may be when your children are in bed or at school
- Make the most of time when you are not scheduled to be in lectures and seminars. A spare hour between lectures is enough time to read a chapter of a book or perhaps make an essay plan. Don't be tempted to always sit and have coffee with friends during your free time
- Prioritise your work and make sure you complete the most important or urgent tasks first, rather than the easiest or most enjoyable
- Break large tasks into smaller chunks to make them easier to manage
- Try to complete your work a few days in advance of the deadline so that if anything goes wrong or you have an emergency, you will still have a bit of extra time available
- Be sure that your family, friends or people you live with are aware that your study time is your own. Consider shutting yourself away from distractions and putting a 'do not disturb' sign on your door if you need to
- Turn your phone off or to 'silent' to ensure that you are not interrupted by phone calls during your study times
- Don't forget that everyone needs relaxation time! Remember to schedule this into your plans. Life at university isn't all work and no play after all.



Suspending or withdrawing from your studies

In some circumstances, if you can provide us with evidence of genuine mitigating circumstances, we may allow you to suspend your studies and rejoin your course again later. For example, if you suspended your studies at the end of Stage 1, having completed those units, you could rejoin at the beginning of Stage 2 the following year. The University is not obliged to offer a suspension of studies to any student. However, we may permit you to do this if you are doing well on your course, but due to unforeseen health or family problems you are unable to continue at that particular time.

If you feel you need to suspend or withdraw from your studies, it is important that you talk to your Programme Leader or Programme Administrator. Any suspension to your studies needs to be officially agreed and recorded.

If you have completed the taught part of the unit, you will not normally be permitted to suspend your studies during that unit. This is so that things are fair for all students and avoids any student gaining an unfair advantage by suspending their studies prior to major pieces of assessment.

If you plan to suspend or withdraw from your studies, you should check the policy for refunds of tuition fees which is available

online at www.bournemouth.ac.uk/student/financial-rules

Plagiarism

"To take and use as one's own, the thoughts, writings or inventions of another." (Oxford English Dictionary)

Plagiarism is the most common academic offence committed by university students. Often students plagiarise work by accident because they don't understand how to reference properly. Unfortunately, you will be penalised for plagiarism, regardless of whether or not you did it deliberately.

The University uses software to help to detect plagiarism and other academic offences. When you are compiling your coursework you must ensure that all statements, opinions, conclusions etc. taken from another writer's work are appropriately cited, whether the work is directly quoted, paraphrased or summarised and whether the information comes from books or online resources including websites.

The University follows a version of the widely used Harvard System of referencing where cited publications are referred to in the text by giving the author's surname and the year of publication, and are also listed at the end of the text. You may receive information about plagiarism and appropriate referencing as part of your induction or during your studies. Other

What to expect as a student – your rights and your responsibilities



After you've settled into life at BU, started your studies and made new friends, what can you expect while you are with us? And what is expected of you?

What we expect of you

Firstly, we expect you to work hard and try to get the most you can from your studies. We will do everything we can to support you to do that. Being a student is a bit like being a member of a gym. Just being a member won't get you fit. You need to put in the effort and hard work on a regular basis. Think of your tutors like your personal trainer; they are there to give you advice and guidance, and to share their expertise with you but ultimately, it's still you who has to do the hard work!

It is especially important that you remember to ask for help if you need it and that you tell us if you are experiencing any problems that you think may affect your studies.

As you'd imagine, the University has a lot of rules and regulations, and we expect you to read them and abide by them. They cover things like academic offences (such as cheating and plagiarism), the use of University facilities and your behaviour (both on campus and in the local community where you live). There are severe penalties (including expulsion from the University) if

you do not behave according to the rules, so it is really important that you take some time to read them before you start your course.

A summary of some of the most important Student Regulations is at the back of this handbook in Appendix 1. All the rules and regulations can be found online at www.bournemouth.ac.uk/student/rules

Drugs

The Police will always inform the University of any student who is arrested on drugs-related charges. BU always takes this very seriously and will take disciplinary action against the student in addition to any legal action.

What you can expect from us

We will support you throughout your studies and will work with the Students' Union to listen to student feedback. We

are committed to ensuring the standard and quality of our programmes, services and facilities. In order to understand more about your learning experience we ask you to complete the annual Student Experience Survey to help us improve what we offer, how we communicate with you and what else you would like from us.

Complaints

If you are unhappy with something relating specifically to your programme, you can raise it directly with your Programme Leader or bring it to the attention of your Student Representative, who will report it at the next Programme Team Meeting and to the SUBU Representation Team. If you still aren't satisfied, or your complaint relates to a non-academic issue, you can make a formal complaint using the process outlined in the Student Complaints Procedure. Information about how to make a complaint is available from askBU Students Service.



How you should communicate with us

Normally you will communicate directly with your Programme Leader, Programme Administrator and other staff in your school for academic matters relating specifically to your studies. You should be aware that we use software to identify potential 'spam' from incoming emails, and if you email us from outside the University, we cannot guarantee that your email will reach us. To be sure that your message has got through you are advised to use your University email account for sending messages to the University and its staff.

If you have a general query you may find the answer on the Student Portal (www.bournemouth.ac.uk/currentstudents). Alternatively please contact the askBU Students Service team by email askBUstudents@bournemouth.ac.uk, telephone +44 (0)1202 969696 or in person at The Base, Poole House or the ground floor of the Sir Michael Cobham Library, Talbot Campus or The Library, first floor Bournemouth House, Lansdowne Campus (please check the website for opening hours).

How we will communicate with you

We will communicate information about your programme and the University to you in a variety of ways. Academic notices will be posted on myBU and university-wide news and events can be found on the Student Portal in addition to the digital screens you will see around both campuses. We will also email your University account from time to time so you should check this regularly. Sometimes we may write to you at the latest address that we hold for you (or your home address during vacations or the holidays).

You can use your online timetable to set up SMS alerts for last minute changes to teaching sessions, in addition to the automatic email that you will receive. Simply insert your mobile number in to the 'personalise' section of your online timetable and click to receive text alerts.

It is essential that we have the most up-to-date contact details for you. You can update your details on the Student Portal; please contact askBU Students Service or your Programmes Administrator if you have any problems.

SUBU Representation



The core role of a students' union is to ensure the student voice is heard. At BU this is done in three ways. Each year, four students are elected as full-time SUBU officers with the responsibility to represent student opinion to the University and the Union on both campuses and at partner colleges. Alongside the four full-time officers any student can run for one of the 15 part-time positions to sit on SUBU's Executive Committee and to represent their fellow students. The Executive Committee meets weekly to discuss a variety of issues and works closely with the National Union of Students (NUS) to run campaigns and represent the student voice on a national level. Students are also represented at a school and programme level through the student representation system managed by SUBU in partnership with the University. Any student can nominate themselves to be a student rep and work with SUBU to ensure the student experience is what it should be.

SUBU Advice



SUBU Advice offers free independent advice about appeals and complaints. They can help you to understand the process, advise you about your rights and attend a hearing with you if you want them to. For more information see www.subu.org.uk/advice.





Libraries

The Sir Michael Cobham Library is on Talbot Campus and on the Lansdowne Campus you will find the Executive Business Centre Library i-Floor and Bournemouth House Library. Subject Librarians provide advice on information resources for assignments, dissertations and research as well as guidance on referencing and avoiding plagiarism. Staff also offer one-to-one appointments and group information skills sessions. The Library tab and Academic Skills tab in myBU provide help and guidance on library and study skills related topics that you can access online.

As part of your course induction you will need to attend a Library introduction to find out how to use the Library, and in particular,

how to access the 85,000 e-journals and report series, and 90,000 e-books available to you anywhere, anytime.

All the BU Libraries have Wi-Fi and you will also find a variety of study spaces, from silent study to group rooms, techno booths and social learning spaces.

Students undertaking clinical placements at a hospital within the area will also be able to access their hospital library.

Use of the Bournemouth University Library is subject to its rules and the Library Service Statement.

www.bournemouth.ac.uk/library

Information Technology (IT) support and facilities

There are Open Access Centres on both Talbot and Lansdowne campuses which give you access to computers and printers 24 hours, 7 days a week. Most learning and teaching areas and key university buildings have Wi-Fi.

IT telephone support is available to students 24 hours, 7 days a week by calling +44 (0)1202 965515 or alternatively you can log your request or fault online at <http://servicedesk.bournemouth.ac.uk>. In addition, Library and askBU staff are able to help with basic IT queries face-to-face on both campuses. For details about workshops, help sheets and other services, please visit the IT Services homepage at www.bournemouth.ac.uk/student/it

Students are encouraged to bring their own computers with them. Halls of residence have internet connections but all computers must comply with our anti-virus and operating patch level requirements. These are set on the network and you will be able to check that your computer complies before

you come to the University. We will email details to you after you have completed online registration. You will also be provided with your own BU email address.

www.bournemouth.ac.uk/student/it

myBU

myBU is the University Virtual Learning Environment which you can access anytime, anywhere, by using your University username and password. It contains programme materials, including reading lists and past exam papers, and offers opportunities for communication, collaboration and e-assessment.

The Library tab on myBU provides access to our chat enquiry service, catalogue, help sheets and the e-resources. The Academic Skills Community contains materials designed to help you improve your study skills. You can telephone +44 (0)1202 965959 or chat to us online for help and advice during normal working hours or use the resources in myBU at any time.



The Language Centre

The Language Centre is located on the first floor of The Sir Michael Cobham Library on Talbot Campus. It holds a wide range of learning materials for students who want to learn a new foreign language or improve their existing foreign language skills. The Language Adviser, whose office is just opposite the Centre, will be pleased to help you select the most appropriate materials or show you how to use the facilities. There is a community on myBU called Languages@BU which contains resources and information for foreign language learning. In order to register, please go to the Languages@BU community on myBU and download the application form by selecting the Information and Registration tab.

Peer Assisted Learning (PAL)

All undergraduate programmes offer students the opportunity to take part in Peer Assisted Learning (PAL) sessions.

These are group sessions where first year students meet with more experienced students (usually the Year 2 students on the same programme) to learn more about study techniques and approaches relevant to that programme. Students tell us that this helps them adjust more quickly to University life.

Additional Learning Support (ALS)

Do you have a disability, specific learning difference, medical or mental health condition?

Disability encompasses a broad range but it must have a substantial adverse effect on your ability to carry out normal, day-to-day activities and affect your studies. It must have lasted for at least 12 months and be likely to last for 12 months or more. It could be problems with your eyesight or hearing, dyslexia, mental health problems or any other kind of illness that may seriously affect your studies.



ALS is based in The Sir Michael Cobham Library on Talbot Campus. Advisory and additional learning support is offered at both Talbot and Lansdowne campuses and at various places off-campus. We will support you to learn and provide enabling strategies so that you are not only empowered to achieve the required academic standards but also have the employability skills needed during placements and beyond graduation. You are not under any obligation to disclose a disability, learning difference, medical or mental health condition unless there are health and safety considerations, but we are not able to offer you the appropriate level of support if we are not aware of your needs. Please contact ALS before the start of the academic year, or as soon as possible after starting your programme, to ensure you are aware of all the support available to you. If your course has a placement element, it is important that support is put in place in good time to ensure that you gain the maximum benefit from the learning experience that placement provides.

ALS can also help you to access the Disabled Students' Allowance (DSA) (see page 26), depending on eligibility.

If you are unsure about whether you have an additional learning need or you would like more information about the type of support we can offer you, visit www.bournemouth.ac.uk/disabilities or contact one of the Additional Learning Support team for a confidential chat on 01202 965663.

Health and wellbeing



It's important to look after yourself while you're studying, to ensure a healthy body and state of mind.

We provide medical services and advice to all BU students.

Registering with a doctor

You should register with a GP (General Practitioner) as soon as you arrive, even if you are healthy! You can choose to register with a local GP practice or at the Student Medical Centre on Talbot Campus, which is available to all BU students.

Student Medical Centre

The Student Medical Centre offers a range of services, including:

- General medical care
- Family planning including routine and emergency contraception
- Sport medicals

- Health advice for travel
- Immunisations (including meningitis)
- Treatment of sports injuries
- Asthma clinic
- Blood tests

You can find further details, including opening times on the Medical Centre website: www.bournemouth.ac.uk/student/medical

Advice for minor ailments

Go to the NHS Direct website (www.nhsdirect.nhs.uk) where you can check your symptoms and get basic advice.

Sore throats and dental symptoms

Sore throats are usually viral, so antibiotics will not help. Gargle with two soluble

aspirin four times a day. Make an appointment with your GP if symptoms persist for 72 hours, or if you can see pus down your throat. For dental problems, rinse mouth with hot salt water, take painkillers and contact your dentist if the pain persists.

Diarrhoea/vomiting

For tummy cramps take two paracetamol every six hours. For fluid replacement, drink cooled boiled water with a teaspoon of salt and eight teaspoons of sugar per litre, or Coca-Cola. Cautiously start eating starchy foods as your symptoms resolve. If symptoms persist for 48 hours, please contact your GP.

If you feel ill but you do not feel it is serious enough to see a GP, you can go to a chemist (pharmacy) and describe your symptoms to a pharmacist – they might be able to diagnose your condition and supply you with over-the-counter (non-prescription) medicines.

Infectious diseases

Students who are diagnosed with an infectious disease must inform the University immediately and should not attend classes or on-campus activities until the condition resolves or they have been given the all-clear by their GP.



Meningitis

Meningitis is a disease that strikes infrequently, but young people living in shared accommodation seem to be at greater risk. It can be fatal. As a precaution, all young people in England will have received immunisation against meningitis before coming to University. If for any reason you haven't had a vaccination, talk to your GP about it when you register.

Medication

If you are currently taking a course of medicine, try to bring at least one month's supply with you. Make an appointment soon after arrival and show your new GP the medication you are taking.

You can buy some common medicines like paracetamol and aspirin from the pharmacy or supermarket. However, for most medication you will need a prescription from your GP. If you are given a prescription, take it to a pharmacy to get the medicine. You normally have to pay for this (except for contraception) and the cost is around £7 per prescription.

Sexual health and family planning

All staff at the Student Medical Centre are family planning-trained and offer a



range of contraceptive services and advice. There is also an integrated sexual health clinic which offers extra services including STI screening, emergency contraception, pregnancy testing and condoms.

Dentists

There is a charge for all dental treatment, even under the NHS, but you may be entitled to some assistance with payment. You will need to fill out an NHS form HC1, which you can pick up from the University Medical Centre or the University Dental Practice.

If you have any dental problems you can contact the University Dental Practice. The postal address is 27 Old Christchurch Road, but the entrance is located on Post Office

Road. Telephone: +44 (0)1202 315545. For details of other dentists, visit the NHS website: www.nhs.uk

Alcohol and drugs

You may already be aware of some of the dangers of excessive drinking or taking drugs or 'legal highs'.

Please think carefully about the effects that alcohol and other substances could have on your health, your mental wellbeing and your studies.

You'll find a wide range of information relating to your health, alcohol, drugs and legal highs, as well as more general health information at www.nhs.uk/Livewell/studenthealth

Sometimes you may have issues you wish to discuss with somebody in private. You may feel homesick or stressed; you may have a question about money, health or relationships; you may just want to chat. The support services listed below are here to help you.

askBU Students Service

askBU Students Service is your one-stop-shop for student enquiries. Our friendly, professional and helpful advisers are available to help you with information and advice throughout your studies at Bournemouth University. We are able to help with a wide variety of enquiries relating to non-academic issues. For example you can come to see us to:

- Get a letter to confirm that you are a student (for example, if you need to open a bank account)
- Get a replacement ID card or Council Tax exemption certificate
- Reset your computer password or unlock your IT account
- Find out how to submit appeals, mitigating circumstances and complaints.

The Student Financial Support Team is integral to the askBU Students Service. They can provide information and advice on financial queries about bursaries and scholarships.

askBU Students Service is conveniently located at both campuses where you can visit us for face-to-face advice:

Talbot Campus: The Base, Poole House, Fern Barrow, Poole BH12 5BB or The Helpzone, The Sir Michael Cobham Library, Fern Barrow, Poole BH12 5BB

Lansdowne Campus: The Library, Bournemouth House, 17-19 Christchurch Road, Bournemouth BH1 3LH

SUBU Advice

SUBU Advice offers a free, independent confidential advice and representation service to students on a wide range of issues including housing, employment and legal matters, funding and academic matters. There are offices on both Talbot and Lansdowne Campuses. Please see www.subu.org.uk/advice for further details, email subuadvice@bournemouth.ac.uk or telephone +44 (0)1202 965779.



Telephone on +44 (0)1202 969696 (dial 69696 only if calling from an internal phone, including University-managed accommodation) and by email: askBUstudents@bournemouth.ac.uk

Website: www.bournemouth.ac.uk/student/askbu

Counselling Service

BU's Counselling Service is available to all full-time and part-time students currently studying at the University's Talbot and Lansdowne campuses. Unfortunately, the service is not currently available to students at Bournemouth & Poole College. There are five part-time counsellors and a clinical psychologist available, working mainly during office hours, Monday to Friday. Counselling rooms are situated in Talbot House on the Talbot Campus, above the Medical Centre. Counselling sessions are also available some evenings. A series of helpful pamphlets and links are available for you to browse online at www.bournemouth.ac.uk/counselling

We recognise that it may seem strange to go and talk about your problems with a stranger. Often family members or friends provide the role of listener or counsellor at home. When you are away from home, however, you may feel more vulnerable or isolated than when you are surrounded by family and friends. You may feel the need



to share a problem, talk through an issue that is worrying you or seek help dealing with a personal crisis. Student counsellors are there to listen to you, in confidence. Please visit www.bournemouth.ac.uk/counselling. Alternatively, you can email scounsel@bournemouth.ac.uk or telephone +44 (0)1202 965020.

Multi-Faith Chaplaincy

There are four Chaplains available to all students whether religious or not. The chaplains cover both the Talbot and Lansdowne Campuses. In Talbot House we have a spirituality area where you can find a place to reflect, work on computers in a quiet space, have free refreshments and open access to the Chaplains.

Additionally, we have a number of Faith Advisors covering all the world religions. Chaplaincy coordinates postgraduate lunches and lectures relating to academic and faith issues.

All students (whatever their faith, if any) are welcome to contact the Chaplaincy to:

- Talk to a Chaplain in confidence about personal matters
- Be put in touch with local faith communities and places of worship
- Explore the concept of religious faith and its implications for justice and peace
- Join a group for prayer, study or fellowship, or use our various prayer rooms.
- Ask questions about life issues and the working out of one's own spirituality.

BU has Islamic prayer rooms for Muslim students and a kosher kitchen available for Jewish students to use. They are both in Talbot House and can be accessed via the Chaplain, Bill Merrington (01202 965383 or chaplaincy@bournemouth.ac.uk).

Please see www.bournemouth.ac.uk/chaplaincy for further details.

Developing your career

A volunteer painting a mural on a Make a Difference (MAD) day



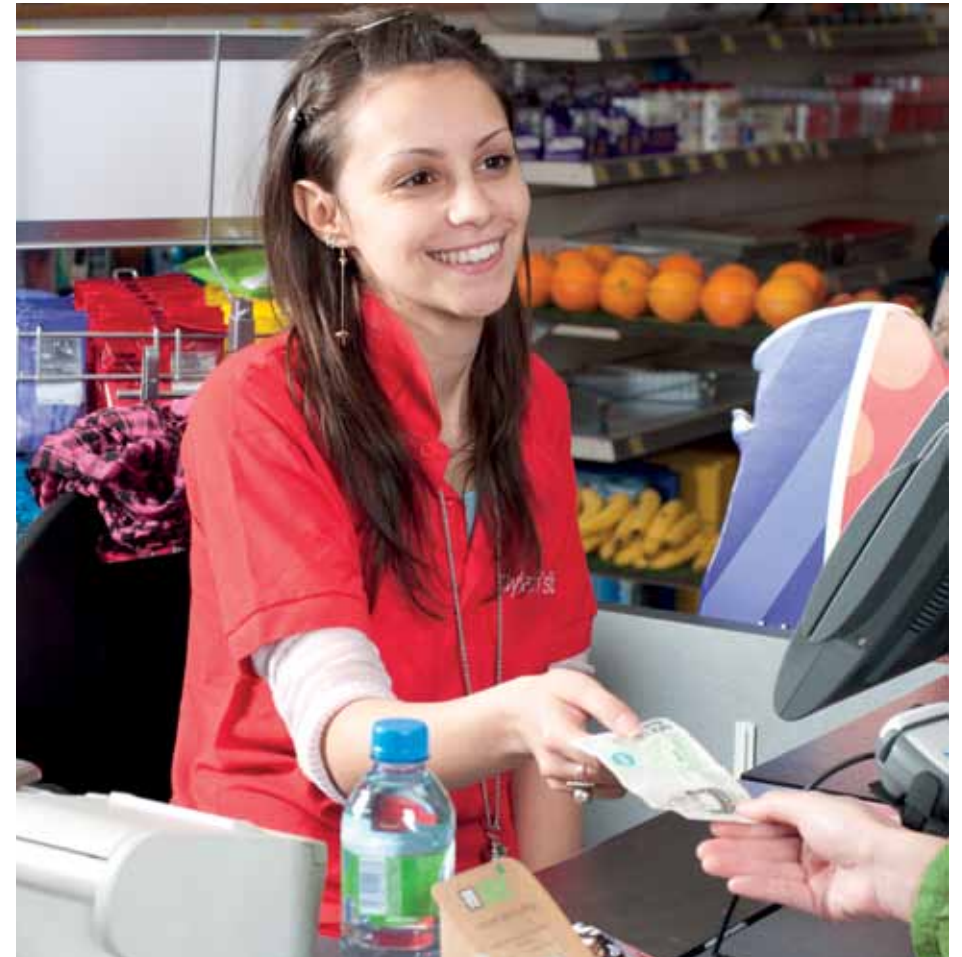
The BU Student Development Award

The BU Student Development Award holds the key to unlocking your true potential and ensuring that you can stand out from the crowd when speaking to employers. At the heart of the Student Development Award is our desire to do everything in our power to improve your employability. Alongside attending dedicated award workshops, you will need to actively engage in extra-curricular activities and complete an e-portfolio.

To find out more visit www.bournemouth.ac.uk/student/award or email busda@bournemouth.ac.uk

Placements and Careers Service

Your time at BU is designed to develop you as a highly employable graduate. The Placements and Careers Service is here to help you find the job you want and to help you develop the skills you'll need to manage a successful and enjoyable career.



We encourage you to make a Career Plan as soon as you arrive at BU and to work on developing your employability from day one. The service will help you along the way so you are able to find the job opportunities open to you, both for placements and for your eventual graduate employment. We support undergraduate and postgraduate students in their job search and in making effective applications, by providing guidance on CVs, portfolios and interview processes.

We have excellent relationships with a wide range of employers, many of whom give priority in their recruitment to BU students, both with placements and

graduate employment. Getting a good placement is your first step towards starting a successful career!

Our service is affiliated to the Association of Graduate Careers Advisory Services (AGCAS) which ensures that we offer a high standard of guidance. You can access a wide range of career-related information, including DVD and computer-based applications, particularly for self-assessment exercises.

For further information, please see <http://studentportal.bournemouth.ac.uk/career>

Study and work abroad opportunities

Bournemouth University aims to ensure that all students have the opportunity to engage with international activities, either on-campus or off-campus. We are living in a 'global village' and employers are becoming increasingly internationalised. By developing a global perspective, you can enhance your employability both at home and overseas. There are opportunities to participate in a range of international activities including: study exchanges, work placements, summer schools and volunteering. Please note that eligibility conditions may apply for participation in these opportunities. BU has well-established links with universities internationally and there may be opportunities for you to participate in a study exchange for part of your studies. If you carry out a study exchange or work placement in Europe you may also be eligible to receive some funding to help towards your living costs. BU participates in EU funding schemes, such as Erasmus, which promote student mobility throughout Europe.

All students are encouraged to apply for funding through the BU Global Citizen Competitive Awards Scheme, which encourages high achieving students to carry out a worthwhile international experience as part of their degree. You are encouraged to participate in a structured international experience during your studies to help develop your cultural awareness, global citizenship and global leadership skills. We believe that these valuable skills will enhance your future graduate employability prospects. Further information about our study and work abroad opportunities is available at www.bournemouth.ac.uk/student/study-abroad and www.bournemouth.ac.uk/student/work-abroad. Queries can also be emailed to studyabroad@bournemouth.ac.uk

Working part-time

Many students choose to work part-time throughout their studies. As well as the obvious financial benefits, a part-time job

Volunteering

You can improve your chances of finding work if you can demonstrate that you have been involved in volunteering work in the community. The skills that you learn through community engagement can really enhance your prospects.



SUBU runs the hub website (www.the-hub.org.uk) which matches you with suitable volunteering opportunities – it's a really easy way to see what kind of volunteering projects you could get involved in and sign up if you're interested.

Volunteering can give you a chance to meet new people, learn new skills and give something back to the community.

"...it's a great environment to get to know other people and to feel the warmth of teamwork, to accomplish something together that is of great help to others. The reward of a thank you is incredibly satisfying and you do feel good about yourself after helping somebody. It has also helped me to discover new things about myself; it has helped me to grow as a person."
(A postgraduate student describing his experience of volunteering)

can help you to develop skills, which will help you to improve your employability.

You can find information about available part-time work at The Job Shop in The Edge (near The Sir Michael Cobham Library) or online at www.gradsouthwest.com. You do need to ensure that any paid or voluntary employment does not leave you with too little time to study properly.

Social and extra-curricular activities



An important way of building networks of friends and having fun is making sure you develop an active social life. Even when you are busy it is very important to take a break from time to time!

sportBU

Getting involved in sport and exercise is not only good for your health and wellbeing – which in turn will help your studies – but is a great way of meeting people and socialising. sportBU provides a wide range of facilities catering for both recreational, performance and academic requirements. Our facilities at Talbot Campus include:

- Four (badminton) court sports hall
- Two floodlit 3G football pitches
- A new, fully equipped gym
- Health Zone treatment rooms
- Injury and rehabilitation services

- Two dance and activity studios
- Changing rooms with showers

Nearby we have:

- Dean Park cricket ground
- Two turf football pitches (Wallisdown)

We offer a range of programmes including:

- Group Fitness programmes
- Instructional classes
- Intramural Sports
- Coach Education

Memberships

Membership to our facilities is in the form of a sports pass which entitles users access to our Gym Training Zone, fitness classes, social sports sessions and pay and play table tennis, badminton and basketball court hire. All activities can also be accessed on a pay-as-you-go basis.

Varsity Sport

sportBU competes in the British Universities and Colleges Sport (BUCS) Championships in a number of sports and were ranked a creditable 30th out of 145 in the BUCS 2010/11 season. We hold trials for University sports teams, where athletes are selected to join the squads.

Sport Scholarships

sportBU has two support programmes for elite athletes:

- BU Sport Scholarships: Up to £1,000 available
- EXCEL Scholarships: Provision of in-kind services

Clubs and societies

In addition to sportBU, SUBU has over 60 clubs and societies, that you can get involved in, including floorball, climbing club, tchoukball, rowing and skiing. For more information on how to get involved visit www.subu.org.uk/clubsandsocs



For more detailed information about sportBU, please visit our website: www.bournemouth.ac.uk/sportBU or contact sportBU reception: +44 (0)1202 965012

Visual Arts at BU

Bournemouth University is very proud of the quality of the fine art that is displayed on campus and in the public areas. Over the years, we have achieved a growing reputation for showing works by reputable and internationally acclaimed artists. A permanent collection of art has been gradually collected and BU encourages an active engagement in the arts for its students, staff and community.



The BU Art Loan Collection enables the staff and students to engage with the art work as they pass by on a daily basis. Sculptures in the front grounds of Poole House enliven the entrance and give BU a modern and contemporary feel.

We offer life-drawing classes and aim to broaden opportunities to actively participate in art activities each year.

The Atrium Art Gallery (opposite the bookshop in Poole House) showcases a diverse programme of quality exhibitions that are educational as well as visual. See the BU Arts Web pages for full details of exhibition listings.

We invite students to get involved and participate in the gallery exhibitions and programme of forthcoming cultural events. We are increasingly looking to have student academic work exhibited around the University and we seek students who have an interest in art to help the curator as volunteers in the Art Gallery. To get involved, or for any further information about Visual Arts at BU, please see: www.bournemouth.ac.uk/student/art or contact Julie Herring, Curator, tel: +44 (0)1202 961428 e: jherring@bournemouth.ac.uk

BU Music Centre

Whether you are a singer or instrumentalist; whether you prefer classical or popular styles; whether you like to listen or participate, we have outstanding musical opportunities to offer you throughout your time at BU.

BU Music offers students, staff and members of the local community the opportunity to participate in a wide variety of ensembles. All clubs and societies meet during term time at The Student Hall Talbot House; the majority do not require auditions and yearly memberships are free for BU students.

Our activities include:

- BU Orchestra
- BU Choir
- BU Big Band
- BU Chamber Choir
- BU Contemporary Choir
- BU Chamber Music Groups
- Popular Music Groups
- Individual Music Tuition
- Rehearsal Rooms equipped with pianos, drum kits & Amps

Cinemas

The main cinemas in the local area are:

- Odeon and ABC: Westover Road in Bournemouth town centre
- Empire: Tower Park in Poole
- Lighthouse: Poole town centre (screens both mainstream and independent films)
- The Regent Centre: Christchurch town centre (screens re-runs and independent films).

With a student discount, cinema tickets cost approximately £5.50 per person.

The Students' Union at BU (SUBU) supports a variety of very active clubs and societies run by students for students. There are opportunities to get involved in everything from performing arts and photography to cheerleading and baking. If there isn't a club you want to join it's really easy to start your own. Getting involved in a club or society is a great way to meet new people who share a common interest or hobby with you. To find out more information, and for a full list of societies, visit www.subu.org.uk/clubsandsocs



Excursions

There is a programme of excursions for students throughout the year. We organise day trips to different UK towns, including Oxford, London, Bath and Brighton, and weekend trips to places a bit further away. The trips are a good-value way to get out of Bournemouth for a day and meet new friends. You can buy tickets from the Students' Union reception on Talbot Campus.

"There was so much to see in Bath. I originally went on the trip by myself, but I met another girl from North America and we had lots of fun exploring the town. The Roman Baths are amazing to say the least, but there are many other gorgeous buildings and many churches. Bath has been my favourite trip by far this past year, mainly for the sites but also for the great company!"

Ali Brooks,
MSc Forensic Archaeology

You can find out about all types of University events on campus on BU's online events calendar: www.bournemouth.ac.uk/student/events



The Loft bar, Talbot Campus

SUBU outlets



- Dylan's Bar based in Poole House – open weekdays and weekends, with pub food and drink throughout the day and evening, and evening events including Salsa dancing and live music
- The Loft – SUBU's second venue on Talbot Campus offers a more relaxed atmosphere and serves Starbucks coffee
- The Student Shop – open throughout the day and evening for food and stationery, clothing and magazines, all at student-friendly prices
- SUBU's main attraction, The Old Fire Station. Located near many of the halls of residence, providing a wide range of night-time events, including big-name DJs, live comedy acts, and one of the very best student nights in Bournemouth, Lollipop.

All facilities provided by SUBU are leased from the University and permit value-for-money services to be provided to students. Profits made are used by SUBU to fund services to students.



Dylan's Bar, Talbot Campus

Eating and drinking

The University and SUBU have a variety of restaurants and bars for students to use throughout the day and evening.

Eating at the University is relatively cheap. The outlets on both the Talbot and Lansdowne campuses offer a wide range of meals and snacks from £2.50 for a sandwich to approximately £3.50 for a cooked meal. There are usually plenty of vegetarian options on offer.

BU has a kosher kitchen available for students to use. It is in Talbot House and can be accessed via the Chaplain, Bill Merrington (01202 965383 or chaplaincy@bournemouth.ac.uk).

You can find more details about campus food outlets on our website: www.bournemouth.ac.uk/student/eating

"I always cook with friends. It's like a family gathering. We all contribute to the groceries, some cook and those who can't cook clean the dishes afterwards. It's a fair deal! Plus it's great tasting all the different foods your international friends will cook for you!"

Jason Banrey,
MA Multi-Media Journalism

Bournemouth and the local area – your new home



Bournemouth Pier

Bournemouth has a vibrant town centre with large high street stores, boutique shops and plenty of cafes and coffee shops. The town is connected to the seafront by the beautiful Victorian gardens. Nearby Poole is a lively, bustling harbour town renowned for its many water sports and Poole Harbour – the second largest natural harbour in the world.

The seafront and beach

Bournemouth is famous for its seven miles (12 kilometres) of sandy beach. In the summer, the beach is very busy with tourists. In the winter it is the perfect place for taking a long walk. You can start at Bournemouth Pier and then either take a left or a right:

If you turn right you will be heading in the direction of Sandbanks and Poole. Sandbanks is a beautiful stretch of beach with views over the Isle of Purbeck and Studland beach. On the other side of Sandbanks beach is Poole Harbour, which is often full of windsurfers and kitesurfers.

Alternatively, if you turn left at Bournemouth Pier you will be walking in the direction of Boscombe Pier and Southbourne. If you have the time (and energy!) you can walk to the very end of the stretch of beach to Hengistbury Head, a prehistoric nature reserve which offers superb views of Christchurch Harbour and Poole Bay.

Arts and cultural activities in the town

The Russell-Cotes Art Gallery & Museum is a beautifully restored house by the sea with collections from around the world and



The Pavilion Theatre, Bournemouth

various works of art, performances and workshops on offer. Entrance is free.
www.russell-cotes.bournemouth.gov.uk

There are theatrical and musical performances at the Bournemouth International Centre (BIC), The Pavilion (in Bournemouth) and the Lighthouse in Poole. Events listings can be found at www.bournemouth.co.uk

Pavilion Dance is the South West's new dance centre based at The Pavilion offering dance lessons and a great line-up of international and local dance performers.

Poole Quay is also an interesting place to visit with historic buildings, a museum and boat trips around the harbour or to Brownsea Island.

The local area

Bournemouth and Poole sit in one of the most beautiful parts of the country. To the east lies the beautiful New Forest, full of wild horses and cattle, wonderful walks and bike trails and traditional old villages and pubs. To the west lies the 185-million-year-old World Heritage Jurassic Coast and the Isle of Purbeck with its stunning countryside and the historic village and castle at Corfe.

Christchurch and Lymington are small historic towns that are also worth visiting and are only a short train journey away.



The New Forest



Christchurch

Life after BU



Graduation

Your graduation day may seem a long way off now, but you will be there quicker than you think! BU's Awards Ceremonies are a part of the celebration of your achievement and we hope you will be able to attend. You will need to budget for the cost of guest tickets, academic dress and photography.

BU Awards Ceremonies are held in November each year at the Bournemouth International Centre. The date of your graduation ceremony will depend on the date when the Board of Examiners meets to confer your award. For some students this may mean that you have to wait several months after the end of your course before you can graduate.

Please note that if you are required to repeat work or are granted an extension this may impact on the date on which you are eligible to graduate.

We will not issue your certificate before your ceremony. However, you can use your transcript as proof of your qualification for employers. The University is happy to confirm your dates of study and award to an employer on your behalf, providing we have your written permission.

We publish the names and awards of all graduates in the Awards Ceremony booklet, on the website and in the local press. If you do not wish your name to appear, you must contact Student Administration to inform us.

If you owe fees, fines or any other monies to the University, you will not be permitted to receive your certificate. The University will print the name we have recorded for you on your degree certificate, so it's important that you tell us in advance of any spelling or other changes. After we have printed the certificate we will not be able to change it for you.

The graduation web pages have more information about Awards Ceremonies: www.bournemouth.ac.uk/student/graduation

The Alumni Association

Stay in touch and involved after you graduate! You're entitled to free membership of the Alumni Association, which exists to keep former students in touch with the University and with each other.

We'll keep you up-to-date with news, event invitations and opportunities through our annual magazine, blog and regular e-mails. You can also take advantage of exclusive benefits and offers, such as big discounts on further study.

If you'd like to stay a bit more closely involved, there are also opportunities to take part in all sorts of activities, from being featured in our publicity to helping the next generation of students through our mentoring scheme.

You can update your contact details with us anytime or find out more about the Alumni Association by visiting www.bournemouth.ac.uk/alumni



Data Protection Statement



The University collects and processes information about you for various teaching, research, administrative and management purposes, including health, safety and welfare. Those purposes are registered with the Information Commissioner under our data protection registration. The University gives you the chance to opt out of various categories of processing when you register but you should consider carefully the potential impact on you of doing so.

The University will hold your personal information securely, both in hard copy format and electronically, and under the requirements of the Data Protection Act 1998 (DPA).

Subject to the DPA, you have the right to ask for a copy of the information the University holds about you.

The University may share your information with third parties where obliged or allowed to do so by law (for example, for statutory returns, to work with partner colleges, or to enable online services to you). Please note that the University will send some of the student information it holds to the Higher Education Statistics Agency (HESA). The DPA also applies to HESA. Your contact details do not form part of the HESA student record.

HESA collects, and is responsible for, the database in which it stores your HESA student record. HESA uses this information in its own right, for example to publish statistics about students in higher education. HESA also processes information held in the database for other organisations.

Sensitive personal data

If you give the University information about disability, ethnicity, sexual orientation, gender reassignment, pregnancy/maternity or religion this will be included in the HESA Student Record. This will be to help check equality of opportunity and remove unlawful discrimination in accordance with the Equality Act 2010. HESA will not use these data fields in any way that could be used to identify you.

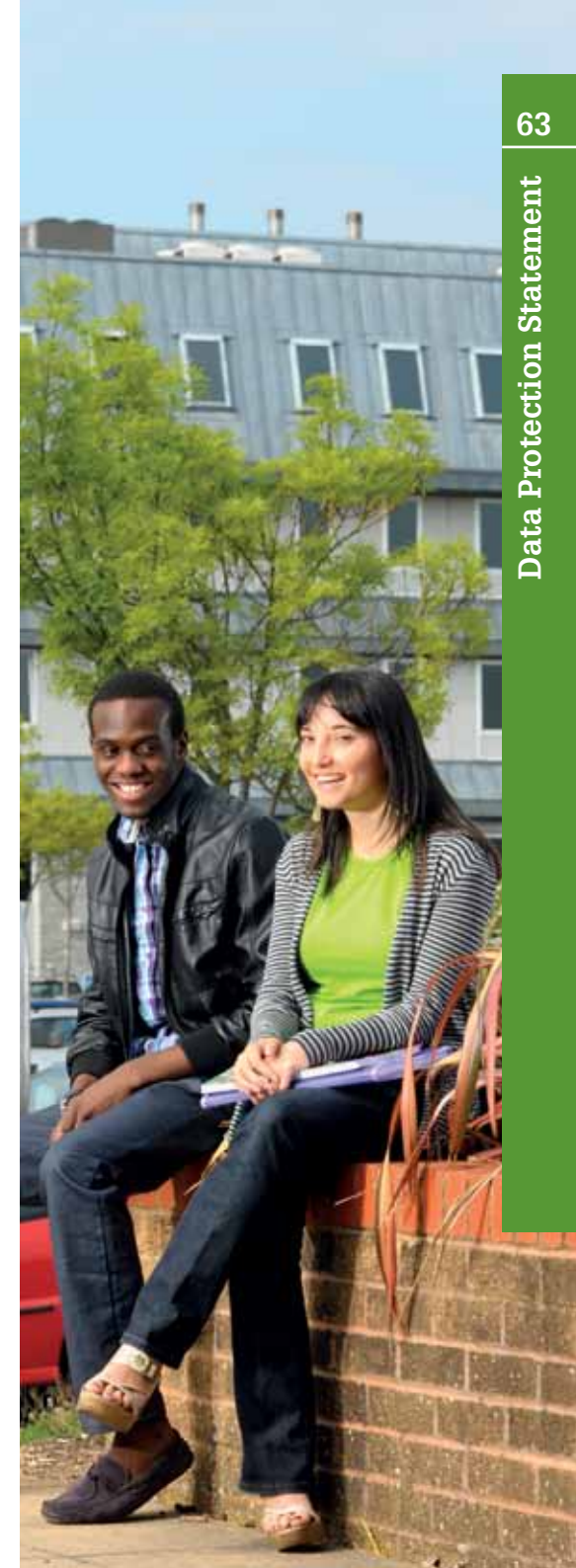
For further information about the purposes for which HESA may use your data please see the HESA website at www.hesa.ac.uk/collection-notices

National Student Survey and Leaver Surveys

The University may pass your contact details to survey contractors to carry out the National Student Survey (www.thestudentsurvey.com) and surveys of student finances for the organisations identified by HESA at the HESA site listed above.

About six months after you graduate, we will contact you to ask you to fill in the HESA 'Destinations of Leavers from HE' questionnaire. You may also be included in a second survey of leavers a few years after you graduate.

We will pass your contact details to the relevant survey organisation. We will not give your contact details to HESA. The survey organisation will use your details only for that purpose, and will then delete them.



of their studies or research. However, any student may be required to sign an agreement assigning ownership of such rights to the University as a condition of participation in a specific project. Examples of where this may occur are in the Bournemouth University IP Management Procedures.

Library Rules and Library Service Statement

All enrolled students are entitled to be members of the Library. Use of learning resources provided by the University Library is dependent on the observance of the Library Rules. Failure to abide by the Library Rules may result in the implementation of Library Sanctions. Members may also be subject to sanctions as set out in the Student Disciplinary Procedure.

Programme Handbook

All students are issued with a Programme Handbook at enrolment. The Handbook contains details of arrangements for handing in assignments, how to request an extension and any other information that is specifically relevant to your particular programme.

Public Interest Disclosure Policy

This policy covers disclosure by a member of the University community of confidential information, which relates to some actual or likely danger, fraud or other illegal or unethical conduct connected with the University.

Research Ethics Policy and Procedure

Outlines the principles which the University expects all those undertaking research to adhere to.

Student Assessment Handbook

This booklet provides information about University processes and regulations and students' responsibilities in respect of assessment.

academic performance and how you request an assignment extension/exam postponement and/or ask for consideration of your circumstances at an Assessment Board. Circumstances that are not raised in accordance with the Policy and Procedure will not normally be taken into account even in the event of an appeal.

Equality Schemes, Policies and Action Plans

These include information about the University's commitment to equality for all staff and students and its wish to promote a culture which fosters equality and celebrates diversity. Relevant documentation includes (but is not limited to) the Disability and Gender Equality Schemes and Action Plans and the Race Equality Policy. Students who do not comply with these policies may ultimately be subject to disciplinary action.

Fraud Policy

Fraud or suspected fraud by students will be investigated in accordance with the procedures laid out in the Fraud Policy. Students found guilty of fraud will be subject to the Student Disciplinary Procedures and may ultimately be excluded from the University.

ICT Rules, Regulations and Policies

All students are required to comply with relevant legislation and the terms of licence when using specific software and databases and with the guidance for use of IT facilities contained in the University Rules. Students who do not comply (eg. by connecting unauthorised hardware or downloading material which may generally be considered offensive or obscene) will be subject to the Student Disciplinary Procedure and may also be subject to criminal proceedings.
www.bournemouth.ac.uk/student/rules

Intellectual Property (IP)

The University does not automatically assume ownership of Intellectual Property (IP) generated by students in the course

Synopsis of Policies, Rules and Regulations

With your offer letter you will have received a leaflet summarising Bournemouth University's Rules and Regulations and the associated regulations, policies and procedures. It is a condition of your enrolment that you agree to abide by these. Full copies of all regulations are available electronically at www.bournemouth.ac.uk/student/rules or on request from askBUstudents@bournemouth.ac.uk. For convenience a synopsis of some of the Student Regulations is provided below. However it is your responsibility to read the full version. Ignorance of the regulations will not be accepted as a valid reason should you be found to be in breach. Please note that any student who is excluded from the University because of an academic offence or disciplinary procedure will not be entitled to a refund of any fees, charges or other financial penalties, paid or owing for the current, or previous, year(s) of study.

Academic Appeals Policies and Procedures for Research and Taught Awards

Students wishing to lodge an appeal against the decision of the Board of Examiners (or Examining Team) should do so in accordance with the appropriate Appeals Procedures.

Academic Offences Procedure and Code of Practice – Misconduct in Academic Research

Any student found guilty of an academic offence (eg. plagiarism or cheating) may be excluded from the University.

See also:

- Citing References
- Copyright Compliance.

Accommodation

All students living in University-managed accommodation are required to abide by their tenancy agreement. Failure to do so (eg. by defaulting on payment) may lead to eviction or the student being dealt with under the Student Disciplinary Procedure. See also:

- Halls of Residence Rules
- Terms of Licence
- UniLet Residence Rules.

Assessment Regulations

The Assessment Regulations for your programme stipulates the pass mark, the level of work that you are permitted to repeat if you fail and the arrangements for repeating or resubmitting work, and the award that you will be eligible for on successful completion of your studies.

Code of Practice – Harassment

All students are expected to act with due regard to the interests of the University and in a manner that is consistent with ensuring a safe, efficient and effective learning environment. Student conduct should at all times take into account the need for satisfactory relations with other students and members of staff. Any student who does not comply with these requirements (eg. by being offensive or violent towards another member of the University community) will be subject to the University's Student Disciplinary Procedure and may ultimately be excluded from the University.

Mitigating Circumstances Policy and Procedure

This informs you how the University considers circumstances such as ill health that may affect/have affected your

Student Complaints Policy and Procedure

Any student who is dissatisfied with a programme, service or facility provided by the University or with any actions or lack of action by the University or any member of the University community, may make a complaint as outlined in the Student Complaints Procedure.

Student Disciplinary Policy

Any student who breaches any of the University's Rules and Regulations may be dealt with under the University's Student Disciplinary Procedure. Under the procedure, the University has the right to suspend or exclude students from the University, its programmes and/or its premises. Examples of offences that may be dealt with under the Student Disciplinary Procedure are:

- sexual or racial harassment of a student or staff member
- action which otherwise damages the University or its reputation, whether occurring on the University premises or elsewhere.

Please note that any student who is excluded from the University because of a disciplinary offence will not be entitled to a refund of any fees, charges or other financial penalties, paid or owing for the current, or previous, year(s) of study.

Student Wellbeing Framework

The University strives to provide an appropriate range of services for students to enhance their student experience and to support their health and well-being during their time at Bournemouth University. These services form a network of care and complement each other. By providing a comprehensive framework of support, it is hoped that students will benefit fully from their time at University and be successful in achieving their personal and educational goals.

Student Parking

Cars that are not parked in accordance with the University Rules will be clamped and subject to a release fee.

University Rules

All students using the services or facilities provided by the University, SUBU or Partner Colleges must observe the rules and all associated regulations, policies and procedures relating to such services including any made from time to time under powers delegated by the University Board.



Useful contacts



BU contacts:

Accommodation Service

Telephone: + 44 (0)1202 961671
 Fax: + 44 (0)1202 965025
 Email: askBUhome@bournemouth.ac.uk

Additional Learning Support

Telephone: +44 (0)1202 965663
 Email: alnge@bournemouth.ac.uk

askBU Students Service

Website: www.bournemouth.ac.uk/student/askbu
 Telephone: + 44 (0)1202 969696
 Fax: + 44 (0)1202 961623
 Email: askbustudents@bournemouth.ac.uk

Counselling

Telephone: +44 (0)1202 965020
 Email: scounsel@bournemouth.ac.uk

Dental Service

Telephone: + 44 (0)1202 315545
 There is a free phone to call the dentist in the Students' Union, Poole House

Emergencies

Fire, Police, Ambulance and Bomb Threats (any time, day or night)

- From inside the University: telephone 222
- From outside the University: telephone 999

International Student Exchange Co-ordinator (for exchange students)

Telephone: + 44 (0)1202 965824

Email: studyabroad@bournemouth.ac.uk

Medical Centre

During term-time:

Telephone: + 44 (0)1202 965378

Outside term-time:

Telephone: + 44 (0)8444 772416

24 hour emergency number:

+44 (0)1202 966792

Multifaith Chaplaincy, Centre for Spirituality, Belief and Religion

Telephone: +44 (0)1202 965383

Email: chaplaincy@bournemouth.ac.uk

Nursery

Telephone: + 44 (0)1202 965576

Email: talbotwoods@brighthorizons.com

sportBU

Telephone: +44 (0)1202 965012

Students' Union at BU (SUBU)

Telephone: +44 (0)1202 965765

SUBU Advice

Telephone: + 44 (0)1202

965779/965764/965778

Fax: + 44 (0)1202 535990

Email: studentadvice@bournemouth.ac.uk

Other useful numbers and websites:

Counselling support

Samaritans (24-hour crisis line)

Telephone: 0845 790 9090

(from inside the UK)

Email: jo@samaritans.org

Glossary

Academic offence

Gaining an unfair advantage in your studies by using someone else's work or ideas without crediting them.

Academic transcripts

A detailed summary of your academic results.

Academic year

September - June (official University study year including three terms and vacations).

askBU Students Service

BU's centralised information service for students.

Assessment

The tasks that you need to undertake to demonstrate whether you have met the intended learning outcomes (see right). Most commonly assessment takes the form of an assignment or exam, but it could also be a presentation, the production of a portfolio or some other task.

Assignment

A piece of coursework.

Assignment schedule

A schedule of the deadlines for your coursework and the dates for return of coursework.

Bachelor's degree

Undergraduate degree or first degree.

Credit/debit card mandate

A piece of paper which you fill in with your credit/debit card details which gives us instructions to take money from

your account.

Credits

Undergraduate programmes normally comprise 120 credits per level and 360 credits for an Honours degree. Postgraduate programmes normally comprise 180 credits for a Masters degree.

Dean

The person responsible for the overall management of your academic school.

Enrolment

When you officially become registered as a BU student.

Intended learning outcomes (ILOs)

These are the objectives of your units and will be identified in the Programme Handbook and Unit Guides. Assessments will measure your success in achieving these Intended Learning Outcomes.

Joining instructions

Instructions explaining how best to arrive at the University and arrangements for the start of your course.

Lecture

Lectures are an effective way of presenting information to a large group of students simultaneously. Although not as participative as seminars, students are still encouraged to actively participate in lectures.

Levels C, I, H, M

These are different levels of higher education qualifications. Level C, I and H are at undergraduate level and represent Certificate, Intermediate and Honours

levels. M is Masters level. For full-time undergraduate programmes, Level C is taught in the first year, Level I in the second year, and Level H in the third year of a three-year programme or the fourth year of a sandwich programme.

Masters degree

A postgraduate degree.

Mitigating circumstances

Special reasons that need to be taken into consideration when marking your assignments or when considering your academic progress. For example, if you are seriously ill and therefore you can't hand in an assignment on time, you will need to report your mitigating circumstances in order to request an extension.

myBU

The University's Virtual Learning Environment which provides access to course materials online any time, anywhere; learning resources including reading lists for most units and past exam papers; opportunities for communication and e-assessment.

NUS

National Union of Students.

Peer

A person who has equal standing as others in class, rank, or age. In this case, your peers are fellow students.

Postgraduate degree

A Masters degree.

Programme

Your course of study.

Programme Administrator

The person who will be responsible for the administration of your course.

Programme Leader

The academic who leads a programme.

Programme Team

The tutors and administrators who teach and administer a programme.

Refectory

Large cafeteria serving food and drink.

School

Academic department or faculty.

Seminar

Comprising a smaller group of students than a lecture, seminars allow the opportunity for greater interaction and participation between students and their tutors.

Students' Union (SUBU)

The organisation that is responsible for representing and supporting (academically and socially) students during their studies. SUBU is independent from the University.

Unconditional offer

Offer of a place at University with no conditions attached.

Undergraduate degree

Bachelor degree or first degree.

Unit

Each level of study is broken down into related topics. Each different topic is a unit. Units normally attract between 10 and 40 credits at undergraduate level and between 15 and 60 credits at postgraduate level.

Vice-Chancellor

The most senior member of University staff.

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September					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
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