

# WELCOME TO WORCESTER

Student Handbook



UNIVERSITY *of*  
WORCESTER

2025/26

Updated 1<sup>st</sup> August 2025

The University of Worcester is committed to ensuring that all students, including those with disabilities, long term health conditions, and specific learning differences are treated fairly. Reasonable adjustments to provision will be made to ensure that students are not disadvantaged. An electronic copy of this handbook is also available on:

<https://uniworcac.sharepoint.com/sites/service-site-registry>

Please call 01905 855333 if you would like to receive this information in an alternative format such as large print.

This handbook is for advice and guidance only and is not a substitute for the formal Academic Regulations and Procedures of the University of Worcester. In case of any conflict, these formal statements and requirements take precedence over the student handbook. Every effort has been made to ensure the accuracy of the information contained in the handbook, as of 1st September 2025. The University reserves the right to change the information given at any time.

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# Student Handbook

2025/26

## Welcome to the University of Worcester

Welcome to the University of Worcester - and to returning students - welcome back! I hope your studies go well.

This student handbook contains essential information about being a student at the University. Its main purpose is to provide you with information about the services within the University and important information about the regulations and procedures which are in place to help you. There is important information about start of session arrangements and student finance to which you should pay particular attention.

You should familiarise yourself with the contents of the handbook so that you can refer to it when you need to as it is designed to help you throughout your course of study. This handbook is reviewed and published annually, and you will find an electronic copy on your SOLE page. During this academic year, parts of the University webpages are being migrated to new sites and therefore some links published might change. The electronic copy will be updated throughout the year.

Student enquiries - whether they are about choosing modules, improving study skills, finding part-time work, getting help with money or choosing a career – should be made via [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) which can be found in the Peirson Study and Guidance Centre on St John's Campus (see page 29).

In addition to this handbook, you will find further information about the course you are studying and expanded information about our services on the student portal – <https://worc.myday.cloud/dashboard/worcstudents>

We very much hope your time at the University will be valuable and enjoyable and remember, if you do have queries or problems and need advice, most services can be contacted at [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>). Do take up the many different opportunities available to you, be they at the University, the Students' Union or in your local communities.

Finally, may I take the opportunity once again of wishing you every success in your time here.



Kevin Pickess  
Academic Registrar

# Section 1: Essential information

*Things you need to know.*

## Semester Dates

### **Semester 1: 15<sup>th</sup> September 2025 – 16<sup>th</sup> January 2026**

Award ceremonies: 9<sup>th</sup> September 2025 – 11<sup>th</sup> September 2025

Induction week/Review week: 15<sup>th</sup> September 2025 – 19<sup>th</sup> September 2025

Teaching commences (Semester 1): 22<sup>nd</sup> September 2025

Progress week: 3<sup>rd</sup> November 2025 – 7<sup>th</sup> November 2025

Christmas Break: 22<sup>nd</sup> December 2025 – 2<sup>nd</sup> January 2026

Revision week and Assessment Week: 5<sup>th</sup> January 2026 – 9<sup>th</sup> January 2026

Assessment / Exam week: 12<sup>th</sup> January 2026 – 16<sup>th</sup> January 2026

### **Semester 2: 19<sup>th</sup> January 2026 – 15<sup>th</sup> May 2026**

Teaching commences (Semester 2): 19<sup>th</sup> January 2026

Award ceremonies: 4<sup>th</sup> March 2026

Easter Break: 23<sup>rd</sup> March 2026 – 10<sup>th</sup> April 2026

Teaching recommences after the Easter Break: 13<sup>th</sup> April 2026

Assessment / Exam weeks: 4<sup>th</sup> May 2026 – 15<sup>th</sup> May 2026

Reassessment week: 6<sup>th</sup> July 2026 – 10<sup>th</sup> July 2026

Note: Students on semester-based courses are expected to be in attendance throughout both semesters with the exception of the Christmas and Easter breaks.

Variations to standard Undergraduate Semester dates can be found on the following link:

<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Academic-Year-Dates.aspx>

Further information on the University Calendar can be found at:



You can also find a detailed calendar of important dates via your SOLE page.

## Registration and record keeping

All students must register online each academic year. When ticking the box on the declaration when registering online, you agree to abide by the University regulations throughout the period of your registration.

### Data Protection

The University is a data controller and has many obligations and responsibilities for handling personal data in accordance with:

- the Data Protection Act 2018 (DPA);
- the UK General Data Protection Regulation (UK GDPR);
- the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR); and
- any other applicable laws and regulations relating to the processing of personal data and/or privacy.

We need to process your personal data primarily to deliver our educational contract with you. We also might need to use your personal data for other reasons, such as providing you with accommodation, looking after your safety and wellbeing, or providing other support services.

We sometimes need to process special category data about you. This might include information about your health, ethnicity, sexual orientation or religion. Whenever we collect this kind of information, we will take additional precautions to maintain its security.

You provide some of the information we need when you apply and register with us, such as your name, date of birth and academic record, but other information will be created during your time at the University, for example attendance records, assessment grades and placement feedback.

If you wish to check the accuracy of the information held on you, please email [Student Records](mailto:studentrecords@worc.ac.uk), Registry Services in Woodbury Building ([studentrecords@worc.ac.uk](mailto:studentrecords@worc.ac.uk)). More information about your personal data rights, including making a subject access request can be found here: <https://informationassurance.wp.worc.ac.uk/data-protection/requests-for-personal-data/>

We often need to share information about you outside of the University. Some examples of where we might do this are:

- submitting student data to the Higher Education Statistics Agency (HESA)
- providing your data to partner organisations to allow you to complete placements
- providing attendance & progress information to your sponsor, student loan provider, scholarship scheme, and/or your employer if they are funding your studies
- providing a reference to a prospective employer/education provider
- providing your contact details to the National Student Survey

We also might need to occasionally disclose information about you:

- to assist with the prevention or detection of crime
- in response to a statutory request from a government department



- where there is an urgent need to prevent injury or damage to the physical/mental health of you or someone else

Whenever we share information about you, we will ensure we have a lawful basis for doing so (and if we are sharing special category information, we will ensure that one of the conditions in Article 9(2) of the UK GDPR applies). We will also ensure that any information is shared securely.

We will only keep information about you for as long as necessary. We will need to keep certain information about you after you have finished your studies at the University in accordance with our Retention Schedule:

<https://informationassurance.wp.worc.ac.uk/records-and-documents-management/>

Once you have left the University, if you would like us to, we may contact you with information about further opportunities. You have the right to opt out of these communications at any time.

More information about how the University uses your personal data, and your associated rights, can be found in the University's student privacy notice:

<https://informationassurance.wp.worc.ac.uk/data-protection/privacy-notice/student-privacy-notice/>

### Change of Address/Change of Name/Bank Details

It is very important that changes of address are reported to Registry Services. You can maintain your current address details online via the SOLE page.

It is also important that you inform us of any other relevant changes which we may need to know about – for example, legal name changes must be properly reported – please enquire at [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) in the Peirson Study and Guidance Centre, St John's Campus, if you need advice.

If you are in receipt of a bursary, scholarship or hardship funding administered by the University then you must ensure that your bank details are accurate and maintained. If any of these details change, please ensure that you update your record via the SOLE page.

Personal Details
You can view and update your personal details using this option. All personal information is stored using 128 bit encryption. We utilise the industry-standard Secure Sockets Layer (SSL) technology to encrypt all the personal information.
Disability & Dyslexia Service
My address details
Complete Privacy Consent Preferences for Disability & Dyslexia Service
My bank details
My emergency contact details
Update known as name
Upload / edit my photo

# Section 2: Academic Matters

## *An introduction*

### **Attendance**

Attendance at lectures, seminars, workshops or other specified forms of learning is required according to the demands of the appropriate module. You are expected to participate fully in your programme of study, engage actively with learning opportunities and take responsibility for your learning.

Courses that confer a licence to practise may require a specific attendance level in order to meet the award requirements which are described in the Programme Specification.

Staff at the University will monitor your engagement with programmes of study. Persistent failure to engage may result in termination of registration. You will be liable for tuition fee debts for periods during which you were registered.

The Taught Course Regulatory Framework (TCRF) outlines the process for students who fail to engage (Section 5).

<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Regulations.aspx>

### **Equipment & Special Clothing**

Some courses will require students to provide special clothing and equipment. Information should have been sent to you, when you started your course, by your School. Where this requirement results in hardship, you can apply to the Access to Learning Fund (see Section 5).

### **Assessment**

All students are responsible for ensuring that they are aware of the assessment requirements of the course for which they are registered and the dates of examinations and when assignments are due in. Assessment requirements are described in module outlines.

You should submit your assignments by the due date and usually by 3pm that day. The key method for submitting assignments is electronically through Blackboard. Some assessments are submitted by paper and should be submitted with an assessment receipt form that is available via your SOLE page. Work should be submitted to the relevant School assessment boxes by the 3pm deadline. Your tutor should advise you of the locations of these boxes during your induction.

Reassessment items should normally be submitted in the same way as the original submission.

In order to gain entry to a formal examination, you are required to have your student ID card and display the card on your desk during the examination. Students without an ID card, and who cannot provide an alternative form of photo-based ID, may be prevented from sitting the examination. Please contact [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) if you have lost or need to replace your ID card.

## Anonymous Marking

The purpose of anonymous marking is to eliminate any perceived bias which might exist on the part of examiners and to reassure students of the impartiality of the marking process. Assignments and exams are both anonymously marked, whereas oral presentations and practical assessments cannot be.

The module outline should indicate if an assessment item is or is not anonymously marked. Where it is anonymously marked, you should record only your student number throughout the assessment item(s).

## Academic Integrity and Artificial Intelligence

Academic integrity means being honest in your assignments and exams. Plagiarism is using others' ideas or materials without credit, including AI-generated content. This is considered academic misconduct and is taken very seriously by the University.

Generative AI (GenAI) can enhance learning by brainstorming, summarising, or structuring assignments. You are responsible for using GenAI responsibly to support, not replace your learning. Your work must be your own and you must understand any work you submit. See the [University's AI guide](https://library.worc.ac.uk/artificial-intelligence) (<https://library.worc.ac.uk/artificial-intelligence>) or ask your tutor about the use of GenAI in your studies.

For more on academic integrity, see the [Study Skills portal](https://studyskills.wp.worc.ac.uk/index.php/studying-2/) (<https://studyskills.wp.worc.ac.uk/index.php/studying-2/>). To avoid plagiarism, reference your sources as shown in [your referencing guide](https://library.worc.ac.uk/referencing) (<https://library.worc.ac.uk/referencing>).

## Results/Grades and Feedback

Feedback refers to the information tutors give you about your work - either as written comments on a feedback form or in discussion with them. This information is designed to help you know what you are doing well and what you need to improve. Some tutors may also provide generic feedback in lectures or workshops covering areas where students in general seem to be struggling without reference to individual assessments.

If you are genuinely unsure why you have been awarded a particular grade after reading your feedback, you should consult your Module or Personal Academic Tutor.

In normal circumstances assessed work should be marked and returned to students with feedback within 20 working days of the date of submission.

## Mitigating Circumstances

The University defines mitigating circumstances as circumstances which:

- a) are beyond the control of the student
- b) could not be reasonably accommodated by the student
- c) had a significant impact on the student's performance immediately before or during an assessment

Claims must be submitted with supporting evidence via your SOLE page. You will locate the Mitigating Circumstances Portal in the “Assessments” tab and all claims must be submitted within 7 days of the assessment due date. Claims can be submitted up to midnight on the 7<sup>th</sup> day. Claims submitted after 7 days will only be considered if there is a compelling reason for the delay i.e., bereavement, hospitalisation, or severe mental illness.

Claims must be supported by suitable supporting evidence which should be uploaded to your claim on SOLE. Photos/scans of official documentation are acceptable. Please don't send original documents through the post. Ideally evidence should be uploaded to the claim, but evidence can be sent to [mitcircs@worc.ac.uk](mailto:mitcircs@worc.ac.uk) if required, although this can delay review.

A submission of a claim should not be delayed (and a deadline missed) because you are waiting to receive evidence to support the claim. Evidence can be submitted at a later point.

We recommend that students who are struggling to complete their Dissertation due to unforeseen mitigating circumstances, apply for an extension with the aid of their Dissertation/Study or Project Supervisor. The Dissertation Extension Request Portal can be found under the “Course Information” tab on your SOLE page.

If you feel you have a claim for mitigating circumstances, then please follow the information on our dedicated webpages: [Mitigating Circumstances Advice](https://www2.worc.ac.uk/registryservices/679.htm) (<https://www2.worc.ac.uk/registryservices/679.htm>) and/or speak to [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) who can guide you through the process.

## Complaints and Appeals

Sometimes things do go wrong. In most cases matters can be resolved quickly and informally at a local level. If you continue to be dissatisfied with the response, then you can submit an academic appeal or formal complaint.

An academic appeal is made to the Academic Registrar if there has been an administrative error in the conduct of an assessment, application of regulations, or some other error relevant to an assessment and subsequently the grade received. Please speak to the marking tutor in the first instance, and if required refer to Stage One of the [Student Academic Appeals Procedures](https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Regulations.aspx) (<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Regulations.aspx>) for further information.

A complaint may be made about your experience at University, including relationships with administration, any services, departments, or discrimination issues. Students should attempt to resolve complaints informally with the persons involved in the first instance. If you can't resolve the issue locally, you may enter a formal complaint to the Student Casework Manager by submitting the completed form to [complaintsandappeals@worc.ac.uk](mailto:complaintsandappeals@worc.ac.uk).

Complaints must be entered within 3 months of the incident to allow a thorough investigation. Complaints submitted later than this will only be considered if there is a compelling reason for the delay.

Students studying at partner organisations are required to pursue any matter of complaint through the partner organisation's complaints procedure first. When the partner organisation's procedures are exhausted a complaint can be entered for review by the University via the usual route.

For further information and a copy of the complaints and appeals forms, please visit our webpage:  
<https://www2.worc.ac.uk/registryservices/662.htm>

Further help can also be sought from the Students' Union  
(<https://www.worcsu.com/helpandadvice/academic/>)

# Section 3: Financial Matters

*Money, money, money...*

## Tuition Fees

If you are starting a course in 2025/26, the amount of fees you will be charged by the University will vary depending on the course you are taking, whether you are classed as a Home, EU or an International student, and whether you are a new or continuing student. Home includes students from the EU who have settled or pre-settled status. Your tuition fee for your first year of study will have been notified to you at the time you were offered a place.

[Tuition Fees](#) are listed on the University's Fees and Finance web pages and on individual course pages:



Tuition fees are reviewed annually and may increase in subsequent years of your course.

## Payment of Fees

### Home Undergraduate Students

A tuition fee loan may be available from the providers mentioned below which will be paid direct to the University on your behalf (see Financial Support below).

If you are not eligible for, or choose not to take out a tuition fee loan then you will need to pay your fees in one of the following ways:

- a) in full at registration
- b) in 6 equal instalments with the first instalment payable at registration and 5 subsequent instalments payable by Day 1 of the month following the course start date

### Home Postgraduate Students

If you are a postgraduate student who is studying a Masters Course or PhD, then you may be eligible to apply for a Postgraduate loan which will be paid directly to you (see Financial Support below).

You will need to pay your fees in one of the following ways:

- a) in full at registration
- b) in 6 equal instalments with the first instalment payable at registration and 5 subsequent instalments payable by Day 1 of the month following the course start date
- c) or 3 instalments if a student is in receipt of a Post Graduate Loan from Student Finance England in line with the Loan payment dates.

### International and EU Students

International students and EU non settled/pre settled status are normally required to pay their tuition fees as follows (unless specified otherwise in your offer letter or during your Induction process):

- a) in full at registration, or
- b) Semester 1 starts: 50% before 30 September, or before registration whichever is earliest, and 50% before 31 January.
- c) Semester 2 – January starts: 50% before 31 January and 50% before 30 September, or before registration whichever is earliest.
- d) Semester 2 – March starts: 50% before 31 March and 50% before 30 September, or before registration whichever is earliest.

Any applicable tuition fee Scholarships or Discounts are taken off the second instalment.

### Refunds

For further information on the calculation of Tuition Fees and Refunds, please see the [Tuition Fee Policy](#).

### Non-Payment of Fees

Failure to pay tuition fees by the payment date may mean that you will cease to be eligible to use University facilities and could result in your exclusion from the University. Students with tuition fee debts relating to a previous session will not be allowed to re-register until the debt is cleared. Students who are in debt to the University may not be permitted to attend their graduation ceremony.

Please see the University's [Debt Management Policy](#) for full details of the process for collection of overdue debt.

If you have a question about tuition fees and how to pay them, please contact the Finance Department on 01905 542890 or email [creditcontrol@worc.ac.uk](mailto:creditcontrol@worc.ac.uk)

## Financial Support

### Home and EU Undergraduate Students

There is a range of financial support available to students from the UK to help you fund the cost of your studies, depending on your country or crown dependency of residence before the course started. The [Student Finance website](#) provides links to the different schemes.



EU, Iceland, Liechtenstein, Norway and Switzerland students with [settled status](#) or [pre-settled status](#), (<https://www.gov.uk/settled-status-eu-citizens-families/what-settled-and-presettled-status-means>) and students from the Republic of Ireland, can also apply for Student Finance and more information can be found at [Guidance for EU students](#) (<https://www.gov.uk/guidance/studying-in-the-uk-guidance-for-eu-students>).

Further information is available from [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) or the [Students' Union](https://www.worcsu.com/helpandadvice/). (<https://www.worcsu.com/helpandadvice/>) The University's [Money Advice Team](#) also produces a handbook: *Financial Information and Support for Higher Education students at the University of Worcester*, which is widely available at the University and on the webpage.



There is also a Money Advice link available via your SOLE page. Alternatively, speak with a University Money Adviser who can be contacted via by telephone 01905 542551 or email [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)

Undergraduate Tuition Fee Loans are paid directly to the University and Maintenance Loans, to help fund living costs, are paid to the student.

To obtain your student finance you should apply as soon as possible to your funding provider. If you do not apply within nine months of the start of that academic year, you may lose your right to apply.

### **Home and EU Postgraduate Students**

If you are a postgraduate student who is studying a Masters Course or PhD then you may be eligible to apply for a Postgraduate loan. This is a single loan that is paid directly to you over three instalments during the academic year. If you are a part-time student then you may be eligible for the same loan, but payments will be made over the length of your course. Separate payments are not made for tuition fees, so if you are in receipt of the loan, you will still need to arrange to pay your tuition fees to the University. For further information on Postgraduate Loans, please visit [Funding for Postgraduate Study](https://www.gov.uk/funding-for-postgraduate-study). (<https://www.gov.uk/funding-for-postgraduate-study>)

### **Doctoral Research Students**

Eligible students can apply to Student Finance England for a Postgraduate Doctoral Loan [Doctoral Loan](https://www.gov.uk/doctoral-loan) (<https://www.gov.uk/doctoral-loan>). The other home country funding bodies may also offer funding for Doctoral and Research students (see links at the beginning of this section). This funding may also be available to eligible EU students.

## **Other Financial Support**

There are various schemes to assist eligible students financially. These include grants, maintenance loans, support for students who have dependants, Educational Charities and Trust Funds and the University Scholarships. For more details please see the University's [Money Advice](#) pages.



<https://www2.worc.ac.uk/moneyadvice/>



### **Access to Learning Fund**

The University of Worcester's [Access to Learning Fund](#), awards money to students in financial difficulty and does not have to be repaid.

The award is a discretionary payment to help eligible Home and EU students who are experiencing financial difficulties - for example, students with an ongoing financial shortfall or an unexpected expense. Awards vary as they are based on individual circumstances, and the fund is administered by the Money Advice Service.

Full details and application forms are available to be downloaded from the Money Advice webpage: <https://www.worc.ac.uk/moneyadvice/accesstolearningfund.htm>



If you would like help completing the application form, please contact the Money Advisers via [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>). The Students' Union can also help with the completion of the application form.

### **Scholarships and Fee Waivers**

The University also offers scholarships: details and methods of application are shown on the University website:

<https://www.worcester.ac.uk/study/fees-and-finance/scholarships.aspx>



### **Educational Trust Funds and Charities**

Details are available on the website: [www.worc.ac.uk/moneyadvice/](http://www.worc.ac.uk/moneyadvice/)



### **NHS Learning Support Fund**

Available to eligible new and continuing students on pre-registration Allied Healthcare courses that start on or continue from September 2020.

Please see the NHSBSA website for details: <https://www.nhsbsa.nhs.uk/learning-support-fund>

# Section 4: Regulations, procedures and policy documents

The University has a number of regulations, procedures and policies of which you must be aware of during your time as a student. It is your responsibility to ensure that you are familiar with them and that you know where to access them.

It is particularly important that you read and understand the publications in the following list at, or prior to, the beginning of your course of study. These regulations are not included in the printed student handbook but are available from the Registry Services website.

(<https://uniworcac.sharepoint.com/sites/service-site-registry>).



## **The Worcester Charter for Students**

The University of Worcester seeks to be an outstanding University at which to be a student and will provide an outstanding educational experience through inspiring and relevant teaching and research. This Charter sets out the implications of those commitments for the University, the Students' Union and every student working together in a spirit of partnership. The Students' Union works with the University in their mutual interest of continually improving the educational experience of all students, including those on undergraduate, postgraduate taught courses and postgraduate research degrees.

The Charter is intended to be a signpost, rather than a comprehensive source of information. To ensure the continued relevance of this Charter, it is reviewed regularly by the University's Academic Board and the Students' Union Council.

## **Culture and expectations**

Staff of the University, Students' Union and Students on University awards will:

- interact with students and colleagues fairly and respectfully
- accept responsibility for their actions
- show fairness, professional impartiality and diligence
- value diversity across disciplines, cultures and expertise
- be respectful in their dealings with staff and students, clients and those in the local community
- be committed to, and exercise responsibility for, their own personal, academic and professional development, taking into account any relevant professional standards
- accept and take due account of feedback, given in whatever form
- respect the physical environment and property of the University and Students' Union and contribute in a positive way within the local community
- be aware of all documents published by the University and the Students' Union which relate in any way to being a student and/or a member of the Students' Union e.g. University [regulations and procedures](https://uniworcac.sharepoint.com/sites/service-site-regulations-and-procedures) (<https://uniworcac.sharepoint.com/sites/service-site-regulations-and-procedures>)

[registry/SitePages/Regulations.aspx](#)) and [Students' Union constitution](#) (<https://www.worcsu.com/yourunion/aboutwsu/documents/>) etc.

- aim for excellence in educational endeavours

### **Teaching and engagement**

Staff of the University and Students' Union are committed to the delivery of high standards of teaching, support, advice and guidance. Opportunities for regular continuing professional development exist for all staff.

Staff will make clear the contact hours and any detailed attendance requirements in the module outline issued at the beginning of the module. Students are expected to attend induction, participate in timetabled classes and attend meetings with tutors etc. On occasion it may be necessary to be absent from teaching and students will seek agreement from their tutors, in advance, when practicable. On occasion, it may be necessary to cancel classes and the University will follow the procedures stated in the [class cancellation policy](#) (<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Regulations.aspx>) if this is necessary.

The curriculum will include access to activities that will enhance employability and personal development.

The University will provide library, IT facilities and support.

Students are also expected to take responsibility for managing their own learning, attend timetabled sessions and actively engage in their course, ensure they spend sufficient regular time in private study, and participate fully in group learning activities.

### **Assessment and Feedback**

Staff at the University will make clear the detailed assessment criteria and tasks in module outlines.

Students will be provided with the opportunity to discuss assignment tasks before submission.

Students are required to submit all assessed items or if appropriate bring to the attention of the University details of any [mitigating circumstances](#) (<https://uniworcac.sharepoint.com/sites/service-site-registry>) for consideration up to one week (seven days) after the assessment submission date or when appropriate seek an extension, by stated deadlines.

Formative assessment and feedback is issued throughout the course. Staff will provide feedback on formative assessment or interim assessment, normally before the summative assessment deadline for all modules.

Where appropriate, there is anonymous marking for all summative assessments.

Staff will provide individual feedback to students within twenty working days or communicate to students the reasons for delay within the timeframe. Students should actively seek and use feedback for their academic development.

### **Course Management**

All students will have access to a course handbook which will set out the formal requirements of the course along with information on [academic appeals and complaints](#) (<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Student-Casework.aspx>)

Staff at the University and Students' Union will encourage and support student participation in academic development and course management through the election of Course Representatives <https://www.worcsu.com/yourvoice/rep/>

Students are expected to support Course Representatives and participate in systems which will lead to improvements in the quality of learning and teaching such as course surveys and the National Student Survey.

### **Support for students**

The University seeks to provide outstanding support through academic tutoring or research supervision and a highly professional range of services to support students including access to counselling and advice on health and wellbeing, accommodation, academic guidance, finance, disability and dyslexia and careers to name but a few, to assist students with academic and wellbeing concerns.

In addition, the [Students' Union](https://www.worcsu.com/helpandadvice/) (<https://www.worcsu.com/helpandadvice/>) will provide independent support for students who encounter academic or wellbeing concerns. They will also provide a range of clubs, societies, volunteering and fundraising to enhance students' personal and professional development.

The University will make clear to students the course costs, payment options and deadlines, and an estimate of necessary [additional costs](https://www2.worc.ac.uk/moneyadvice/) (<https://www2.worc.ac.uk/moneyadvice/>) associated with the course. Students are expected to make prompt payment of charges made by the University.

### **Further Information**

Many of the areas referred to in the Student Charter are described in more detail in other University documents.

Should you have any difficulties interpreting these documents, advice and support are available from a range of sources including your Personal Academic Tutor and the Students' Union.

v1.5 - 2020

1. Equality, Diversity & Inclusion: <http://www.worc.ac.uk/personnel/655.htm>



2. Health & Safety: <https://healthandsafety.on.worc.ac.uk/>



3. IT Service: <https://www.worc.ac.uk/it>



4. Fitness to Practise Procedures:

<http://www.worcester.ac.uk/registryservices/documents/FitnesstoPractiseProcedures.pdf>



5. Assessment Policy: <https://www2.worc.ac.uk/aqu/documents/AssessmentPolicy.pdf>



6. Procedures for Dealing with Claims of Mitigating Circumstances:

<https://www2.worc.ac.uk/registryservices/documents/proceduresformitigatingcircumstances.pdf>



7. Procedure for Academic Appeals:

<http://www.worcester.ac.uk/registryservices/documents/ProceduresforAppeals.pdf>



8. Procedure for Investigation of Alleged Academic Misconduct:

<https://www.worcester.ac.uk/registryservices/documents/Proceduresforinvestigationofallegedacademicmisconduct.pdf>



9. Student Complaints Procedure:

<https://www2.worc.ac.uk/registryservices/documents/Student%20Complaints%20Procedures.pdf>



10. Class Cancellation Policy:

<https://www.worcester.ac.uk/registryservices/documents/classcancellationpolicy.pdf>



11. Taught Courses Regulatory Framework (TCRF):

<http://www.worcester.ac.uk/registryservices/documents/TaughtCoursesRegulatoryFramework.pdf>



12. Tuition Fees Policy: <https://www.worcester.ac.uk/documents/Tuition-Fee-Policy.pdf>



13. Refunds and Compensation Policy: <https://www2.worc.ac.uk/registryservices/649.htm>



14. Debt Management Policy: <https://www.worcester.ac.uk/documents/Debt-Management-Policy.pdf>



15. Fire Safety: <https://healthandsafety.on.worc.ac.uk/fire-safety/>



16. Peeps Form (Personal Evacuation Plan part of Fire Safety):  
<https://healthandsafety.on.worc.ac.uk/fire-safety/>



# Section 5: A-Z of advice, help and student support

*A good starting point*

## A

### Academic Writing and Skills

The [Centre for Academic English and Skills](https://www.worc.ac.uk/caes) (<https://www.worc.ac.uk/caes>) offers all students free advice and support with academic writing and presentations. Tutors can help you write more effectively and advise you on your critical writing skills and use of academic vocabulary, grammar, style, referencing and more.

You could also choose to take the 1st year module [Academic Writing and Study Skills](https://www.worcester.ac.uk/life/help-and-support/centre-for-academic-english-and-skills/academic-english-modules.aspx) (<https://www.worcester.ac.uk/life/help-and-support/centre-for-academic-english-and-skills/academic-english-modules.aspx>) to develop your knowledge of the requirements of academic writing at university level.

There are other options you can take to develop the knowledge and skills needed to [teach English as a foreign language](https://www.worcester.ac.uk/life/help-and-support/centre-for-academic-english-and-skills/teaching-english-as-a-foreign-language/home.aspx) (<https://www.worcester.ac.uk/life/help-and-support/centre-for-academic-english-and-skills/teaching-english-as-a-foreign-language/home.aspx>).

Email [english@worc.ac.uk](mailto:english@worc.ac.uk) for more information or to book time with a tutor.

### Access to Campus

Detailed access guides can be found at: <https://www.accessable.co.uk/university-of-worcester>

Recommended routes for Worcester city can be found at: [http://wcrp.org.uk/wp-content/uploads/2023/11/Worcester-Access-map-2023\\_n\\_Web.pdf](http://wcrp.org.uk/wp-content/uploads/2023/11/Worcester-Access-map-2023_n_Web.pdf)

### Access to Learning Fund

See Section 3: Financial Matters

### Accommodation

The Accommodation Team assists students to find suitable accommodation whilst studying at the University. All advice and support regarding accommodation, landlords and welfare can initially be accessed via the Accommodation Hub on St John's Campus.

If you are experiencing any problems with University-Managed accommodation, please contact the Accommodation Team in the first instance:

- Students can phone on 01905 855300
- Email [accommodation@worc.ac.uk](mailto:accommodation@worc.ac.uk)
- Visit the Accommodation Hub during opening hours.

Further accommodation information and support can be accessed via the [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) website.

#### **Accommodation Guide:**

<https://www.worcester.ac.uk/campaigns/accommodation-guide>



#### **Admissions**

Staff in the Admissions Office can provide:

- Advice on how to apply
- Progress on your application

<https://www.worcester.ac.uk/study/find-a-course/how-to-apply/admissions-information.aspx>

Students on HNDs or Foundation Degrees who want to top-up to degree courses or submit applications for credit transfer in respect of modules at the University should apply on their SOLE page.

Students who wish to apply for postgraduate courses should visit the relevant course page on the University website [www.worcester.ac.uk](http://www.worcester.ac.uk).

#### **Application**

Please see Admissions

#### **Alumni**

When you leave the University, you automatically become a member of our worldwide network of alumni. As an alumni, we are here to support you in your future success. There are some great benefits we can offer you, including postgraduate study fees discounts, careers support and enhanced membership of The Hive library.

You can also get a discount on summer accommodation at the University – perfect if you’re organising a reunion with friends or looking for somewhere affordable to stay in the City.

We hope you will stay in touch with us and let us know about your future successes. Many of our alumni return to the University to share their journey with our current students and our active alumni Facebook page is a place to connect with other Worcester graduates and keep up to date on latest news and developments from the University.

Find out more at [worcester.ac.uk/life/alumni](http://worcester.ac.uk/life/alumni)

#### **Appeals**

Please see Section 2: Academic Matters

## **B**

#### **Backing up your work**

It is your responsibility to make regular backups of important work.



There are many causes of data loss, including hardware failure, software corruption, malicious or accidental loss, and while it may feel like a waste of time performing regular backups, it is a vital task.

The University advises that students save their work via cloud storage – students are provided with access to Microsoft OneDrive for this purpose as part of their IT provision. Please don't save work onto University open access PCs, loan devices, or other computer lab PCs as all data is wiped at the end of each session.

### **Bus passes**

Please see Travel.

## **C**

### **Careers & Employability**

Careers and Employability (<https://www2.worc.ac.uk/careers>) are here to help you to draw together your career plans and put them into practice. Students from all University programmes, at whatever stage of their course, are very welcome to use the service, as are those who have graduated from the University of Worcester.

Careers & Employability offers one-to-one appointments, workshops and events, and sessions as part of your course. Discover careers information and resources about a wide range of topics including what to do after your course, making yourself employable, searching for graduate and part-time jobs, and getting CV and application ready online. Find everything you need online and in [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>).

### **myCareer**

[myCareer](https://www2.worc.ac.uk/careers/) (<https://www2.worc.ac.uk/careers/>) is your online home for Careers & Employability where you can book an appointment, register for a workshop, search the latest graduate and part-time job opportunities, and develop your skills with our online careers tools.

### **Care Leavers or Care Experienced students**

We understand that as a care leaver you may experience different challenges and barriers when at university. The Student Support and Wellbeing team are here to support you, be that with your transition into university life or at any other time until graduation. The service can tailor the support they provide to your specific needs throughout your time at university to help you overcome any challenges that you may experience and to share in your success when you graduate. This could be regular check-ins or a named contact that you can reach out to, as and when you want to. They can also, with your permission, liaise with your Personal Adviser and support you accessing other support services such as Money Advice or summer accommodation etc. To contact the team please email [studentlife@worc.ac.uk](mailto:studentlife@worc.ac.uk).

### **Car Parking**

We are fortunate to have 1,400 car parking spaces available across all our campuses, making it easy for you to commute by car to campus.

Our Car Parking team are always on hand across all University of Worcester campuses, monitoring vehicles as they arrive to ensure our car parks are safe, accessible, and well-maintained. Their efforts

help guarantee that everyone can park efficiently and that emergency vehicles can access all buildings with ease.

When parking on campus, remember to display your parking validation or local authority Blue Badge in your vehicle, and enjoy the peace of mind knowing that our team is working hard to keep our campuses safe and accessible for everyone.

Please visit the car parking webpages and click on the tab, '[Pay and Display Charges](https://www2.worc.ac.uk/facilities-staff/car-parking.html)' for further information. (<https://www2.worc.ac.uk/facilities-staff/car-parking.html>)

Arrangements will apply from 1<sup>st</sup> September 2025.

### **Car Parking Permits**

As an alternative to paying daily charges, it is possible to buy a car parking permit. Information can be found on our website: <https://www.worcester.ac.uk/life/our-community/car-parking-information.aspx>

You are not guaranteed a parking space on campus if you purchase a permit. All vehicles parked on the campus are parked at the owners' risk. The University cannot accept liability for any damage caused whilst the vehicle is on University property.

Holders of valid Blue Badge permits are permitted to park free of charge. However, you will still need to register for a permit.

### **Cash Machines**

The St John's Campus is near to the Co-operative and Sainsbury's supermarkets, both of which have cash machines.

### **Catering**

There are a number of [catering facilities](https://www.worcester.ac.uk/about/community-collaboration/venue-hire/meetings-conferences-and-functions/catering.aspx) across the Campus' where you can eat and drink. <https://www.worcester.ac.uk/about/community-collaboration/venue-hire/meetings-conferences-and-functions/catering.aspx>

### **Computer Facilities**

See the IT Service

### **Confirming Student Status**

Various external bodies may require documentary proof that you are a student. Statements confirming your status are available from your SOLE page. This is not generally accepted for council tax exemption – you should use the specific certificate available to download from your SOLE page for this purpose.

### **Council Tax**

If you are a full-time student who either lives alone, with other full-time students, with minors or people on Council Tax Benefit (e.g., an unemployed or disabled person) you will not be liable to pay Council Tax whilst at University.

Answers to questions about Council Tax can be found either on the [Registry Services webpage](https://www2.worc.ac.uk/registryservices/713.htm) (<https://www2.worc.ac.uk/registryservices/713.htm>) or [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) Certificates are available to download from your SOLE page.

They are available only to students who have registered and whose mode of study is recorded as full-time. You should send this to your Council Tax office quoting the Council Tax reference number and the bill will be cancelled for the period that you are a full-time student.

However, if you are a full-time student who lives with other non-student adults or part-time students you will need to pay at least a proportion of Council Tax. You will need to send your Certificate to your Council Tax office to apply for a reduction. Part-time students will be liable to pay Council Tax but may be entitled to a discount. For further information, please contact your Council Tax office.

### **Counselling and Mental Health Service**

The Student Counselling and Mental Health Team is committed to supporting students experiencing emotional, psychological and mental health difficulties so that they can gain maximum benefit from their university experience and develop their potential to its fullest.

We offer daily STAR appointments, which are easy to access appointments for us to Support, to Triage, to Advise and to Refer, as well as 1-to-1 help. The Counselling and Mental Health Team provides a programme of workshops throughout the year on themes such as: Exam & Assessment Anxiety, Procrastination, and Settling Into and Leaving University. We also support the “Fancy a cuppa?” sessions run by the Student Services and Wellbeing team.

The counselling service is BACP accredited which reflects the highly professional and confidential service that is provided.

The University Mental Health Practitioners are registered members of the Nursing and Midwifery Council, or the Royal College of Occupational Therapists. They work with individual students with pre-diagnosed and emerging mental health conditions, autism spectrum disorder and those experiencing emotional or psychological difficulties.

To access support from the [Student Counselling and Mental Health Service](https://www2.worc.ac.uk/counselling/) (<https://www2.worc.ac.uk/counselling/>) either visit our webpages or contact [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) to book a STAR (Support, Triage, Advise, Referral) appointment.

For support from the Counselling and Mental Health Service book [a STAR appointment](#)



You can contact the Counselling and Mental Health Service directly by emailing [cmh@worc.ac.uk](mailto:cmh@worc.ac.uk) or telephone 01905 542832. More information about the Counselling and Mental Health Service is available on our webpages [www.worc.ac.uk/counselling](http://www.worc.ac.uk/counselling)

The following organisations can also provide support:

Organisation	Contact details
SHOUT <a href="http://www.giveusashout.org/">www.giveusashout.org/</a>	Text 'Shout' to 85258 available 24/7
Calm Zone (supports mental & emotional health) <a href="http://www.thecalmzone.net">www.thecalmzone.net</a>	0800 58 58 58

NHS 111 (for non-emergency advice/guidance)	111
<a href="http://www.samaritans.org">www.samaritans.org</a>	Call free 116 123
Papyrus (Hopeline for young people under 35) <a href="https://papyrus-uk.org">https://papyrus-uk.org</a>	0800 068 4141 Text: 88247
West Mercia Rape and Sexual Abuse Support Centre <a href="http://www.wmrsasc.org.uk">www.wmrsasc.org.uk</a>	0808 500 2222
The Glade (support for rape or sexual assault) <a href="https://theglade.org.uk/">https://theglade.org.uk/</a>	0330 223 0099
Mind (advice on mental health) <a href="http://www.mind.org.uk">www.mind.org.uk</a>	0300 102 1234

## D

### Debt

If you are experiencing financial difficulties or have unmanageable debts, contact the Money Advisers, who can provide further advice on who may be able to help, on email:

[firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk) or telephone: 01905 542551 or further information can be found at <http://www.worc.ac.uk/moneyadvice>

Please also see Section 3: Financial Matters

### Disability and Dyslexia

The [Disability and Dyslexia Service](#) (DDS) co-ordinates support and adjustments for students with disabilities, sensory impairments, mobility difficulties, Autism Spectrum Conditions, long term medical conditions or with specific learning differences such as Dyslexia. Support is tailored to students' individual needs and may be supplemented by external funding, e.g., Disabled Students' Allowance (DSA). DDS provides advice and guidance to students throughout their university career and can also advise prospective students and their parents. Students who think they may have a specific learning difference can contact the service for information on how to be assessed.

The Disability and Dyslexia Service can be contacted by emailing [disability@worc.ac.uk](mailto:disability@worc.ac.uk) or by calling 01905 855531.

For further information, including booking an [appointment](#) with a Disability Adviser, visit the webpage: <https://www2.worc.ac.uk/disabilityanddyslexia/>



### Disabled Car Parking Spaces

See maps at the following page: <https://www2.worc.ac.uk/facilities-staff/car-parking.html>

Campus access – see <https://www.accessable.co.uk/university-of-worcester>

### Disabled Students' Allowance

Disabled Students' Allowance (DSA) is a non-means-tested allowance to help students meet the cost of disability-related support.

An individual package of DSA funded support could include specialist equipment and software as well as funding to cover human support, such as specialist 1-1 study skills support or specialist mentoring. Eligible students are urged to apply directly through their funding body as soon as possible, preferably several months prior to joining University (examples of funding bodies: Student Finance England or Student Finance Wales). The Disability and Dyslexia Service can provide advice and assistance with applying.

Some students, such as international or some part time students, may be ineligible for DSA – however these students are still encouraged to discuss their support needs with the University.

Apprenticeship students do not receive DSA but can access other funding specific to their apprenticeship status.

For enquiries, please email [disability@worc.ac.uk](mailto:disability@worc.ac.uk) or telephone 01905 855531 or visit <https://www2.worc.ac.uk/disabilityanddyslexia/399.html>

### **Doctoral School**

The Doctoral School provides a service to all Research Degree students. Staff in the School can advise on all matters relating to registration for MPhil and Doctoral programmes.



<https://www.worc.ac.uk/research/research-degrees/home.aspx>

### **Dyslexia**

See Disability

## **E**

### **Email**

All students are provided with a University email account and should ensure they check their inbox regularly as official University communications are sent via email.

### **Estranged students**

If you are estranged from your parents, guardians, or family it can be daunting coming to university. The Student Support and Wellbeing team are here to support you. The team can support you throughout your time here to help you overcome any challenges that you may experience and to share in your success when you graduate. They can also support you accessing other support services such as Money Advice or summer accommodation etc. To contact the team please email [studentlife@worc.ac.uk](mailto:studentlife@worc.ac.uk).

### **Exchange**

Studying abroad can be a very exciting experience. You can explore new cultures, make friends from all over the world and boost your confidence and independence. There are plenty of opportunities available to you and plenty of support to make the study abroad dream come true.

Further details can be obtained at the [Study Abroad](https://www.worcester.ac.uk/study/International/study-abroad/study-abroad-outgoing-students/) (<https://www.worcester.ac.uk/study/International/study-abroad/study-abroad-outgoing-students/>) webpage.

### Facilities Helpdesk

The Facilities Helpdesk is in place to get problems around the campus (e.g. maintenance, cleaning, security etc) solved quickly and efficiently. To do this we require the help of staff and students to report the problem as soon as it arises. For more information on the Facilities Helpdesk and guides on “how to log a request” please visit our [webpages](https://www2.worc.ac.uk/facilities-staff/facilities-helpdesk.html) (<https://www2.worc.ac.uk/facilities-staff/facilities-helpdesk.html>)

### Fee Assessment

You will have been assessed which level (Home, Channel Islands or Overseas) of tuition fee you are expected to pay during the application process. If you dispute your assessed fee status you should contact the Admissions Office on 01905 855111 or [admissions@worc.ac.uk](mailto:admissions@worc.ac.uk) before you complete the enrolment process. Once you have started the course, the fee status will be set and can only be changed in a very limited range of circumstances.

### Fees – Paying tuition fees/problems with paying

See Section 3.

### Feedback

See Section 2: Academic Matters: Assessment

### firstpoint

[firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) provides a welcoming first point of contact for all student enquiries. Based in the Peirson Building, on St John’s Campus, **firstpoint** is open Monday to Friday excluding university closure days and bank holidays. See our website (<https://studentservices.on.worc.ac.uk/firstpoint/>) for current opening times and lots of helpful information during your studies. Telephone 01905 542551 or email [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk) or visit the **firstpoint blog** for news and updates throughout the year: <https://firstpoint.blog/>

The **firstpoint** team can:

- register new students and issue ID cards
- make referrals and book appointments with specialist services such as Disability & Dyslexia Service, Money Advice, Careers and Employability, Student Support and Wellbeing and the Counselling and Mental Health Service
- advise on, and register, DBS applications
- offer guidance on academic regulations, including mitigating circumstances
- provide information on travel and student car parking permits.

The “[Fancy a cuppa?](https://www2.worc.ac.uk/studentssupport/cuppa-event.html)” (<https://www2.worc.ac.uk/studentssupport/cuppa-event.html>) events are held in the Wellbeing Alcove in **firstpoint**. They are an opportunity to meet fellow students from all years and academic courses, expand your social circle, share experiences, and discover common interests, whilst enjoying a free hot drink and a biscuit. Friendly Student Services staff will be there to listen and answer questions, and we are often joined by therapy dogs, from the national charity Pets As Therapy. The therapy dogs are regular Saturday lunchtime visitors to the [Student Sustainability Hub](https://susthingsout.com/student-sustainability-hub/) (<https://susthingsout.com/student-sustainability-hub/>) in the Thomas Telford Building.



## G

### Graduation

You will have your qualification presented at an awards ceremony held at Worcester Cathedral in September or March. There is normally room for two guests.

The name under which you graduate will be the name that you are known by on your official student record, and you will have an opportunity to review that name prior to graduation. There is no charge to students for graduating but please note that you will be expected to hire a graduation gown from a specialist company, and this will have a cost, which will be advised to you at the time.

Graduation is a free service to students, but there is a standard charge for each guest ticket to offset the high costs of such events; this includes a programme and a drinks reception after the ceremony.

Please note that students who are in debt to the University are only able to attend a ceremony if that debt is less than £500, but the award certificate will be withheld until the debt has been paid.

Further information can be found on: <https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Graduation.aspx>

## H

### Heads of Academic Schools

Dr Helen Scott	School of Health and Wellbeing
Dr Rachael Paige	Interim Head of Institute of Education
Dr Mark Flisher	Institute of Arts and Humanities
Jo Rouse	Interim Head of Nursing and Midwifery
Professor Peter Seville	School of Science and the Environment
Lerverne Barber	School of Sport and Exercise Science
Professor Sandra Nicholson	Three Counties Medical School
Dr Scott Andrews	Interim Head of the Worcester Business School

### Health

You are strongly advised to register with a local GP/Doctors' surgery in Worcester so you can easily access medical assistance as and when you need it - don't wait until you are ill. A list of local GPs can be found on the Student Support webpage:



<https://www.worcester.ac.uk/studentsupport/medical-provision-in-worcester>

Alternatively, please contact [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) via email [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk) or telephone 01905 542551 and they will provide you with a list.

We recommend that you should be fully up to date with the MMR (measles, mumps and rubella) vaccine and that you should ask your GP for the Meningitis vaccination (“MenACWY”), if you haven’t already had it.

If you ever need first aid whilst on campus, or encounter someone else who does, just contact the main Reception desk at St John’s Campus on 01905 855000 and someone will send a First Aider as quickly as possible.

Viral and bacterial infections such as Covid-19 and other respiratory infections are still in circulation, so we should continue to take precautions to keep ourselves and others safe. Continue to practise good hygiene by regularly washing your hands for at least 20 seconds and remember to ‘*catch it, bin it, kill it*’ when necessary.

### **Heating and Water**

The University of Worcester is working towards reducing both energy and water use in halls and throughout the campus. During the heating season the heating in halls is switched on all day from 08:00 – 23:00 and is set to 19 degrees.

Hot water is available at all times.

Radiators are fitted with a thermostatic radiator valve (TRV) to allow room temperature to be set to suit the room user and to help save energy. Please remember to reduce the setting on the TRV if the room gets too hot or if you open a window, the TRV needs to be set at 0.

Classrooms are heated 8:00 – 21:00 except Peirson Study Centre which is heated 24 hours.

Please refer to the [heating and comfort policy](https://www.worcester.ac.uk/documents/heating-and-comfort-policy.pdf) for more information:  
<https://www.worcester.ac.uk/documents/heating-and-comfort-policy.pdf>

Toilets are fitted with two buttons; the smaller button provides a short flush, and the larger button gives a longer flush. Please use buttons as appropriate.

The University has a Green Campus Revolution campaign to encourage you to save energy, water and recycle. There are prizes and competitions with a leader board tracking energy use in the halls of residence. See how well you are doing <https://www.worcester.ac.uk/about/sustainability/how-to-get-involved/green-campus-revolution.aspx>

### **Housing Advice**

See Accommodation

## **I**

### **Identity Card**

All students based in Worcester will be issued with a physical identity card (ID) and you must carry this with you. Your ID card combines five functions:

- It provides proof of identity, and you may be asked to produce it as proof of identity in certain situations. You must carry your card when you are going to sit an examination.
- It provides access to University accommodation and some other rooms such as access to the Peirson Study and Guidance centre 24/7.
- It is your Library card and must be used when you want to borrow books from The Hive.



- It can be topped up with credit and be used to print and make photocopies on printers located around the University.
- It is your Students' Union membership card.

You are required to produce your ID card when asked to do so by any member of the Community and Security Team.

To obtain a range of student discounts you may want to consider purchasing a Totum card. Apply for your card online at <https://totum.com/>

Lost ID card? If you lose your card, or if you suspect it has been stolen, you should immediately report the loss to [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>). There is a charge of £10.00 for cards replaced because of loss, or because of accidental damage. If your card has been stolen and you can provide a Crime Reference number from the police in support of this, you will not be charged for a new card.

Your new card will have a new 'issue number'. As soon as you have been given the card you will need to go to Security Control (located behind the main Reception at St John's Campus) where a member of security will update your card.

You should notify the library if you lose your card, as you are responsible for any borrowings undertaken up to the time when the card is reported lost.

Students who study with a partner organisation will be able to access a virtual ID card on the MyDay page.

## **Immigration**

See Visas

## **Intercalation**

See Temporary Withdrawal

## **International Students**

International Experience provides support to students from outside the United Kingdom who come to study at the University. For further information see subheading T – Tier 4/Student VISAs or contact the International Student Advisors: [ISA@worc.ac.uk](mailto:ISA@worc.ac.uk). For all other enquiries please email: [international-experience@worc.ac.uk](mailto:international-experience@worc.ac.uk)

## **Insurance**

It is important that you have adequate insurance for any personal possessions you bring to University. If you live in a University residence, your personal possessions are covered by the Block Hall Scheme through Endsleigh Insurance up to a certain level. You will receive details of this policy and should read these carefully, taking out additional cover if necessary. This policy does not cover your belongings (e.g. phone, laptop) when taken outside your room. If you are living in private rented accommodation, you will need to make your own arrangements to insure your belongings. The University cannot accept responsibility for loss or damage to private property, which is brought onto and left on University premises entirely at the owner's risk.

## IT Service

The Peirson Study and Guidance Centre on the St John's Campus has computers available 24/7 for both scheduled classes and independent work. Laptops and MacBooks can be loaned from the building for short- and long-term loans.

The Hive also has PCs for student use, with additional computers available at City Campus and Severn Campus. All student computers have access to print facilities and the internet.

The IT Service can be contacted via phone, chat, at a walk-up desk or via our self-service portal.

Please note that the IT Service can offer advice and support for all University owned equipment. The IT Service can also provide limited software support but no hardware support for personal devices.

Full information on all IT services at the University can be found on their website:

[www.worc.ac.uk/it](http://www.worc.ac.uk/it)

Additionally full guidance for new students, including the most common queries such as registering for Multi-Factor Authentication (MFA) and how to get free software, can be found on our [Starting with us this year page](https://it.wp.worc.ac.uk/students/starting-with-the-university/). <https://it.wp.worc.ac.uk/students/starting-with-the-university/>

Another key document is the student "Your IT Service" (<https://it.wp.worc.ac.uk/wp-content/uploads/2025/01/IT-Student-Customer-Charter-1.pdf>) student summary guide. This can be useful for signposting to IT resources and outlines student responsibilities when using them.

## L

### Laundry

Laundry facilities are available at campus locations. There is an app that can be downloaded from your phone's app store called *The Washstation App*. If you need help, then contact them directly on 0800 141 2331 or visit their website: <https://www.washstation.co.uk/>. Further details can be found in the laundry buildings as well as the Accommodation Hub on the St John's Campus.

### Learning disability

See Disability

### Learning/Study skills

See Study Skills

### Leaving the University before completing your course

If you are experiencing academic difficulties, or you are considering leaving or taking time out from your course, you may wish to discuss your options. We hope you won't leave but, in some circumstances, students decide that they need to withdraw from their course. It is very important that anyone thinking of leaving should receive good advice. Your Personal Academic Tutor will be able to help you, and you may also wish to seek further advice and assistance by contacting **firstpoint**, who will be able to refer you to Student Support or Programme Advisers.

Do not make a hasty decision to withdraw – it may be possible to suspend your course for up to one academic year instead (See Temporary Withdrawal). In the event that you do decide to leave, you will want to think about your next step – consult the Careers and Employability Service (via **myCareer**) who will be able to suggest alternative courses or possible jobs. You will need to complete the online *Withdrawal from Study* form, which can be found on your SOLE page under the *Course Information* tab.

Students will be able to withdraw from a full-time course within 14 days of commencement without charge, unless they have paid a non-refundable deposit. After this date the course will be charged on the date of withdrawal and in which liability point the date falls. Tuition fees for part time students are not refundable if withdrawal takes place 14 days after the start of semester.

### **Leave of Absence**

Students who feel that they have grounds for Leave of Absence should discuss the matter with their tutors. Students who wish to be away more than five days should complete the relevant form (obtainable via SOLE) at least 7 days before they wish to leave.

### **Lectures**

Lectures will be based in the different buildings around the University.  
The locations of the buildings can be found on the map at the back of the handbook.

### **Library Services**

The Hive is your joint University and public library, open 8.30am-10pm daily (except bank holidays). Your student ID is your library card and your UW login will give you access to thousands of paywalled resources.

[Library Services](#) provide books and online resources, and advise on finding, evaluating, and referencing these materials.

Quick Queries:

- [FAQs](#)
- [Ask a Librarian email and live chat](#)

In-Depth Guidance:

- Join a [Study Skills Live](#) online workshop
- [Appointments](#) with your Academic Liaison Librarian

Follow us on [Instagram](#), [TikTok](#), [YouTube](#) (@UWLibraryServices)

Technology Enhanced Learning support Blackboard Ultra, Turnitin, PebblePad, Panopto and Class Collaborate.

Your tutors provide module resources and activities through Blackboard. Most assignments are submitted via Blackboard and Turnitin. Access further guidance from your Blackboard homepage or our support resource pages for technical advice.

FAQs and in-depth guidance can be found at [student support resources](#).

### **Lost property**

Contact Main Reception, St John's Campus/City Campus; items which remain unclaimed for 28 days will be disposed of.

## **M**

### **Map**

A map of the University campus sites (including Halls accommodation and car parks) can be found on the back pages of this handbook.

## **Mental Health**

Please see Counselling and Mental Health Service.

## **Misconduct**

Sometimes, students fall short of the high standards of behaviour that the University expects and therefore may be subject to either the [Student Behaviour and Disciplinary Procedures](#) or the [Fitness to Practise Procedures](#). Misconduct can be reported confidentially to the University via the [Report a Concern Portal](#).

## **Mitigating Circumstances**

Please see Section 2

## **Money Management**

Please see Section 3

## **N**

### **NHS placements**

Details of health-related placements will be provided to students and apprentices during induction. Students in either the School of Nursing and Midwifery, or the School of Health and Wellbeing, can contact the relevant Placement Support Team:

Nursing, Midwifery, and Allied Health: Email: [plast@worc.ac.uk](mailto:plast@worc.ac.uk)

Students in the Three Counties Medical School should contact: [TCMSplacements@worc.ac.uk](mailto:TCMSplacements@worc.ac.uk)

## **P**

### **Part-time Work**

Working part-time alongside your studies and during vacations is a good way of earning money as well as gaining experience and developing useful skills for your future career. [Careers & Employability](#) (<https://www2.worc.ac.uk/careers/>) promotes part-time opportunities on campus and in the local area and offers information and advice on making the best application.

Find part-time jobs on campus and in the local area on **myCareer**:



<https://worcester.targetconnect.net>

Find more information with the Quick Guide to Finding Part-time Work:



[https://www2.worc.ac.uk/careers/documents/QG\\_parttimework.pdf](https://www2.worc.ac.uk/careers/documents/QG_parttimework.pdf)

Make sure you are realistic about the amount of time you give to part-time work during the semester; you need to ensure you can balance study and part-time work.

If you are an international student and have a student visa you can usually work up to 20 hours per week while studying a full-time course. For confirmation, please check the vignette in your passport, or your BRP, or your online UKVI account. If you do not have a vignette or BRP, please login to your UKVI account to check your status online.

### **Personal Academic Tutors**

Your Personal Academic Tutor (PAT) is here to help you get the most out of university life; academically, professionally, and personally.

What does a PAT do?

Your PAT is your go-to person for support and guidance and often someone who teaches on your course, they will:

- Help with your academic development e.g., study skills, assessments, and learning strategies.
- Be your first point of contact if you face challenges during your time at university.
- Provide your official university reference when you need one (they can't do this if they do not know you, so do use them throughout your time here.)

How can a PAT help you?

Getting started: They'll help you settle in, understand your course, and transition smoothly into university life.

Study support: They can guide you on assessments, learning techniques, and using university resources effectively.

Future planning: Whether it's career goals or personal development, they'll help you map out your next steps.

Extra support: If you need additional advice, they can connect you with the right people.

How often will you meet and how to contact your PAT?

You'll be assigned a Personal Academic Tutor at the start of your course and meet them within the first few weeks. Expect at least four scheduled meetings in your first year, either in small groups or one-on-one. You do not have to wait for these meetings to discuss anything important to you, all PATs are reachable via their university email addresses, and you can discuss how best to contact them when you first meet.

Your PAT is here to support you, so make the most of these meetings and reach out whenever you need help!

### **Personal Safety**

Worcester City is a relatively safe place to live but you are moving to a new area which is unfamiliar to you and it's a good idea to take some simple measures to ensure that you and your friends feel safe and secure in your new home and environment.

- Carry a personal alarm – these are available via [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) or at one of the Personal Safety Events held during the year.
- Download “Call My App” on smart phones – “Callmy” alert has personal SOS capability, which is an integrated component of the app. If an individual is in a threatening situation, they can activate an SOS alert to notify the University. [Click this link to get the app](https://www.callmy.com/get-app/) (<https://www.callmy.com/get-app/>) Password **WR2Students**
- Avoid walking back alone and stay away from unlit areas.

- If possible, take a taxicab. Pre-book taxis whenever possible and try to group up with people that you know; if you have any reason to complain about the service received from a taxi you can email [enquires@worcsregservices.gov.uk](mailto:enquires@worcsregservices.gov.uk) or telephone 01905 822799.
- *SmartWater* is a forensic liquid that assigns your valuables with their own unique forensic code, allowing them to be traced back to you. It is an effective deterrent; consider getting a kit for your flat/house and share the costs with your housemates.
- The University has Community Accredited Security Staff (members of CSAS) which allows University staff to work more closely with the community and the police on and off campus. For security matters please call 01905 855000.
- The University of Worcester Security Team is here to assist students, staff and visitors at all times; 24 hours a day, 7 days a week. You can contact them on 01905 855495 or 07977 973956. For non-emergency enquiries, please email [security@worc.ac.uk](mailto:security@worc.ac.uk)
- There are also two Police Community Support Officers (PCSO) who work alongside Security and across the University in a support and advisory capacity. Their office is located in Hines Building - HBG008. For non-emergency enquiries, PCSOs can be contacted at [pcso@worc.ac.uk](mailto:pcso@worc.ac.uk) or 01905 542629.
- Cycling (see Travel for secure bike storage) - Always wear a helmet and be visible to other road users and pedestrians. Always use lights after dark, in the rain or if the weather is overcast. Don't cycle too close to the kerb, give yourself space on the left to avoid drain covers and road debris and be cautious when overtaking parked cars, allowing room to pass safely.
- Fire routine – Fire safety information and evacuation procedures can be found on <https://healthandsafety.on.worc.ac.uk/fire-safety/> Please familiarise yourself with the information provided. If you have an impairment that prevents or restricts you from evacuating the building in an emergency, you must complete a Personal Emergency Egress Plan (PEEP) Declaration form (available on the above link).
- Internet safety - Install anti-virus software. Use strong passwords and change regularly. Be cautious about revealing personal and private details or your email address whilst online, especially important when using social networking sites – check your privacy settings. Always check before downloading a product, picture or file – make sure it is from a website you trust or check the site is secure (https://) especially if you need to enter personal details.



<https://worchester.ac.uk/life/prepare-for-study/welcome-to-worcester/student-safety.aspx>



<https://www.worc.ac.uk/studentsupport/safety.html>



[Security Handbook 2023.pdf \(worc.ac.uk\)](#)

## Printing and Copying

Information regarding printing and copying services for students including charges, can be found in the student section of the IT Service website: <https://it.wp.worc.ac.uk/students/study-anywhere/print-copy/>

### Production Print Services

Production print services are now provided by Print Marketplace. <https://print-marketplace.co.uk/>. You can register for this service using your student email address. The organisation listed below has been created for the students. It's the 2nd option in the list, on the create an account page. This **must** be selected to allow you to register.

You can choose alternative delivery and invoice addresses later on.

**SELECTED OPTION: UNIVERSITY OF WORCESTER STUDENTS  
(HENWICK GROVE, WORCESTER, WR2 6AJ)**

If you require one off A1 /A0 posters, please use the Assisted route.

Help guides on how to register for Print Marketplace, raise jobs and support channels can be found at [Print Marketplace help guides](#)

## Programme Advisory Service

The purpose of the Programme Advisory Service is to assist students in the planning and registration of their programme of study - including selecting modules, changing courses, registering for retakes and advising about progression. To speak to a Programme Adviser please telephone 01905 542727. Opening hours are updated on the Registry website: <https://www2.worc.ac.uk/registryservices/684.htm>

For further information on the Programme Advisory Service, please see the Registry Services website <https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Programme-Support.aspx> or contact **firstpoint**.

## R

### Reception

The role of reception is to be the primary welcome point of contact to University students, staff and visitors. Reception is a 'signpost', enabling people to be directed to the most appropriate department to obtain advice and information on all aspects of the University.

### References

Requests for academic references are dealt with centrally by the Student Records Office, Registry Services. You are asked to name *The Academic Registrar* as your referee and give the contact email address [reference@worc.ac.uk](mailto:reference@worc.ac.uk) so all requests are received centrally by the Referencing Team. In the first instance, staff will approach your Personal Academic Tutor to write a reference, whether for a course or job application. Please note that if you do not keep in touch with your Personal Academic Tutor throughout your course, only a basic statement can be provided. If your Personal Academic Tutor is no longer at the University, we will ask another tutor who has taught you on

modules to draft a reference. If the request requires a purely factual response (i.e. dates of attendance and confirmation of course) this will be dealt with by the Referencing Team.

References will not normally refer to your state of health, unless there is a specific reason for its inclusion (normally this is at the prospective employer's request). If you are found guilty of academic misconduct, then your reference will normally refer to this fact.

### **Recycling and Re-use**

Recycling and re-use are encouraged in halls and throughout the campus. Green bins are in use for all types of recycling; just make sure it goes in clean and dry. All recycling goes in one bin; you don't have to sort it. Look at the information notices displayed in hall kitchens and classrooms to let you know what can be recycled. At the University of Worcester, most things can be recycled as long as they are not covered in food or drink. There are recycling banks for textiles and books; please use these to help charities. Batteries go in the battery shaped bins dotted about campus.

The University operates a clear bag system in all communal and academic area waste bins. Cleaning Services provide clear plastic bin liners for use within the Halls of Residence kitchen areas.

Caddies are provided in halls kitchens and should be used for all food waste. When your caddy is full, you should take it to a dedicated food waste bin and empty the contents. These can be found in most bin compounds with general waste and recycling bins.

Use the Black bins for crisp packets, sweet wrappers, any foil-based wrappers and polystyrene foam takeaway boxes. Look out for the notices next to bins if you are unsure.

Re-use. You can donate any unwanted clothes in the British Heart Foundation collection bank, available all year, situated outside the Students' Union Building. At the end of the academic year, the British Heart Foundation also provides bags for you to donate any unwanted items, which can be put in the collection banks on campus.

We also do regular food bank collections; the drop off point is the ground floor of the Hines Building, in the Co-op food bank container. Please bring over any donations; dried pasta, tinned/packet goods.

If you need a new bin or food caddy, please log a job on the Facilities Help desk:

<https://www2.worc.ac.uk/facilities-staff/facilities-helpdesk.html>

### **Registry Services**

Registry Services is primarily based in the Woodbury Building and has five distinct offices within it:

- Student Records – the Student Records section is responsible for maintaining records of all students on undergraduate courses at the University, including examination results.
- Student Casework - this office deals with disciplinaries, formal complaints, academic appeals, academic misconduct and claims of exceptional mitigating circumstances.
- Programme Advisory Service – this team assists students in the planning and registration advice on module choice, explores the implications of changing your course and discusses a possible course transfer and deals with matters arising from decisions of the Examination Boards.
- Timetabling Office – organises the timetabling of teaching and room bookings.
- Data Management Unit – deals with Student Finance and Learning Support Fund administration, internal and external data reporting.



Further information about Registry Services can be obtained from their website:



<https://uniworcac.sharepoint.com/sites/service-site-registry>

### **Regulations and Procedures**



Further information can be found on the Registry Services website:

<https://uniworcac.sharepoint.com/sites/service-site-registry/SitePages/Regulations.aspx>

### **Relationships between staff and students**

The University has a policy which outlines when a conflict of interest may exist as a result of a relationship or connection (i.e. close family relationship) between a member of staff and a student, how to disclose it and how it may be managed. For further information please see:



<https://www2.worc.ac.uk/personnel/961.htm>

### **Report a Concern Portal**

Misconduct issues and concerns about students (including those on healthcare placements) can be reported confidentially to the University via the Report a Concern Portal. Reports can be made about a wide range of issues including sexual misconduct, domestic abuse, bullying and harassment, assault and hate crime. If you make a report and you choose to disclose your name, a trained member of the Student Services team will contact you to confirm the report has been received and to offer you support.



<https://reportaconcern.on.worc.ac.uk/>

### **Results**

See Section 2: Academic Matters

## **S**

### **Safety**

The University recognises that it has responsibilities for the health, safety, and welfare of its students. We aim to provide an environment which is stimulating and safe to study in, and which promotes high health and safety standards. This includes:

- information, training and supervision to ensure that during your course of study, any risks to you are assessed and controlled.
- premises and equipment which are safe and fit for purpose.
- arrangements for dealing with emergencies such as fires.
- listening to any concerns of students about their health and safety and taking appropriate action.

- to help us to do this, it is important that as a student you appreciate that you also have responsibilities to look after your own health, safety, and wellbeing and that of others.

At all times you must:

- conduct yourself both socially and in your studies in a mature, safe and considerate manner.
- take all reasonable steps to ensure your own health and safety, and the health and safety of others.
- cooperate with the University by complying with all health and safety requirements (for example by attending any safety briefings). This includes evacuating the University premises following the sounding of the fire alarms, or a request to vacate the building.
- ensure that any medication is readily available, such as auto injectors (EpiPen®), inhalers, medication, nebulizers and inform your lecturers and Student Services of your needs.
- not interfere with any equipment provided for reasons of health and safety.
- not bring equipment onto campus which is not compliant with electrical safety or other standards applicable in the UK. Equipment should have UKCA or CE markings on the equipment (UKCA is the UK Conformity Assessed marking, which is a certification mark that indicates conformity with the applicable requirements for products sold within Great Britain).
- ensure that you raise any concerns about health and safety to help maintain a safe environment. E Scooters are prohibited on campus and university manned accommodation due to the fire risks associated

All accidents should be reported to a responsible person in the area where they occur as soon as possible after their occurrence. This includes any accident occurring in university-owned/managed areas and elsewhere when involved in activities which are part of your course (e.g., field trips, teaching & work placements).

### **Scholarships**

See Section 3: Financial Matters

### **Sexual Misconduct**

Please see Misconduct

### **SOLE (Student On-Line Environment)**

SOLE holds personal information for every student. You can view your module selections and grades once logged into SOLE. All new students can use their account to log into SOLE when they register for a course at the University. If you experience any problems with your SOLE page, please log a request for help via the IT Service Desk.



<https://worc.myday.cloud/dashboard/worcstudents>

### **Student Loans**

See Section 3: Financial Matters

### **Student Misconduct**

Please see Misconduct

## **Student Services**

Please see [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>)

## **Student Support and Wellbeing**

Although being a student is an exciting and fulfilling experience, at some points during your time at university you may experience some challenges and difficulties, outside of your academic studies, for which you may need some support. The Student Life Advisers offer a confidential service that empowers students to overcome these issues and to re-focus on fulfilling their academic studies. Working alongside other support services such as Money Advice, Disability and Dyslexia Service etc., the advisers will ensure there is a holistic approach to your needs. The Student Life Advisers can also support students who are pregnant, estranged, carers or those who are care experienced. For more information, please visit [www.worc.ac.uk/studentsupport](http://www.worc.ac.uk/studentsupport).

## **Study abroad**

Please see Exchange

## **Study Skills**

Study Skills are crucial for academic success. You'll be assessed through coursework and exams, so developing effective study, revision, and exam technique is essential.

Audit your skills and find guidance on the [Study Skills portal](#).

Join our online [Study Skills Live workshops](#) for in-depth advice and guidance.

## **Sustainability**

The University is justly proud of its reputation for leading on sustainability. We offer students many opportunities to gain sustainability skills, including paid work and volunteering. A [Student Sustainability Hub](#) is at the entrance to the Thomas Telford building, open 7.00 am to 10.00 pm 7 days a week. Drop in or follow UW\_ sustain to find out when workshops are on, for example terrarium making, learn to use a sewing machine or cooking from scratch. To find out more, please go to <https://www.worcester.ac.uk/about/sustainability/how-to-get-involved/> or [www.susthingsout.com](http://www.susthingsout.com)

## **T**

### **Temporary Withdrawal**

For a variety of reasons – medical, personal, financial – some students find it necessary to suspend their studies temporarily (for up to one academic year). Anyone contemplating this should seek the advice of their Personal Academic Tutor in the first instance; they may also find it helpful to seek help and further advice, particularly on the implications for funding and student support, from [firstpoint](https://studentservices.on.worc.ac.uk/firstpoint/) (<https://studentservices.on.worc.ac.uk/firstpoint/>) who can refer you to Student Support and/or Programme Advisers.

Students who intend to temporarily withdraw should note that during the time they have suspended their studies they will not usually have access to the library or to computer facilities on campus. Your SOLE page will still be accessible as long as the student has registered for the facility prior to temporarily withdrawing.

Tuition fees for full-time students will be payable up until the liability point of temporary withdrawal occurs. No fees in respect of semester one will be refunded if temporary withdrawal takes place 14

days after the commencement of the semester. Tuition fees for part-time students are not refundable if temporary withdrawal takes place 14 days after the start of the semester.

Students should also be aware that temporary withdrawal may not be considered the most appropriate form of action if a request is received towards the end of the semester. All temporary withdrawals must be approved before a student leaves and you will need to complete the online *Withdrawal from Study* form which can be found on your SOLE page under the *Course Information* tab.

#### **Tier 4/ Student Visa**

While you are in the UK with Tier 4/Student Immigration permission, it is very important you are aware of the rules you need to follow and the responsibilities the University has as a Tier 4/Student Sponsor.

**As an international student with Tier 4/Student Immigration permission, the UK Home Office (UKVI) expects you to meet several conditions which are listed below:**

- At your first registration please bring your passport and boarding pass. You will have an e-visa, and you must have generated a **share code that starts with an S** and confirmed this on your CAS Shield account. This should be done prior to you arriving in the UK.
- Vignettes are being phased out and it is possible that you will receive your visa, but no vignette. You must keep your boarding pass so we can check the date you arrived in the UK.
- If you have a vignette in your passport, you must upload a copy of this to your CAS Shield account **after** you have arrived in the UK, as the vignette copy must include a stamp to show your date of entry to the UK. However, in some cases these are not being stamped, and you need to keep your boarding pass.
- You must ensure you do not travel before the start date of your vignette/visa, as if you arrive before the start date, you will not have activated your student visa.
- If you are from a country that allows you to use an e-gate you must keep your boarding pass, as it needs to be seen at registration. Please make sure that you arrive after the start date of your visa.
- You must live within a reasonable distance from the University; if you are uncertain if an address is acceptable, then you need to speak to the International Student Adviser who will be able to advise you. If you are informed that the address you want to live at is too far away, you will be required to move to an address that is within a reasonable distance.
- You must inform the International Student Adviser team every time you obtain a new visa by emailing [isa@worc.ac.uk](mailto:isa@worc.ac.uk).
- You must remain registered as a full-time student and attend all of your lectures/classes/tutorials/placements as per the University of Worcester Tier 4/ student visa and University Attendance Policy. If you are not able to attend, then you should inform your department via email explaining the reason why you are not able to attend. The department will then decide if it is an authorised/ unauthorised absence.
- You must inform Registry Services/International Student Adviser Team if you change immigration status and no longer have Tier 4/Student visa immigration permission. You can do this by emailing a copy of your new visa to [isa@worc.ac.uk](mailto:isa@worc.ac.uk)

- If you plan to travel during term time or your dissertation write-up period, you need to seek permission from your Course Leader and Registry to be absent from the University.
- Changes to personal information need to be updated on SOLE and you must also update UKVI through your new e-visa account. (the International Student Advisers can assist you with this). This includes, but is not limited to, change in nationality, name, contact details etc. **You must update your address when you move.**
- You must leave the UK if you stop studying (for example if you interrupt your studies or retake exams and will not be attending during the year). The University will not sponsor you during this period and you will need to apply for a new visa before you return to study. The University will not issue you with a new CAS unless you have shown that you have left the UK within a reasonable time frame. You should always seek advice from the International Student Advisers if your registration status is about to change.
- You must respond promptly to any emails you receive from Registry Services/ the International Student Adviser team about your Tier 4/Student visa.
- Do not breach the conditions of your visa. This includes ensuring that you do not work more hours than you are allowed. It is your responsibility to keep track of your weekly hours to ensure you do not breach the 20-hour weekly limit during term time.
- Remember that when exams or classes have finished, this may not necessarily mean you are in a holiday period and can work full-time, so you must always check this first with [isa@worc.ac.uk](mailto:isa@worc.ac.uk)
- The University does not give students a work letter, however, if you e-mail [isa@worc.ac.uk](mailto:isa@worc.ac.uk) with your employer's e-mail and your student number, we will be able to confirm your dates. Please note that some courses will require us to ask for more information before we can confirm dates.
- Inform the International Student Adviser Team if you are asked for more information by UKVI during a visa application.
- Inform the International Student Adviser Team if your application to the UKVI is refused.
- Inform the International Student Adviser Team if your leave is cancelled by UKVI for any reason.

**As a Tier 4/Student Sponsor, the UK Home Office requires the University to do the following:**

- Keep up-to-date copies of the passport and visa of all students with Tier 4/Student immigration permission.
- Ensure that we have up-to-date contact details for all Tier 4/Student visa students.
- Inform the UKVI and cease to sponsor any students who fail to register for their programme of study within 10 days.
- Inform the UKVI and cease to sponsor any students who interrupt or withdraw from their programme of study and confirm the date that they intend to leave the UK.
- Monitor the attendance of Tier 4/Student visa students as per UKVI attendance monitoring process and report to the UKVI and cease to sponsor any students who fail to meet the UKVI's requirements. Registry Services will check attendance throughout the year. If the University is not satisfied that your attendance is meeting the UKVI's requirements, then Registry Services will email you before any further action is taken.
- Inform the UKVI about any significant changes to a student's circumstances or programme of studies (e.g., if a student completes the programme early).
- Inform the UKVI when a student is eligible for the Graduate Route.

### **Transcripts**

When you leave the University (at any point) you are entitled to an official transcript which sets out the detail of your academic performance and award outcome (if you successfully complete the programme of study). The first copy of your transcript will be free of charge, but a charge will be made for subsequent requests.

For current students, if you require an interim transcript, these can be requested online <https://www2.worc.ac.uk/registryservices/981.htm>

Please note that students who are in debt to the University will not be entitled to receive a formal transcript until the debt situation has been resolved.

### **Travel**

**Bicycles** – There are multiple locations throughout all the campus sites where you can secure your bike. The vast majority are “Sheffield-type” hoops and many are located under cover.

Campus maps show the location and number of cycle parking areas and facilities. More information can be found on: <https://www.worcester.ac.uk/contact/campus/>

Secure bike storage is available at St John’s Campus. To obtain access to this, you will need to report to Security Control (located behind the main reception at St John’s Campus) with your ID card. Access to the secure bicycle storage will be added to your ID card.

You can use the following cycle route journey planner to help work out your route:  
<http://worcester.cyclestreets.net/journey/>

A citywide bikeshare is available in Worcester operated by Beryl <https://beryl.cc/index.php/where-you-can-hire> e and pedal bikes are available on all Worcester campuses.

Accessibility travel map of Worcester can be downloaded from here: [https://wcrp.org.uk/wp-content/uploads/2023/11/Worcester-Access-map-2023\\_n\\_Web.pdf](https://wcrp.org.uk/wp-content/uploads/2023/11/Worcester-Access-map-2023_n_Web.pdf)

**Bus** - There are two bus stops on the St John’s Campus and two routes into the City for the day service; the main bus station is a few minutes’ walk from City Campus.  
<https://www.firstbus.co.uk/worcestershire/routes-and-maps/university-worcester> Download the First Bus app for student travel, details on: <https://www2.worc.ac.uk/firstpoint/bus-travel.html>



<https://www.worcester.ac.uk/about/sustainability/what-we-do/transport-and-travel/home.aspx>

### **Tuition Fees**

See Section 3: Financial Matters

### **Tuition Fee Loan**

See Section 3: Financial Matters

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### **Withdrawal**

See 'Leaving University before completing your course.'

### **Work based learning placements**

Many students undertaking courses within the Institute of Education, School of Nursing and Midwifery, the School of Health and Wellbeing, or the Three Counties Medical School will have some form of compulsory work-based learning experience or placement. The nature and duration of these placements will depend upon the specific course and detailed information can be found in your course handbook.

For further information for the School of Nursing and Midwifery, or the School of Health and Wellbeing, contact the Placement Support Team:

Nursing, Midwifery, and Allied Health at [plast@worc.ac.uk](mailto:plast@worc.ac.uk)

For courses in the Three Counties Medical School, please email [tcmsplacements@worc.ac.uk](mailto:tcmsplacements@worc.ac.uk)

A number of courses in other Schools offer work-based modules where you will generally be expected to source your own placement. For more information, refer to your course handbook.

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# Meningitis. Make sure you're protected.

Meningitis\* kills. Make sure you're vaccinated and know the signs and symptoms. Symptoms can appear in any order. Some may not appear at all. Early symptoms can include:

**fever, headache, vomiting, diarrhoea, muscle pain, stomach cramps, fever with cold hands and feet**



Fever, cold hands and feet



Vomiting



Drowsy, difficult to wake



Confusion and irritability



Severe muscle pain



Pale, blotchy skin  
Spots/rash



Severe headache



Stiff neck



Dislike bright lights



Convulsions/seizures

If someone is ill and getting worse, call NHS 111 or your GP straight away. In an emergency dial 999 or go to your nearest A&E.

The **MenACWY** jab is free for all eligible students – if you're unsure if you've already had it, call your GP.

\*Meningitis is used to describe meningitis and meningococcal septicaemia.

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