

A red circular logo containing the text "Southampton Solent University" in white. The text is stacked vertically: "Southampton" on the top line, "Solent" on the second line, and "University" on the third line.

**Southampton
Solent
University**

STUDENT HANDBOOK 2024/25

A decorative graphic at the bottom of the page consisting of multiple parallel, wavy lines in red and dark blue, creating a sense of movement and depth.

**MAKE
WAVES**

Contents

WELCOME

Message from Vice-Chancellor	5
MySolent App	6
University jargon-buster	7

ENROLMENT/REGISTRATION FOR STUDY

Enrolment – for new students	9
Registration – for continuing students	9
Course registration periods	10
Recognition of prior learning (RPL)	11
Fraudulent claims	11
What you agree to	11
Enrolment statements	11
University regulations	11
Solent University Charter	12
Cadet Code of Conduct	12
Our ethics policy	12
Your attendance	12
Specific requirements for officer cadets	13
Unavoidable absence	13
Council tax exemption certificates	13

YOUR CAMPUS CARD AND ONLINE ACCOUNT

Keeping your record up to date	14
Your campus card	14
Your online account	14
Your account details	14
Accessing the student portal	15
Accessing Solent Online Learning (our virtual learning environment)	15

CALENDAR FOR THE ACADEMIC YEAR

Your timetable	15
Understanding your timetable	15

YOUR STUDENT RECORD

Updating your personal information	16
How we communicate with you	16
Medical conditions	17
Use of your personal data	17

FINDING HELP

The Student Hub – your first point of contact	18
Support for Warsash students	18
The Students' Union advice service	18
Academic support	18
Transferring courses	19
Transferring between courses	19
Transferring between optional modules or seminar group	19

Contents

Suspension/withdrawals and your tuition fee liability	20
Disability support	20
Financial support	21
Accommodation support	21
Religion and belief	21
Therapy and mental health advice	22
Support for international students	22
References, qualifications and record of academic achievement	22
Getting a student reference	22
Getting your full record of academic achievement and relevant professional qualifications	22

USEFUL SERVICES AVAILABLE TO YOU

The Students' Union	23
The sabbatical officers	23
Clubs and societies	23

SUPPORTING YOUR LEARNING

Using the library	24
Developing your academic and research skills	24
Using IT systems and other learning resources	24
Solent Careers - Careers, work and employability	24
Finding work or work experience	25
Solent Creatives: the University's student-powered freelancing agency	25
Volunteering	26
Studying or working abroad	26
Incoming exchange students	26
Solent Sport	26

ASSESSMENT ESSENTIALS

Grade marking and the grade scale	27
Your results	28
Pass	28
Refer	28
Defer	28
Failed modules and compensation	29
What you need to pass in order to progress	29
How your final mark is calculated	29
How your work is assessed	29
Progression and Awards Boards	29
External examiners	29

ASSIGNMENT SUBMISSIONS

Deadlines	30
Late submissions	30
Requesting an extension	30
Hard-copy assignments	30
Where to submit your hard-copy assignments	30
Online submissions	30

Contents

Text files – valid file types and maximum file size	31
Other submissions via Solent Online Learning	31
Feedback on assessments	31
ASSESSMENT PROBLEMS	
Missing your exams	31
Requesting extensions to assessment deadlines	31
'Extenuating circumstances' – extensions due to major short-term impact on you	32
For issues not covered by extenuating circumstances	33
ACADEMIC INTEGRITY AND ACADEMIC MISCONDUCT	
What counts as academic misconduct?	33
What if I am found guilty of academic misconduct?	34
ACADEMIC APPEALS	
What can be appealed?	35
Making an appeal	35
Appealing a withdrawal decision	35
Requesting an academic appeal review	36
GIVING YOUR FEEDBACK	
Course representatives	37
Giving feedback on your modules and course	37
Giving feedback on the University as a whole	37
The National Student Survey (NSS)	37
Student complaints	38
'Speak up' – confidentiality and whistleblowing	38
SOLENT STUDENTS' UNION – EDUCATION ACT 1994 CODE OF PRACTICE	39

Welcome

Message from Vice-Chancellor

Welcome to Solent University. I am delighted that you are joining us to continue your education. We are committed to your success, and through your time with us we will support you to prepare you for the future world of work, enterprise, and volunteering.

Through your face-to-face collaborative learning and supported by online learning opportunities and additional campus-based activities, you'll have the opportunity to develop your skills and knowledge and to experience real-world learning.

I want the best for you in your studies, and your success will depend upon your engagement with your course. Attend and be present in your classes and interact with the learning and teaching resources available to you. If you need any support or advice your tutors and our Student Hub are here to help you.

I hope that you will find the information in this Handbook helpful throughout your first few busy weeks and beyond.

Finally, I want to wish you all the best in your studies and in the year ahead. We know you will be successful.

Professor James Knowles
Vice-Chancellor

Welcome

MySolent App

Our MySolent mobile app provides you with quick access to key university services. It can help you to manage your university tasks and support you to gain confidence navigating the campus and settling into university life.

You can download MySolent for free via the links below: [Download MySolent for Apple iPhone](#) [Download MySolent for Android](#)

You can use MySolent to:

- View the latest university news
- Access student support information
- Access your university email account
- View your calendar, including your personal timetable, Outlook calendar, and SOL events, such as assessments
- Access your Solent Online Learning module information
- Check your library loans
- Search the library catalogue
- View library PC availability and make bookings
- Complete "Your Module Survey"
- Explore campus maps (linked with timetable entries to help you find rooms)
- View your balances from your library account and your print account
- Search the University phonebook • Access Succeed@Solent resources

See the app in action [here](#)

If using a desktop or laptop, you can still access MySolent using this [link](#).

Finding your way around campus

For the most up to date campus maps use the MySolent App, which will also link to your calendar and can give you directions.

University jargon buster

Here is a quick guide to university terminology.

Alumni – also called graduates, these are students who have successfully completed their degree and have graduated. Solent University has a thriving alumni association, of which you automatically become a member when you graduate.

Building abbreviations – your timetable will often direct you to a building or campus by using its abbreviated name: A - Michael Andrews building, CC - Sir Christopher Cockerell building, EPT - East Park Terrace, HC - Herbert Collins building, JM - Sir John Everett Millais building, ML – Main Library, RM - Reginald Mitchell building, SH - Sports Hall building, SU - Students' Union, TS - The Spark building.

Compensation of modules – under certain circumstances, some modules failed as 'marginal failure' may be compensated (awarded) as a 'pass' by the Progression and Award Board. Only a certain number of credits may be compensated. For more information, read the 'Failed modules and compensation' section of this handbook (under 'Your results'), and refer to the assessment regulations on the portal, in section 2 of the academic handbook.

Course specification – each course has a course specification document which lays out the course aims, intended learning outcomes, structure, module weightings (core and optional) and assessment methods. You can find the course specification for your course on Solent Online Learning, under the 'Staff Help' 'Documentation' menu.

Turing scheme – international exchange involves spending some of your time studying abroad, often at one of Solent's partner universities or colleges, or on work placements outside the UK. Within Europe, this is often organised through the Turing scheme – see page 29 for more.

Further education – education following on from compulsory secondary school education – for example, A-levels, BTEC, diplomas and so on.

Higher education – following on from further education, this involves study at a university or other institute of higher education – for example, an undergraduate degree, foundation degree, Higher National Certificate (HNC) or Higher National Diploma (HND).

Hons – short for honours, this shows that you've passed all 360 credits from the complete number of modules studied during your degree across all levels. All of Solent University's undergraduate bachelor's degrees are honours degrees.

Modules and Credits – each subject covered on your course is called a module and has credit points assigned to it (also known as CATS - Credit Accumulation and Transfer Scheme).

- An undergraduate honours degree usually contains modules worth 360 credits.
- An HND or foundation degree (FdA/FdSc) has 240 credits attached to it.
- A taught postgraduate masters degree has 180 credits attached to it.

University jargon buster

Module descriptors – each module within a course has a module descriptor, laying out in-depth information on your areas of study, the teaching, learning and assessment strategies, and the intended learning outcomes. Module descriptors are available on Solent Online Learning under the 'module' page.

Ordinary degree – a degree passed without achieving the conditions required to gain honours, so where a student has passed at least 300 credits.

Portal – the student portal is our internal website, designed to provide essential information to students and staff. Our external sites are www.solent.ac.uk and www.warsashacademy.co.uk promoting the university to potential students. As a student, most of the information you need will be on the portal rather than the external site.

Postgraduate degrees – also called a master's degree, these are higher-level qualifications which usually require you to have completed an undergraduate degree first. Like undergraduate degrees (below), they are classified by subject type: MEng, MA, MSc.

Top-up degree – these courses deliver 120 credits of study, allowing you to top up an HND or foundation degree to a full honours degree.

Trailing modules – those modules you are resitting from a previous year/phase.

Undergraduate degrees – a first degree, also called a bachelor's degree, these are classified by subject type:

- BA – Bachelor of Arts degree – covers creative and many business courses.
- BEng – Bachelor of Engineering degree – covers engineering-related courses.
- BSc – Bachelor of Science degree – covers science-related courses, including some science-focused business courses.
- LLB – Bachelor of Laws degree – covers law-related courses.

Work placement (WkPI) – also called an industry placement, this involves taking a break from your University studies (often between years two and three, or between University-based phases for Warsash officer cadets who then go to sea) to get hands-on experience in a relevant industry workplace.

Enrolment/registration for study

You are responsible for ensuring that you enrol (new students) or register (continuing students) on each course/level of study.

Enrolment – for new students

Enrolment for new students is a two-stage process:

1. Pre-arrival with the Admissions and Enrolment Team, which you should have completed before you arrived.
2. Qualification checks (if required) and identity checks at the university. If you still need to complete these stages, please contact our advisers from Admissions and Enrolment.

Registration – for continuing students

If you are at the beginning of your second or any further years of study, you will need to have registered as a student for the coming year. Part of this process involves checking and confirming all details that are held on record for you, including contact details.

Joining information for returning officer cadets is emailed with links to follow, if you are having difficulties, please contact **student.registry@solent.ac.uk**

Until you have registered, we are unable to inform any funding body that you are a student, and they will not make any loan payments.

If you have any fees-related debt to the University, you may not be able to register for your continuing studies until this debt has been cleared. You should contact the Student Hub to discuss your situation if you think this applies to you.

If you have not yet registered, please get in contact with student registry via **student.registry@solent.ac.uk**.

To complete the enrolment or registration process you will need verify your identity via Multi-Factor Authentication (MFA), click **here** for more details on the MFA process.

Enrolment/registration for study

Course registration periods

There is a maximum period of time that you may be registered on your course of study. You must achieve your award within the following registration periods (this includes any periods of suspension):

Course	Full-time maximum period of registration	Part-time maximum period of registration
Accelerated degree	2 years	n/a
Degree or honours degree	5 years	8 years
Foundation certificate	3 years	4 years
Foundation degree	4 years	5 years
Graduate diploma	3 years	4 years
Higher national diploma (HND)	4 years	6 years
Postgraduate certificate	n/a	3 years
Postgraduate diploma	3 years	4 years
Master's degree	3 years	4 years
Top-up degree	3 years	4 years

For Warsash Maritime Academy courses	Standard course length	Maximum period of registration
Foundation degree Marine Operations (FdSc)	3 years	5 years
Foundation degree Marine Electrical and Electronic Engineering (FdEng)	3 years	5 years
Foundation degree Marine Engineering (FdEng)	3 years	5 years
HND Nautical Science	2 years	4 years
HND Marine Engineering	2 years	2 years
Access to HE Nautical Science (NCFE)	1 year	1 year
Access to HE Marine Engineering (NCFE)	1 year	1 year
Higher national certificate (HNC) Nautical Science (Officer of the Watch (OOW))	1 year	3 years
HND Nautical Science (Master/Chief Mates (MCM))	1 year	3 years
Chief Mates (CME) – (post-HND Nautical Science)	1 year	1 year
Chief Mates (CME) – (post-foundation degree)	1 year	1 year
BSc (Hons) Marine Operations Management (Top-up)	2 years	4 years
BEng (Hons) Marine Engineering and Management (Top-up)	2 years	4 years
For the award of Certificates of Competency by the Maritime and Coastguard Agency, a pass in academic awards (HNC, HND or FdSc/FdEng) remains valid for certification purposes for a period of seven years only (as stated in Marine Guidance Note 8, Section 8.2).		

Enrolment/registration for study

Recognition of prior learning (RPL)

Where you can show evidence of previous relevant certificated study at the same level or higher or learning gained through experience, you may be able to count this towards the learning outcomes of a module or course. Standard A-levels or other entry-level qualifications will not be considered for RPL.

The learning outcomes for your course are available on the relevant course specification (see page 31) – you can find this on Solent Online Learning under the 'Staff Help' 'Documentation' menu.

If you feel this might apply to you, you should contact your course leader.

We recommend you make a single claim at the beginning of your studies at Solent, before completing enrolment. However, you can make an RPL claim at the beginning of any academic year. All RPL claims must be submitted to the student registry team via student.registry@solent.ac.uk, or visit the Student Hub, no later than four weeks after teaching begins.

While your RPL claim is being considered, you should attend all scheduled lectures, seminars and tutorials for your existing course as normal.

Fraudulent claims

If at any time we receive evidence that you have made false claims about any aspect of your circumstances, the University will take action – this may include terminating your studies.

What you agree to: Enrolment statements When you enrol or register at the beginning of the year, you agree to follow Solent University's policies, charter and regulations. You can find these [here](#).

University regulations

The University regulations cover a wide range of issues and are available in full on the portal. You should be particularly aware of the regulations on:

- assessments
- attendance and participation requirements
- change of personal details
- personal conduct
- drugs and smoking policy
- use of information technology
- intellectual property rights
- fee payment
- safety and security
- transfers, suspensions and withdrawals

Enrolment/registration for study

Solent University Charter

The Solent Charter is a statement of the shared values that are important to the University community, including staff, students and the Students' Union. You can view the charter [here](#).

Cadet Code of Conduct

Officer cadets studying at Warsash Maritime School are bound by the provisions of the Code of Conduct which has the approval of sponsoring companies. The Code of Conduct will be made available during your induction – you should ensure that you have read this code thoroughly.

Our ethics policy

Some research or enterprise activities that you participate in may require ethical approval. It is the responsibility of the principal investigator (a nominated group member) to submit your proposal for ethical consideration to your supervisor, in the first instance.

Your supervisor will give advice regarding the ethical issues involved with the proposed project, and advise if an ethics release can be self-certificated or whether the proposal needs to be submitted for a full ethical review.

For full details, visit the official documents section of the [portal](#).

Your attendance

Research at Solent shows that consistent attendance is closely linked to a good academic performance, so it is in your interest to attend and engage fully throughout your course. We expect you to attend all timetabled sessions and to be punctual for every class, and ensure you confirm your attendance using "Checked-In".

The university monitors the attendance of all students, it is your responsibility to attend and 'Check-in' to all your classes, failure to attend classes could result in being withdrawn from the university. Please ensure you read the monitoring information [here](#) as these outline the university's expectations for your attendance and details action that will be taken for non-attendance.

You can track your attendance by using the 'Check-In' App available via the [portal](#). At each session, your lecturer will supply you with code to complete your "Check-In". If you are absent, you will be able to record your non-attendance along with the reason for your absence.

If your attendance falls below the expected level required by the university, you will be required to make immediate improvements. Poor attendance puts your academic achievement on the course at risk and can impact on your learning. If you are having difficulties, remember the student hub is there to provide help and guidance and connect you to the appropriate support services.

If you are an overseas student in the UK on a Student/Tier4visa, the Home Office will be notified of your withdrawal which will result in the curtailment of your Student/Tier4Visa.

'WE EXPECT YOU TO ATTEND ALL TIMETABLED SESSIONS'

We continually monitor your attendance as we are committed to supporting you during your studies.

- If you have a valid reason for absence, for example, short-term sickness, you can record this using the attendance app on the student portal.

Enrolment/registration for study

- If you are struggling with your course or have personal/health issues that are affecting your attendance, please contact the Student Hub for advice and a referral to specialist help – any personal matters will be handled in confidence.
- If you have any difficulties with card/timetabling issues, you should seek immediate help from an adviser in the Student Hub so that your future attendance record is not affected.
- Please note that if you do not actively participate in your studies, the University is obliged to notify third parties such as the Home Office (for overseas students), your employer (for sponsored students) and any relevant student funding body such as the Student Loans Company.

Specific requirements for officer cadets

Any officer cadet who is persistently late or absent will be subject to disciplinary action under the provisions of the Code of Conduct for Officer Cadets. The Maritime and Coastguard Agency (MCA) requires a minimum of 80 percent attendance on academic courses that lead to MCA certification. If your attendance falls below this level, you may be asked to attend a formal meeting to discuss your academic future. If there is no improvement, you may be formally withdrawn from the university.

Unavoidable absence

If you are an officer cadet and going to be unavoidably absent from class, you must email to let us know, and notify your training manager. Please remember that if you are experiencing any difficulties which are impacting on your ability to attend and/or undertake assessments, there are lots of people who can support you. We want to help in any way we can – please talk to your lecturers or visit the Student Hub.

Council tax exemption certificates

If you are studying full-time and living in University residences, you do not need to pay council tax.

If you are a full-time student living in private accommodation, and all the other residents in the property are also full-time students, you are also exempt – but you may need to provide an exemption certificate.

If we have your current address, the University will automatically notify the relevant council if you live in the following postal codes:

Southampton – SO14 to SO19 inclusive

Bournemouth – BH1 to BH11 inclusive

Fareham – PO13, PO14, PO15, PO16, PO17, SO31, SO32

New Forest – SO40, SO41, SO42, SO43, SO45, BH23, BH24, BH25, SP6

Eastleigh – SO18, SO19, SO21, SO30, SO31, SO32, SO50, SO53

Gosport – PO15, PO16

Poole (including Stour Valley Partnership) – BH11, BH12, BH13, BH14, BH15, BH16, BH17, BH18, BH21, BH22, BH23, BH24, BH31, SP5, SP6, SP7, SP8, SP9, DT2, DT9, DT10, DT11

Check with the Student Hub to see if you need a council tax exemption certificate for your area. If you do need to fill out an individual council tax exemption form, the Student Hub can provide a copy, as well as help if you need it.

Your campus card and online account

Keeping your record up to date

If any of your personal details – such as your personal email address, your home and/or term time address or mobile phone number change, please inform the University by updating your details via the portal or going along to the Student Hub. Remember, if we don't have your current address, we cannot correctly tell the council and you may receive a request for council tax payment.

Your campus card

New students will receive a campus card free of charge after formally enrolling. This will be printed and distributed to you during the second stage of your registration once formal identification and qualification checks (if required) have been completed. Your lecturer will advise you when to collect your campus card if there is any change.

The campus card is intended to last for the full duration of your course – keep it safe and carry it with you at all times while on campus.

Your campus card has several uses:

- You use it to swipe in at timetabled events, registering your attendance.
- It allows access to the Library, the St Mary's campus and any buildings in the evenings or at weekends.
- It enables you to borrow learning materials and equipment.
- It acts as your membership card for sport and recreation facilities.
- It can be used for purchases at EPT campus catering facilities.
- It assists with identification and campus security.

Lost, stolen or faulty cards must be reported to the Student Hub as soon as possible. You can also get replacement cards, though there may be a charge of £5.

Your online account

Your Solent account allows access to all of the university's online resources: email, information on the portal, course details, your student record, assignment submission tools, the digital library and more.

Email is the main contact method we use to tell you important information, so be sure to check your Solent email regularly.

You can set up your Solent email account to forward messages to your personal email. If you are forwarding your Solent email and change your personal email address, don't forget to update your forwarding arrangements.

Your account details

Your Solent username will normally be emailed to your personal email address before you start your studies. If you have problems logging on, please contact the ICT help desk or visit the Student Hub.

Your University email address is: [your username]@solent.ac.uk

To access the University's services or systems, you may need to verify your identity via **Multi-Factor Authentication (MFA)**. This link will also guide you to set up your **Self Service Password Reset**, so you can get access to your account, if you forget your password (you will need to MFA, to set this up).

Calendar for the academic year

Accessing the student portal

The student portal has all the information you need about living and studying at Solent University, including more detailed information about a lot of the subjects covered in this handbook.

You can find the portal at **students.solent.ac.uk** – use your Solent account details to log in.

Accessing Solent Online Learning (our virtual learning environment)

Solent Online Learning is where you can find online assignment submission tools, course details, extra information from your lecturers and plenty of academic help and support.

You can access Solent Online Learning (SOL) at **learn.solent.ac.uk**

Your timetable

Your academic timetable includes taught sessions for any core and optional modules that you are studying – you can find it in the 'Timetable' app on the portal, under 'My Apps' or directly from the MySolent App after you have completed your registration

You are advised to check your timetable online regularly as it may be subject to change throughout the year.

Trailing modules are not timetabled on your timetable. This applies to classes and any examinations. It is your responsibility to find out about any trailing module assessments and timetables by contacting your course leader.

Examination timetables will normally be added to your online timetable ahead of the assessment dates, but will not be showing at the start of the year, if you do not see exams that you are expecting please contact **exams@solent.ac.uk**. Those with special educational needs related to examinations will be contacted by the exams team to inform you of the details. If you have not heard from them when the assessment timetable is published, you should contact them by emailing **exams@solent.ac.uk**

Understanding your timetable

Each entry in your timetable includes the module, the location and the member of teaching staff.

If you have any clashes, concerns or questions regarding your individual timetable, please speak to staff in the Student Hub in the first instance. You can also email **tar@solent.ac.uk**.

Your student record

Updating your personal information

If any of your personal details – such as address or phone number change, please inform the university immediately by updating your details via the portal. Select your name in the top right, then 'Edit myDetails'. If you need to make any changes to anything other than your address and contact details, or if you need help with making changes, please contact the Student Hub.

How we communicate with you

Email

Email is the most regularly used way that the University communicates with you. You must check your Solent email account frequently.

Letters

If we need to send you physical letters or other post, we will send them to the mailing address you have given us on the student record system.

If your mailing address is a student residence, check your residence's post room frequently.

If you are in a shared house, we recommend that you and your housemates agree a location where post will be left – check that place frequently.

Course Level Solent Online Learning sites and digital signage

Notices and important information will be posted on your course Solent Online Learning site or if module specific on the module Solent Online Learning site. Some notices are also displayed on screens around the university – keep an eye on them for important messages.

The student portal - portal.solent.ac.uk

The student portal is home to all the information and services you need, from rules and regulations, event details and your student record to assignment submission tools, library services and student support information. Your username and password are the same as for your email account – see 'Your online account' (pages 14) for more information.

Solent Online Learning - learn.solent.ac.uk

We may also provide information about your course and academic matters through Solent Online Learning, the university's virtual learning environment.

Module-specific notices in Solent Online Learning can be found in the 'Module Announcements' area of each Module page.

Your student record

Medical conditions

If you have an ongoing medical condition, we strongly advise you to wear a medical bracelet or similar item. In an emergency, this will ensure that first aiders or paramedics are immediately aware of your situation.

Use of your personal data

When you first enrol at Solent you will receive a statement specifying how your personal data will be stored and used by the University.

For more information, visit the portal or talk to staff at the Student Hub.

Some courses may have specific additional data protection requirements. Your lecturer should inform you of these, but if you have any questions, then please contact the Student Hub in the first instance.

Finding help

The Student Hub – your first point of contact

If you have any questions about your studies, your wellbeing or any aspect of student life at Solent, your first point of contact should be the Student Hub. No matter how big or small your query is, the team in the Student Hub will work with you to help resolve it.

You can find the Student Hub in The Spark building at the back of the atrium. To contact the Student Hub, phone 023 8201 5200 or email (student.hub@solent.ac.uk)

The Student Hub offers support and advice on a range of pastoral non-academic issues and can also advise you about more specialist services – and in many cases will arrange an appointment for you. You can email (student.hub@solent.ac.uk) or telephone 023 8201 5200. Alternatively, go to the Student Hub and speak with one of the advisers.

Support for Warsash students

You can speak to staff at the Student Hub or Students' Union, or contact our student registry team on student.registry@solent.ac.uk

The Students' Union advice service

The Students' Union advice service operates separately from the University's Student Hub and can provide you with an independent academic caseworker for:

- Extenuating circumstances
- Complaints
- Appeals
- Academic misconduct
- Signposting to external organisations.

The advice service is located in the Students' Union building on East Park Terrace campus, and provides free, impartial and confidential advice on academic issues. You can get in touch via email suadvice@solent.ac.uk and more information is available on the Students' Union website www.solentsu.co.uk

Finding help

Academic support

Succeed@solent is our online, interactive induction and skills development programme which aims to help you settle into study and give you the tools to achieve better grades.

The online site can also help you develop key skills in writing effectively, researching, presentation and assessment, and inform you about the rules around plagiarism and other kinds of academic misconduct.

In addition to online support Solent also has a programme of study skills workshops, more information can be found under the succeed at Solent section of Solent Online Learning (SOL). **SOL Link**

Transferring between courses, optional modules or seminar groups

If you want to change your optional modules or seminar group, or transfer to another course, discuss it with your course leader first. For any kind of change, you will need to complete the relevant form (at the Student Hub) – this will ensure that your student record is updated if your request is authorised. You must continue to attend timetabled sessions for the existing option, seminar group or course until your transfer is approved.

Transferring courses

Transferring between courses

To change courses, you will need to find out whether there are places available on the course you want to transfer to; if you have the background qualifications and experience to be accepted onto the new course and you should be aware that transferring can also affect your fees. For a transfer within the university to be approved, you will need to meet any entry requirements for the new course, have demonstrated good attendance and have no outstanding tuition fee debt. To transfer to another provider you will need to meet their requirements. Transfer requests must be made within the first four weeks of teaching.

You may also need to go through a recognition of prior learning (RPL) panel to ensure that your studies so far will enable you to meet the study or assessment requirements of the new course. If this isn't the case, the RPL panel will determine whether you can catch up during the current academic year. If it is not possible to catch up, then the RPL panel might suggest that you start the alternative course at a later date or lower level.

If you wish to transfer to another provider, you will need to withdraw from your course at Solent and pay any outstanding fees as outlined in the terms and conditions you agreed to at enrolment.

Remember it is essential to keep the University informed of your intentions and any course changes you wish to make. The Student Hub can advise on any transfers or withdrawal questions you may have and provide you with the appropriate forms to complete.

Transferring between optional modules or seminar groups

If you are thinking about transferring between options or seminar groups, you should obtain the relevant form from the Student Hub and speak to your course leader. You can only request a change to a seminar group and/or option within the first two weeks of the module. If you have a significant reason for needing to request such a change, such as childcare requirements, please talk to your course leader.

Assessment essentials

Suspension/withdrawals and your tuition fee liability

If you are considering suspending your studies or withdrawing, you should discuss this with your courseleader or visit the Student Hub.

If, after discussing the matter, you decide to withdraw from your course or to suspend your studies, you must obtain the relevant form from the Student Hub and notify us immediately in writing. If you are staying in one of the University's student residences, please also inform student accommodation staff in writing to **accommodation@solent.ac.uk**. If you are a sponsored student, including Warsash Maritime School officer cadets, you must discuss this decision with the relevant person in your sponsoring organisation, such as the training manager, as this may affect your employment status.

If you suspend your studies or withdraw, you cannot access any University services or facilities. If you withdraw, we will work out whether you are entitled to any interim award, and your student record will be closed down.

On suspension/withdrawal, you may be entitled to a repayment of some or all of your tuition fees. You can find out more about what you are entitled to here, or **student.registry@solent.ac.uk** for more information.

Your suspension/withdrawal date is normally the date you notified us in writing – this date will be used to calculate any fee repayment.

If you have not notified us immediately in writing of your intention to suspend/withdraw, you will remain liable for your fee.

Disability support

Disability Advice Team is the disability and neurodiversity advice service for students.

Refer to the Access Solent SOL page for lots of useful information about support at university and to book an appointment: **careers.solent.ac.uk/**

If you want to set up support or have questions, please book an appointment, email **disability@solent.ac.uk**, use the Student Support App, or phone 023 8201 3201 to leave a voicemail for a call back.

Assessment essentials

You are encouraged to declare any:	Learning support includes:
<ul style="list-style-type: none">• specific learning difficulties (forexample, dyslexia, dyspraxia)• chronic or long-term medicalconditions• physical or mobility issues• sensory impairments• mental health conditions• autism• temporary injury	<ul style="list-style-type: none">• setting up academic support, forexample, support plan shared withyour course team and examarrangements• liaison with other departments andorganisations• advice about assistivesoftware/technology• screening for specific learning difficulties• advice about Disabled StudentAllowance (DSA)• Workshops and groups

Financial support

Our student funding advisers can offer guidance on all aspects of student funding and debt, including student bursaries, student loans, state benefits and the Solent Access to Learning Fund.

Visit the Student Hub for more information.

Accommodation support

If you are having problems with private accommodation, contact the housing adviser:

- 023 8201 6357 / 5040 or private.housing@solent.ac.uk

For matters relating to accommodation payment dates and amounts, contact the income team:

- 023 8201 3970 or income.team@solent.ac.uk

To discuss student residence contracts, room moves, withdrawal and general accommodation matters, contact the accommodation team:

- 023 8201 5040 or accommodation@solent.ac.uk

For issues in your student residence, contact the residence team:

- 07778 345113 (24 hours) or reshub@solent.ac.uk

Religion and belief

Our students come from a variety of religious and non-religious backgrounds and the Spirituality and Reflection team is here to support students of any faith, or none. Whether you have a personal issue or something relating to your academic studies, we can offer confidential advice and support.

The Spirituality and Reflection team also maintain multi faith/prayer room on the East Park Terrace campus, both situated in the John Millais building in JM112. Prayer mats and accessible washing facilities are located directly opposite the room.

To speak to the Spirituality and Reflection Service team, please email student.hub@solent.ac.uk

Assessment essentials

Therapy and mental health advice

Our Mental Health and Wellbeing team offer various types of free support for students, including advice on mental health support, one-to-one counselling, Cognitive Behaviour Therapy and hypnotherapy – all provided by trained professionals.

Further information is available from the Student Hub, by email wellbeing@solent.ac.uk, or on the portal.

Support for international students

Our international team can provide advice and guidance on visa applications, Home Office regulations, life in the UK and studying at Solent. You can contact the team through the Student Hub, or email internationalssupport@solent.ac.uk

References, qualifications and record of academic achievement

Getting a student reference If you need a reference from the University during or after your studies, the Dean of your Faculty should be named as your referee. Requests for references may be submitted to the Student Hub. The University's references follow a standard format, including:

- course of study
- dates and duration of attendance
- classification of award (if applicable)

If you require a more detailed personal reference from a member of staff, you will need to ask them in person. These references are not endorsed by the University and cannot be on Solent headed paper or signed using the staff member's University title.

Getting your full record of academic achievement and relevant professional qualifications

If you wish to have a complete record of your academic achievement to date, and you are based at EPT, please apply to the Student Hub (see p18).

The Student Hub is your first point of contact for any queries.

Assessment essentials

The Students' Union

The Students' Union (SU) is home to everything you could need to get the most out of your time at university. Led by students, for students, the union provides independent representation, academic support and the opportunity to take part in national student campaigns, societies and volunteering opportunities. For further details regarding the Students' Union, go to www.solentsu.co.uk

The sabbatical officers

The Students' Union is led by four sabbatical officers, elected by students each year, who provide support, representation, and campaign on key student issues. To meet your officers this year visit www.solentsu.co.uk.

The Union office is situated at the front of the John Millais (JM) building right next to the East Park Deli.

President – email: su.president@solent.ac.uk

Leads the sabbatical officers and oversees the development and governance of the Solent Students' Union; actively lobbies the University for change; serves as primary media spokesperson for the union.

Head of Student Education – email: su.education@solent.ac.uk

Campaigns to improve the academic experience of students; supports students with academic-related issues and advice; works with our academic caseworkers to support students through academic misconduct or disciplinary procedures; supports course and school representatives.

Head of Student Engagement – email: su.engagement@solent.ac.uk

Promotes student activities; supports student development opportunities; helps to organise exciting events, societies, fundraising and volunteering opportunities.

Head of Student Wellbeing – email: su.welfare@solent.ac.uk

Deals with welfare issues that have an impact on students, including issues such as housing, sexual health and wellbeing; liaises with the community and runs community projects.

Clubs and societies

The Students' Union offers a huge range of student-run clubs and societies – take a look at www.solentsu.co.uk/societies for more details.

If you would like to set up your own society or club, you will need four other signatures from interested students.

Read the frequently asked questions (FAQs) on the Students' Union societies page, or tweet @solentsu for more information.

Assessment essentials

Using the library

The library at the University offers modern and spacious learning environments where you can study quietly or work in groups. The library is open every day including weekends and evenings and during busy periods is open 24 hours a day, 7 days a week.

By combining access to print, online and visual materials, with computing facilities, equipment loans and access to a wide range of software, the library supports all your learning and research needs. The library portal offers fast information access, both on and off campus, whenever you need it.

Staff in the library are available to answer all your questions, whether they are general, IT-related or subject-specific. They also provide support with finding resources and referencing, which will help you to develop as an independent learner.

Printing is available on a pay-per-print basis.

For more information on library resources and services including opening times, access the **library portal**.

Developing your academic and research skills

If you want to improve your skills in researching resources or referencing, the library can provide support and training. Check out the library's **LibGuides** for the best resources to use for your subject, or contact the team of information librarians via **library.support@solent.ac.uk**.

We have online support available via **Succeed@Solent**, and also support an easy-to-use referencing tool.

Using IT systems and other learning resources

Our learning technology advisers offer advice and training in using our computer systems. Drop-in sessions, training classes and one-to-one sessions are available on the second floor of the Library. The services will be covered in the **Learning Technologies Induction**. Please complete both parts of the induction to learn how to use the systems and where to find appropriate support.

The University utilises **Microsoft 365** and most online teaching sessions will use **Microsoft Teams**, so please familiarise yourself with these apps.

Solent Careers - Careers, work and employability

If you're looking for work during university, advice with applying for jobs or help after graduating, the University's Solent Futures team can help you develop the contacts, skills and confidence you need. Friendly and professional staff are available to help, you can contact the team on email at **careers@solent.ac.uk** or visit the Student Hub.

Our friendly team would be happy to provide advice and support on getting a job, including;

- Creating a professional and targeted LinkedIn profile
- CV support
- Support with making applications
- Interviews tips
- Advice on meeting employers
- Support with promoting your skills and abilities.

Assessment essentials

Students can also book 45-minute one-to-one career appointments through **SOL** (Solent Online Learning) to discuss interview advice, postgraduate or employment options with your course.

We offer a variety of workshops and events throughout the year, visit the events pages on the Solent Portal to see more about our upcoming events – including when we have employers on campus to meet you.

Finding work or work experience

Students and graduates can find great part-time jobs, internships, placements, jobs on campus, graduate roles and work experience, all advertised on one site – **Solent Careers Online**. You can set up job alerts and find Campus Jobs (opportunities to work for Solent University) on this site.

If you have a placement as part of your course, why not check out our **dedicated placements** resource on SOL providing everything you need to get you started with find a placement.

Solent also has a strong focus on building practical experience, so your course will be able to offer plenty of opportunities for industry placements and work experience. Talk to your course leader to find out what's available.

Starting your own business

If you are interested in starting up a business or freelancing as a career, the Solent Careers team can provide you with lots of advice and support, including potential funding to help kick start your idea. Check out all the support available on our **portal page** including workshops and events, 1:1 support and details on the funding available. You can also e-mail **Startups@solent.ac.uk**

Solent Creatives: the University's student-powered agency

Solent Creatives is Solent University's student-powered agency. The staff team are here to help Solent students to embark on work experience and build a portfolio by introducing you to real, paid creative assignments from businesses of all sizes.

You'll be supported by Solent Creatives to collaborate with clients, create amazing work, and belong to a community of creative students. They provide training, events, and expertise to enable you to start your career alongside your studies.

You can contact **solentcreatives@solent.ac.uk**, follow **@solentcreatives**, visit **solentcreatives.co.uk** or drop in to the Solent Creatives studio in the Student Village, The Spark.

Assessment essentials

Volunteering

The Students' Union has access to plenty of volunteering opportunities, contact them via email or visit www.solentsu.co.uk

Opportunities abroad

Many courses offer the opportunity to spend time studying or working abroad as part of your studies and we also welcome exchange students from overseas.

Studying or working abroad

If you're interested in enhancing your career prospects and broadening your horizons by spending time working or studying abroad, Solent University offers extensive support – including funding through The Turing Scheme.

We have a range of partners across Europe, Canada, India, Sri Lanka and Malaysia where you can go and spend the part or whole of your second year as part of your studies.

You may also want to consider working abroad after your studies and can get funding for up to 12 months after graduation.

If you are interested in studying, working abroad or attending a summer school, talk to your course leader, visit www.solent.ac.uk/exchange or email International.exchanges@solent.ac.uk

Incoming exchange students

If you're an exchange student visiting Solent, our exchange team can help with any problems or concerns you may have. Email International.exchanges@solent.ac.uk

Solent Sport

We provide the structure for sport at the university outside of the academic programme, ensuring students have the best opportunities to be involved and are part of a positive student experience.

Our pathway includes:

- Recreational/social sports opportunities
- Competitive Sports
- Teams – 'Team Solent'
- Performance Sport including Sports Scholarships

We have a dedicated team of full time staff and part time coaches who manage our programmes and run our sporting facilities. They are here to ensure that when it comes to sporting activities there is something for everyone.

For more information on our sports clubs and activities. Visit Solent Sport in the Solent Sports Complex or contact: solent.sport@solent.ac.uk or call 023 8201 3277

Assessment essentials

All of the University's courses operate under a common set of assessment regulations, which are reviewed annually. Any exceptions are detailed in the course specification for your course – you can find this on Solent Online Learning.

For full details of the assessment regulations, visit the **portal**, or ask the Student Hub for advice.

Grade marking and the grade scale

The University marks your assignments on a grade system, meaning that for most assessments students get a letter grade (such as B2) rather than a percentage mark (65 percent).

Each assessed element within a module will be awarded a grade, which will be entered into the student records system and combined (with weightings) to give a mark for the whole module. Where assessments are based on right/wrong answers – for example, for mathematics – modules will use percentage marking.

The grading criteria used for all courses are shown here

Generic grading criteria *	Grade mark	%
Exceptional in most/all aspects, substantially exceeding expectations for this level	A1	100
	A2	92
Excellent quality, exceeding expectations for this level in many aspects	A3	83
	A4	74
Meets all the intended learning outcomes and exceeds the threshold expectations for this level in several of them	B1	68
	B2	65
	B3	62
Meets all the intended learning outcomes and exceeds the threshold expectations for this level in some of them	C1	58
	C2	55
	C3	52
Meets all the intended learning outcomes but rarely exceeds the threshold expectations for this level	D1	48
	D2	45
	D3	42
Fails to meet all of the intended learning outcomes and is marginally inadequate for this level	F1	35
Fails to meet all of the intended learning outcomes and is inadequate for this level	F2	20
	F3	15
Submitted	S	1
Non-submission	N	0

Assessment essentials

Your results

Any results you receive during the course of your studies are provisional until the relevant boards have met. All assessments in all levels are important to your final award.

You can access your grades and module marks on the portal via the 'Results' app (you can find this under 'Apps', top right).

If you are not assessed in all of your modules, you will not receive the full award you enrolled on.

Pass

The academic pass mark for a module is 40 percent.

Note that some professional bodies may have different requirements. Talk to your course leader to make sure you understand your specific pass requirements, or ask at the Student Hub.

For the award of your bachelor's degree you must pass all 360 credits (or for a top-up degree, 120 credits) on your course. For these purposes, recognised prior learning (see page 11) counts as passed credit.

For the award of a foundation degree or a higher national diploma (HND) you must pass all 240 credits. For a taught master's degree you must pass all 180 credits.

Refer

'Refer' means that you have failed your coursework and/or exam, or did not submit/attend.

You will automatically have one reassessment attempt at each failed element where you have not passed the module, unless you have an academic misconduct penalty which does not allow you any further attempts.

Your marks for any examination resits or resubmitted coursework will be capped at 40 percent. The University charges for repeating a stage/level/module.

If you are a student at Warsash Maritime School, failure to take/retake all elements of assessment at the next available opportunity may affect your MCA exemptions.

Defer

'Defer' means that you have submitted and had accepted a claim for extenuating circumstances (see page 32). If you are deferred on your first attempt at an assessment, your marks will not be capped at 40 percent.

Referred/deferred coursework and examinations are taken at the next available opportunity.

Assessment essentials

Failed modules and compensation

Where you have failed a module but have a minimum mark of 30 percent in each element of assessment and have attempted all assessments across all modules being considered, the Progression and Award Board can compensate the module as a pass. A maximum of 20 credits can be compensated each year at Levels 3–6 (undergraduate level), and a maximum of 30 credits can be compensated at Level 7 (master's level), although some specific modules cannot be compensated, usually related to professional body requirements, full details are in each course specification.

What you need to pass in order to progress

To proceed to the next stage you can only carry a maximum of 20 credits still to be passed.

If you are referred in modules at the end of the academic year, you will be given the opportunity to take any resits and can only proceed to the next level or stage if you have a maximum of 20 credits still to be passed.

How your final mark is calculated

Calculation of your final mark depends on the type of course.

For full details, view the assessment regulations on the **portal**, or visit the Student Hub.

For the full assessment regulations, check the **portal**.

How your work is assessed

Exams and coursework are marked anonymously wherever possible, to make sure that the marking process is fair and impartial.

Progression and Award Boards

Progression and Award Boards confirm module marks and make decisions on issues such as compensation of modules, progression between levels or award of qualifications, and normally meet at the end of each level/ stage of study.

External examiners

External examiners on modules are responsible for ensuring that the marking by internal examiners is accurate, consistent and fair to students, and for confirming academic standards for the module, based on a sample of student work.

External examiners moderate samples of work at Levels 5, 6 and 7, and at Levels 3 or 4 when an award is made at that level. External examiners on Progression and Awards Boards are responsible for confirming academic standards at award level, and that awards are consistent with both University policy and any requirements of professional and statutory bodies.

Once you have submitted a hard copy of an assignment, you cannot update it, even before the deadline. If you do submit more than one version of your assignment, the first submission will always be the one that is marked. You can submit early via Solent Online Learning and get the similarity feedback, and then resubmit an updated version prior to the submission deadline.

You should ensure that you keep a copy (and back-up) of all assignments that you submit, in case there are any problems. Failure to do this may result in you being asked to redo an assignment at the next available opportunity.

Assessment essentials

Deadlines

Late submission deadlines are strictly adhered to. For first assessment attempts, the assessment regulations allow you to submit an assignment up to seven calendar days late. Late submissions have an academic penalty applied, capping the mark at 40 percent.

For referral attempts there is no allowance for late submissions. Any referral assignment not submitted by the deadline will be treated as a non-submission and awarded a mark of zero.

Requesting an extension See the 'Assessment problems' section on page 31.

Hard-copy assignments

In general your work will be submitted online. Exceptionally a hard-copy submission will be required and your lecturer will ensure you have the necessary details. All assignments must have a formal cover sheet attached. These can be obtained from the assignment submission point. Please make sure all copies of the cover sheet are legible.

When you hand in your assignment, it will normally be stamped with the date and time of submission. You will receive a receipt, which you should keep safe as proof of submission.

Where to submit your hard-copy assignments

Where hard copy submissions are required, your lecturer will arrange for Student Registry to attend your class to stamp and record your submission. Your lecturer will provide you with all the submission information.

Late submissions, should be made to the assignment hand-in area, located on the 1st floor in the Andrews building, accessible via the stairs by main reception.

Online submissions

Most text-based assessments will be submitted electronically via **Solent Online Learning**. This is integrated with Turnitin, which detects and reports on plagiarised work and gives you the chance to check your references as you go.

All submissions must be made by 4pm on the due date or will be considered to be late

Online submission is a two-stage process – you must ensure you complete the process for your work to be submitted and therefore marked.

Uploading assessments does not happen instantaneously, especially when large numbers of students are using the system. Do not leave submission until the last minute as your assessment might not upload until after the deadline time, meaning you miss the deadline and your assessment will be considered late.

Assessment essentials

Text files – valid file types and maximum file size

Turnitin currently accepts the following file types: MS Word (.doc and .docx), PowerPoint (.pptx), Microsoft Excel® (.xls and .xlsx), WordPerfect (.wpd), PostScript (.ps), OpenOffice Text (.odt), Portable Document Format (.pdf), HTML (.htm or .html), Rich Text (.rtf) and Plain Text (.txt). All files submitted to Turnitin must be text-based, not exceed 100MB, contain a minimum of 20 words and less than 800 pages.

Other submissions via Solent Online Learning

To submit video, images, projects or e-portfolio files, you may be asked to upload assignments to **Solent Online Learning**. For more information on file sizes and upload times, see learn.solent.ac.uk/onlineSubmission

It can take several minutes (or even longer) to upload video or audio files. You should therefore leave plenty of time before the submission deadline – otherwise your assessment might not upload in time and will be considered late.

Feedback on assessments

Feedback from your lecturers may be electronic or in hard-copy – this should normally be provided within 28 days of the date of submission.

Missing your exams

Exam information is available on the **portal** – see page 31 for more information. It is your responsibility to ensure you know when and where your exams are.

Requesting extensions to assessment deadlines

'Extenuating circumstances' – extensions due to major short-term impact on you

The University operates a 'fit-to-study' policy which means that you are responsible for deciding that you are fit to sit/submit an assessment. If your circumstances prevent you from taking an assessment – for example, if you are too ill to sit an exam – you must apply for your circumstances to be taken into consideration as soon as possible. Please go to the Student Hub for advice.

All applications must normally be supported by documentary evidence, however you can self certify for one assessment date each semester for a seven calendar day extension (not to defer, that would require evidence). Full details of the University's extenuating circumstances procedure, along with an application form, can be found on the **portal**.

If your submission for extenuating circumstances is accepted, you will be able to submit your assessment at any time up to seven calendar days after the submission deadline without any academic penalty. If it is not possible for you to sit/submit the assessment within this timeframe, you may be granted a 'defer' result, which means that you will sit/submit the assessment at the next available opportunity. See page 33 for more information on deferrals.

If you miss an assessment deadline and your request for an extension or deferral is not accepted, the standard academic penalty for late submission will apply (a 40 percent cap on your mark, or being counted as a non-submission – see 'Late submission' on page 30).

Assessment essentials

Requesting extenuating circumstances for singly-assessed modules on the final level of your course may affect your ability to attend graduation with your current cohort. Please speak to the Student Hub for further advice.

For issues not covered by extenuating circumstances

If you need support for personal circumstances but are not eligible to claim under the criteria outlined under extenuating circumstances, you may be able to apply for other support.

If you think you may need to make an application, please contact the Student Hub for advice.

Where alternative support is provided, work will have to be submitted in time for it to be assessed and the marks presented to the next Assessment Board (see page 33).

For long-term circumstances affecting your academic progress, for example, situations lasting longer than 20 working days, the University may recommend that you suspend your studies.

Academic integrity and academic misconduct

When you have completed your course, you want to be proud of your achievement and to know that you (and your fellow students) have gained your awards fairly and honestly. Employers will also look at the standard and integrity of our graduates.

As such, the University takes breaches of academic integrity very seriously.

Academic practices at Solent may be different from those of your previous studies and cultures. Please familiarise yourself with Solent's rules below.

What counts as academic misconduct?

The following actions and behaviours are considered as academic misconduct.

Plagiarism – using someone else's words, ideas, images and so on without showing clearly what is your work and what is from other sources. You also need to provide suitable references.

Direct quotation (using exactly the same words) and paraphrasing (putting an idea into your own words) are acceptable, as long as you show where you are quoting and always provide clear references in the text as well as in the reference list. Guidance is available at succeed@solent on SOL.

Collusion – working with others on individual assignments, or sharing your work with others. You can discuss your ideas and sources with other students, but writing up your work must be done independently.

If you write, sell or otherwise provide an assessment to another student, or lend or make your work publicly available (even by accident), then if the work is copied YOU will get into trouble as well. You are required to take adequate measures to ensure the security of your work.

If you are working in a public place or on a shared computer, make sure your work is password-protected or otherwise secure. Never lend your work to anyone.

Artificial Intelligence (AI) misconduct: Submitting any assessment which contains work which has been generated by Artificial Intelligence. AI tools must only be used when the assessment instructions permit its use. Where AI is used, it must be referenced as a source.

Replication – attempting to submit work that you have already used for assessment during your current course or any previous course of study (other than reworking a failed assessment, where this is explicitly allowed by the brief). This includes cutting and pasting parts of the previous work. If you are repeating a module, you are required to submit new assessments.

Falsification – passing off someone else's work as your own, inventing facts, graphs, data or quotes, or falsely claiming to have carried out research, or using someone else's computer code.

Considered a severe ethical breach on many courses, falsification could jeopardise your whole career. Professions such as law will not allow entry to their professional bodies if such an accusation is proven.

Taking unauthorised notes or devices into an examination – notes, or material on phones or other devices all constitute academic misconduct. Where your course allows you to take certain books or notes into an examination, make sure you know exactly what is allowed.

Academic integrity and academic misconduct

Obtaining an unauthorised copy of an examination paper – if the accusation is proven, this could cause you to fail the entire level of your course or be required to leave the University.

Communicating (or trying to communicate with another student during an examination – communication, attempting to copy another student's work, or attempting to show your answers to another student during an examination or other time constrained assessment, either in person or online.

Impersonation in relation to an examination – if you attempt to pass yourself off as another student or ask someone else to sit an examination for you, you may be withdrawn from the course. You are required to provide photo identification at the beginning of every examination, and staff will be present to invigilate.

Buying essays from a third party – getting someone else to write your assignments for you is considered academic misconduct and is taken very seriously by the University.

Failing to meet ethics requirements – failing to get ethics approval for an assignment or project which requires it, or breaking one of the approval conditions. Check with your lecturer if you are not sure.

Providing assessments for other students – writing, selling or otherwise providing an assessment to another student.

Fraudulent extenuating circumstances claim – submitting a false claim or fraudulent evidence for extenuating circumstances.

What if I am found guilty of academic misconduct?

The University has a range of penalties available, from failing the assessment or the whole module through to failing the entire level of the course or being required to leave the University. Please refer to the Student Academic Misconduct Procedure.

For more information, you can contact the academic misconduct officer.

Email: academic.misconduct@solent.ac.uk

Giving your feedback

When you receive your formal results, you may not always feel the decision is correct. If this is the case, you can clarify this with your academic school.

What can be appealed?

You may appeal the decision of a Progression and Award Board where:

- new, relevant, written extenuating circumstances are presented, supported by appropriate evidence that (for good reason) was not originally made available and therefore was not considered at the time of the decision
- you believe current approved policies and procedures were not followed, or there was some other assessment irregularity
- there has been a significant error in the recording, processing or calculation of assessments/results—for example, you believe that there has been a transcription error in the recording of your results.

You cannot appeal on the grounds of extenuating circumstances if you submitted the assessment or sat the examination.

You cannot ask for a review of your mark or grade just because you think it is worth more than the lecturer has given. The mark is the lecturer's 'academic judgement'.

You can also appeal a decision to withdraw you from studies on grounds of non-attendance.

For any appeal you must provide relevant information and evidence to support your case.

Making an appeal

If you wish to appeal your results, you must put your request in writing within 10 working days of the date of the result's publication. This should be sent to **student.registry@solent.ac.uk**. Please include 'academic appeal' in the subject of your email. For advice, visit the Student Hub or the Students' Union advice service – see page 18 & 23 for contact details.

You should use the University's academic appeal form, which you can download from your results page on the portal (or get from the Student Hub). You need to state what your reasons are for appealing the decision of the board and provide any relevant evidence.

You should normally receive an answer to your appeal within 10 working days.

Appealing a withdrawal decision

Where a student is withdrawn by the school because of non-attendance, any appeal against that decision should be made in writing within 10 working days of the date of notification of the withdrawal and be supported by evidence of your circumstances explaining the reason for your non-engagement and why you should not have been withdrawn. This should be sent to **student.registry@solent.ac.uk**.

You should normally receive an answer to your query within 10 working days.

Giving your feedback

Requesting an academic appeal review

If your appeal isn't resolved to your satisfaction, you can request an appeal review. This should be addressed to the complaints and appeals manager (appeals.complaints@solent.ac.uk).

The full appeals procedure can be found in the academic handbook on the portal. If you need advice, talk to the Student Hub or the Students' Union.

Giving your feedback

The feedback that you provide through surveys and course reps is extremely valuable to the University. We will always listen to what you have to say and will try to make changes that improve your experience where possible.

Course monitoring systems and survey results are also discussed at a high level within the University, including at University committees (which include student representatives or Students' Union sabbatical officers as full members).

If you would like to know more, talk to the Student Hub or the Students' Union.

Course representatives

The students on each course at Solent elect course representatives, trained and supported by the Students' Union, to act as their voice and provide a vital link between students and staff.

Giving feedback on your modules and course

- The module evaluation survey is used to collect feedback from students on every module. You will receive details of this via email.
- At the end of each academic year we review each of our courses and produce an annual report. This contains a number of key educational performance measures and includes an analysis of student feedback, as well as an action plan for the forthcoming year.

The results are published on the **portal**.

Giving feedback on the University as a whole

The National Student Survey (NSS)

Commissioned by the higher education funding bodies for England, Wales and Northern Ireland, the annual NSS asks a sample of students, mostly final-year undergraduates, to provide feedback on the following topics:

- quality of teaching
- assessment and feedback
- academic support
- organisation and management
- learning resources
- learning community
- learning opportunities
- student voice
- overall satisfaction.

Results will be published nationally and provide prospective students with information on how previous students felt about their experience. Results also contribute towards the university league tables that are published by newspapers.

You will also have the opportunity to provide feedback on any matter of University life through your student reps, or by speaking to your course leader or the Student Hub team.

Giving your feedback

Student complaints

Where you have a problem or concern, you must first try to resolve the issue informally with the relevant member of staff, or visit the Student Hub for initial advice.

If this does not resolve the issue, you can raise a formal complaint through the Student Complaints Procedure. For more information, visit the **portal**.

'Speak up' – confidentiality and whistleblowing

The student 'speak up' policy allows students to draw the University's attention to serious matters of concern with the assurance of confidentiality.

The 'speak up' policy covers 'legitimate concerns over any matter which may be unlawful, which is contrary to University policies, or which negligently or knowingly amounts to unethical or improper behaviour'.

You can find more information about whistleblowing on the **portal**.

And remember: if you have any problems or questions, we're here to help. There are plenty of people you can talk to, offering advice and support on everything from academic problems and counselling to finance and accommodation.

Talk to:

- your lecturers
- the Student Hub
- the Students' Union.

Freedom of Speech

Solent University recognises and values the fundamental importance of protecting freedom of speech in both academic life and the wider community and the University's core value of respect and inclusivity. The University is committed to upholding and promoting the right of the freedom of speech for its students, staff and visiting speakers within the law.

The University's Code of Practice on Freedom of Speech can be found **here**.

Southampton Solent Students' Union – Education act 1994 code of practice

Solent Students' Union

Education Act 1994 Code of Practice

1. This Code of Practice includes the University's provisions for compliance with Part II Section 22(3) of the Education Act 1994 and incorporates the requirements of Sections 22(3) to 22(5)
2. The University's Board of Governors shall notify each student of this Code of Practice by publishing it on the University's website.
3. This document should be read in conjunction with the Students' Union Memorandum and Articles of Association and Bye Laws which are available on the Students' Union website (www.solentsu.co.uk).

Memorandum and Articles of Association of the Union

4. The Students' Union has a written Memorandum and Articles of Association agreed by the Board of Governors and the members of the Union.
5. Copies of the Memorandum and Articles of Association are available upon request and free of charge from the Student's Union.
6. The Memorandum and Articles of Association has been approved by the University's Board of Governors and will be subject to review every five years.
7. Any interim amendments to the Memorandum and Articles of Association will require the approval of the University's Board of Governors.
8. Any concerns the University's Board of Governors has with a draft Memorandum and Articles of Association or any subsequent amendments should be discussed by the Clerk to the Governors of the University with the Students' Union Board of Trustees with the intention of seeking agreement before a final draft is considered by the University's Board of Governors.

Membership of Solent Students' Union

9. At the start of every academic year, every registered student is automatically registered as a member of the Union.
10. Every student has the right to opt out of membership of the Union and may do so by the procedures outlined in Bye Law 1.
11. Students who opt out of our membership of the Union;
 - will not be able to participate in Union affairs (as electoral candidates, voter or officer);
 - will be able to use the Union's services and support facilities
 - will be able to participate in Union activities subject to any fee set by Trustees.

Election of Executive Officers

12. The members of the Union annually elect Sabbatical Officer Trustees under article 31 of the Memorandum and Articles of Association. The election is by way of secret ballot (conducted in accordance with Bye Law 6) at which all ordinary members are entitled to vote.
13. The Board of Governors aims to satisfy itself via the Student Board that elections are conducted fairly and properly, through the appointment by the Students' Union Board of Trustees of a Returning Officer
14. No Sabbatical or paid Union Officer may hold office for more than two years.

Southampton Solent Students' Union – Education

act 1994 code of practice

Solent Students' Union Finances

15. The Students' Union annual budget is approved by the University's Board of Governors.
16. The Students' Union Board of Trustees is responsible for ensuring that funds from the University are used in accordance with its Memorandum and Articles of Association and will ensure proper accounting records are kept and that there is a sound system of internal financial management and control.
17. The Union's Finance Committee manages the Union's financial affairs and will send, for monitoring purposes:
 - i. monthly management accounts and reports against budget to the University's Chief Finance Officer or equivalent nominee
 - ii. quarterly management accounts to the Student Board
18. Annual accounts will be produced and approved at the Students' Union's Annual Members Meeting, to be held under article 13 of the Memorandum and Articles of Association.
19. Annual accounts will also be presented annually to the University's Board of Governors and will be available to members on the Students' Union website.
20. The Union has written procedures to allocate resources to societies which aim to be fair.

External Organisations

21. Any affiliation by the Union to an external organisation will be decided in accordance with Bye Law 13.
22. A review of affiliation to existing organisations is one of the items on the agenda for each Annual Members Meeting of the Union.
23. A referendum, in which all members are entitled to vote, is held to determine the continuity of affiliation to any external organisation at least every 3 years. As part of this referendum the Union publishes details of the affiliation fees.
24. On the written requisition signed by at least 150 Members of the Union, a referendum will be held to confirm the continuation of any affiliation.

Complaints Procedure

25. A complaints procedure is available from the Students' Union website for students who are dissatisfied with their dealing with the Union.

Charitable Restrictions

26. Funding or resources provided through the University should not be used other than for charitable educational purposes. They must not be used for any purposes other than for the benefit of its members as students at the University. The funds and resources of the Union must be used in accordance with the Students' Union's charitable objects, which may include the social and general wellbeing of its members as students of the University.
27. The University wishes to ensure that freedom of speech within the law is secured for students and visiting speakers. In carrying out its objects, the Union has an obligation to have regard to that freedom.

Southampton Solent Students' Union – Education act 1994 code of practice

Data Protection

28. The Students' Union is registered under the Data Protection Act 1998. It may, on occasion receive, in accordance with a data transfer agreement with the University, information concerning students provided for its use in accordance with the academic and other aims of the Students' Union, and of the University, as set out in its approved Memorandum and Articles of Association. In using such information, the Students' Union will comply with the following statutory principles. Information will be:
- fairly and lawfully processed;
 - processed for limited purposes;
 - adequate, relevant and not excessive;
 - accurate;
 - not kept longer than necessary;
 - processed in accordance with the data subject's rights;
 - secure;
 - not transferred to countries without adequate protection.

Freedom of Information Act

29. The Freedom of Information Act provides all members of the public with a right of access to recorded information held by public authorities. All members of the public have a right of access to information held in Southampton Solent University's publication scheme and to other recorded information.



**Southampton
Solent**
University



Southampton Solent University
East Park Terrace
Southampton
SO14 0YN

Tel: +44 (0)23 8201 3000

Email: admissions@solent.ac.uk

www.solent.ac.uk