



The University of Surrey
Students' Union

Advice & Support Guide

Revised for 2020/21

Academic Appeals | Academic Integrity Interviews
| Academic Misconduct Panels | Appealing a fine or
penalty | Making a Complaint against the University
| Extenuating Circumstances | Disciplinary Panels
| Fitness to Practice | Support to Study | Managed
Exclusion Orders



This is our number one piece of advice for dealing with any of the procedures that are addressed in this booklet.

There are a lot of support services, including the Students' Union, that are here to help you. At the back of this booklet you will find the contact details for a whole range of services both on and off campus so you can find the best service to help you out.

This booklet is designed to give you some key information about the process you would like to begin, or are currently going through, and to give you some practical tips to help you get started.

You can always book an appointment with a member of the Students' Union Advice Team if you need further help, but following these steps first will help you to get the most from your meeting with an advisor.

We strongly recommend that all students have a look at the regulations relating to your specific case which can be found on the Office for Student Complaints, Appeals and Regulations (OSCAR) website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations/201920-regulations>

Meeting with an advisor

We hope that most of the questions you have can be answered in this booklet or online, however, sometimes you may need more advice.

To book an appointment, you will need to email ussu.advice@surrey.ac.uk and provide us with as much detail about your case as possible, including attaching relevant documents and also telling us when you are available.

Appointments are usually a maximum of 30 minutes and can be made Monday – Friday between 10am and 4pm. Appointments can take place in person or over the phone.

Please read the guidance in this booklet and visit the links we provide. We understand it can be a really stressful time, but the more preparation you can do before we meet, the more you will get from speaking with one of our team. You can also visit www.ussu.co.uk/advice where you will find more helpful tips and advice.

1. Bring your documents with you. If we can't see the letter you are referring to or the email inviting you to a meeting, it means our advice cannot be tailored to you and your case.
2. Please be clear and concise. If you have multiple questions or documents to show us, that's not a problem, but please try and send everything in one email. Multiple emails can get mixed up and tends to mean it takes us longer to get back to you.
3. Please be patient. We are a small team with a high number of students who require our support, so we work generally on a first come, first served basis. We promise to get back to you as soon as possible and will always keep you updated.

We can

- ✓ Explain the process you are going through and help you to navigate the University's regulations.
- ✓ Read draft statements.
- ✓ Read evidence you intend to submit to support your case.
- ✓ Accompany you to meetings.

We cannot

- ✗ Make your case for you.
- ✗ Contact external parties on your behalf (such as doctors or employers).
- ✗ Speak on your behalf in a panel or meeting.

Key Terms

- **Working days** – this means the standard working week in the UK which is Monday to Friday. Weekends do not count.
- **Official notification** – this is the date that the University writes to you to confirm the decision that has been made. For example, this might be your end of semester results or the outcome of a panel.
- **Exam misconduct** – this means doing anything that breaks the rules of an examination venue. This might be taking 'unauthorised materials' such as notes or a smart watch or causing disruption to your fellow students.

Below is a list of the processes that we can advise you on and you will find guidance on in this booklet

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I want to make an Academic Appeal

What decision can I appeal?

An academic appeal is for any academic decision such as termination, a grade, a rejection of extenuating circumstances etc. An academic appeal does not cover grievances with the University, appeals for panels (such as Academic Misconduct hearings, disciplinaries or other Panels)

IMPORTANT - Academic appeals need to be submitted within 10 working days of you receiving official notification of the University's decision e.g. the date on your results letter. If you are outside of 10 days then we suggest you email us.

What do I need to do first?

Read the University's Regulations for Academic Appeals. This explains the whole process, including what you can appeal and on what grounds. You will find the Regulations for Academic Appeals found on the OSCAR Website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

What next?

Decide what grounds your appeal will be on:

- The University has **failed to follow procedures or regulations**
- The University has **shown bias or prejudice** towards the student in the decision making
- **Extenuating circumstances** that were reported at the time, and you have new evidence
- **Extenuating circumstances** that weren't reported at the time for valid reasons. You need to demonstrate one of the following valid reasons:
 - you were **awaiting a diagnosis** of your illness or its confirmation and you submitted a request at the appropriate time whilst awaiting receipt of the evidence
 - that the nature of the **illness affected your capacity** to report it
 - that you **did not have access at the time** to your medical practitioner (including GP or clinical specialist) or registered counsellor, minister of religion, or solicitor, to provide support and the required independent evidence
 - that a **significant traumatic event** has impaired your capacity to report it

If you think you have valid grounds:

- **Write your statement** – Make it clear what you are appealing, what grounds, and what outcome you are seeking. Remember, dates are important to clearly explain the timeline of what happened and explain any evidence you have gathered.
- **Gather your evidence** - the burden of proof is on you as the student appealing, so it is vital that you have evidence to support your case. Evidence should be independent, and dated and signed.
- **Submit the online form** - this can be accessed via Surrey Self-Service. A video explaining the form can be found on the OSCAR website.

I need further advice:

Contact the Students' Union Advice Team to discuss your appeal. We can help read through statements, look over evidence, and guide you on if you have grounds. You can talk to us by emailing ussu.advice@surrey.ac.uk. You can find more guidance and FAQ by visiting www.ussu.co.uk/supportz

I have to attend an Academic Integrity Interview

Why have I been accused of plagiarism?

If you have been asked to attend an Academic Integrity Interview, then it means that your department want to speak with you about concerns of academic misconduct, commonly involving plagiarism concerns which may be related to the way you have referenced. The Interview is a chance for the marker and Academic Integrity Officer to discuss their concerns with you and give you an opportunity to explain how you put your work together.

Academic misconduct can be in the form of plagiarism arising from poor referencing or paraphrasing, self-plagiarism, collusion. The most serious cases of academic misconduct include contract cheating (buying an essay) or impersonation.

Please note that in most cases this process does not mean the University are questioning your place at University or that the University believe you have intentionally tried to deceive them.

IMPORTANT - If you have received a letter inviting you to an Academic Misconduct Panel then please go to page 22

What do I need to do first?

Read the University Regulations for Academic Integrity. This explains the different stages of the process and what the outcomes are. You can find the regulations on the OSCAR website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

How can I prepare for the Interview?

Book an appointment with a member of the Students' Union Advice Team, we can help talk you through the process. You should include your interview invite, and your Turnitin report

- Remember that you need to be honest with the University
- Read through your Turnitin Report and try and identify where the problems are. You should know from your invitation letter which type of misconduct the University is concerned about
- Look at the Academic Skills and Development (ASD) webpages to help you understand more about plagiarism and how to avoid it
- You might wish to complete the Academic Integrity Module on SurreyLearn
- Gather any notes or evidence to help prove this is a product of your own work

What will they ask me?

They are likely to ask you about your work and how you put it together. Common questions include:

- What is your understanding of plagiarism?
- How did you put this work together? How did you create the work?
- Where did you gather your sources?
- Do you understand your course's referencing system?
- You will be asked to explain any areas of your work that Turnitin that the marker has identified as concerning
- In collusion cases, they may ask you how you think your work came to be similar to someone else's

IMPORTANT: We know that Academic Integrity Interviews can be daunting, so we suggest taking someone with you. This can be a member of the Students' Union (email ussu.advice@surrey.ac.uk if you would like us to come with you) or a friend or someone you trust.

What are special circumstances and when can I present them?

You will be asked if you have any 'special circumstances' to present to the Interviewers. Special Circumstances are a specific type of Extenuating Circumstances that prove that - *"at the time of submission you were unable to make a rational decision about submitting the work or not."*

If you believe you have special circumstances, you should have valid evidence to demonstrate that on the date of submission you were unable to make a rational choice. You should present this evidence to the secretary/chair of the interview prior to the interview date.

If your special circumstances are upheld, then your attempt will be void and you will be given a new submission in the next assessment period.

Continued over page

What next?

- Remember that you have to be honest with the University.
- Read through your Turnitin report and try to identify where the problem might be.
- At the meeting you will be asked to explain how you produced your work so look back at sources you used and gather any notes or draft versions you have for the piece of work to be discussed.
- Look at the Academic Skills and Development (*formally SPLASH*) webpage to help you understand more about plagiarism and how to avoid it - www.surrey.ac.uk/academic-skills-and-development

Outcomes of an Academic Interview

1. **No misconduct:** This is unlikely as you have been asked to come to the interview due to concerns of misconduct, however, if this is the outcome then your work will be marked as normal with no penalty.
2. **Poor Academic Practice:** This means that there are some issues with your work but not enough to constitute academic misconduct and give you an advantage over other students. Your work will be marked as normal with no penalty.
3. **Academic Misconduct:** This means that the interviewers believe that there is misconduct in your work. In most cases you will be awarded zero marks and given the chance to retake the assessment/exam if your work was a first attempt. The module will also be capped at the pass mark.
4. **Referral to Academic Misconduct Panel:** If your case is deemed to be of the highest severity (such as contract cheating or impersonation) or, if your case is particularly complex, then you may be referred to an Academic Misconduct Panel. Please see page 22

Please note: This is an incremental penalty system so you could get a harsher penalty if this is not your first instance of Academic Misconduct

I need further advice: Contact the Students' Union Advice Team to discuss your case. We can help talk through the interview process and what to prepare. We can also come to the meeting with you if we are available. You can talk to us by emailing ussu.advice@surrey.ac.uk. You can find more guidance and FAQ by visiting www.ussu.co.uk/supportz

I want to make a Complaint against the University

What does the Complaints Procedure cover?

The University's complaints procedure covers the provision or delivery of programs and/or modules. It also covers the provision or delivery of academic, administrative, or other services delivered by the University.

So, if you feel that you have been poorly treated or received dissatisfactory service from the University, then you may wish to make a complaint.

IMPORTANT: A complaint against the University cannot change an academic outcome (e.g. a grade or progression decision). If you wish to challenge an academic outcome, then you need to make an academic appeal (see page 6)

What do I need to do first?

We suggest you read the University's complaint procedure and Regulations to give you a better idea of how to complain, and what you can make a complaint about. You can find the regulations on the OSCAR website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

What next?

There are 3 stages to the University's complaint process and you may find that the process has been resolved before you need to progress to stage 1 or 3:

Stage 1: Informal complaint

The first stage is to raise your issue with the person in charge of the relevant department or service. You might find that raising the issue locally at stage one will resolve your issue. If you are unhappy with the response at stage 1, you can progress to stage 2.

Stage 2: Formal complaint to OSCAR

IMPORTANT: Before you progress to stage 2, you must have evidence that you have been through stage 1. We suggest you keep record of your correspondence from stage 1 to use as evidence.

You will need to complete the Complainant Form, found on the OSCAR website and prepare a statement explaining what happened, the evidence you have, what happened at stage 1 and what outcome you are seeking.

Stage 3: Complaint Review Panel

You would only go through stage 3 if you are not happy with the outcome or handling of the complaint at stage 2. This involves the University arranging a panel which will consider whether the outcome at stage 2 was fair. You do not need to attend this panel.

I need further advice: Contact the Students' Union Advice Team to discuss your complaint. We can help read through statements, look over evidence, and guide you on outcomes. You can talk to us by emailing ussu.advice@surrey.ac.uk. You can find more guidance and FAQ by visiting www.ussu.co.uk/supportz

I want to appeal a fine or penalty from a warden or other authorised person

Do I need to make an academic appeal?

No. Appeals against fines or penalties from an authorised person are dealt with under the Disciplinary Regulations and have a specific form you will need to complete.

If you feel the fine is too harsh or that you are not guilty of what you have been fined for then you can make an appeal.

IMPORTANT – Appeals against fines and other decisions at this level need to be submitted to OSCAR within 10 working days of you getting the letter about the fine or other penalty.

What do I need to do first?

Read the Disciplinary Regulations. These can be found on the web-site of the Office of Student Complaints, Appeals and Regulations (OSCAR) - study.surrey.ac.uk/regulations-appeals-and-complaints

What next?

- **Decide what grounds your appeal will be on.**
You are required to have evidence to demonstrate at least one ground applies -
 - » The authorised person failed to follow procedure or failed to follow with due care.
 - » The authorised person has shown bias or prejudice.
 - » Relevant new evidence has become available.
 - » The penalty imposed was not proportionate to the offence.
- **Write your statement** – make sure you are clear about what you are appealing, on what grounds and the outcome you are seeking.
- **Gather your evidence** - The burden of proof is on you as the student appealing, this means it is up to you to gather the evidence; so it is vital that you have evidence to support your case.
- **Submit the form to OSCAR** - This can be found on the OSCAR webpages.

I need further advice: Contact the Students' Union Advice Team to discuss making an appointment by emailing ussu.advice@surrey.ac.uk. You will find guidance on what to include in your email by visiting www.ussu.co.uk/advice

I have been given a Managed Exclusion Order

What is a Managed Exclusion Order and why have I been given this?

Managed Exclusion Orders (MEO) are not a punishment but the University will often issue one if you are under investigation for an alleged disciplinary offence e.g. in University Accommodation.

An MEO will restrict your access to certain areas/buildings on the University campus, or University Accommodation.

What do I need to do first?

It is important that you read and understand the terms of your MEO. Read the University Disciplinary Regulations – points 37-47 refer to MEOs. These can be found on the web-site of the Office of Student Complaints, Appeals and Regulations (OSCAR) - study.surrey.ac.uk/regulations-appeals-and-complaints

What if I want to appeal my MEO?

- You can appeal against an MEO.
- If you wish to appeal your MEO read the possible grounds carefully and decide which grounds of appeal you want to use.
- Prepare a short statement explaining your grounds and gather together any relevant documents e.g. emails, doctors letters.
- Submit your appeal to OSCAR.
- If you would like further advice use our contact form but please make sure you have read the University's regulations and our guide first.

What Next?

- Keep an eye on your emails for updates on the investigation for an alleged disciplinary offence.
- If you are invited to panel (p10) seek advice.

I need further advice: Contact the Students' Union Advice Team to discuss making an appointment by emailing ussu.advice@surrey.ac.uk. You will find guidance on what to include in your email by visiting www.ussu.co.uk/advice

I want to apply for Extenuating Circumstances

What does 'Extenuating Circumstances' mean and when can I apply?

Extenuating circumstances are, according to the University's regulations, circumstances that make it "temporarily impossible" for a student to meet a deadline, revise for, or attend an exam or assessment, or participate in their program as might be reasonably expected.

IMPORTANT, ECs should be applied for BEFORE the deadline where possible. If you cannot submit your application ahead of the deadline for a valid reason, please make sure you have made your Faculty Assessments Team aware of your intention to apply.

If you are applying for EC's AFTER a deadline or exam, you must provide a valid reason why you were unable to do so at the time. You can submit your application before you have all your evidence, and then submit your evidence within 5 working days.

What do I need to do first?

Read the University's Regulations for Extenuating Circumstances. In here you will find a list of which circumstances are valid as ECs and what evidence the University will accept. You can find the Regulations on the OSCAR website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

What does the University consider as a valid reason to EC?

Check you have valid reasons to apply for ECs. The University will consider applications for ECs for the following reasons:

- Bereavement of a close relative or significant other
- Short term illness or long-term illness suddenly worsening or, a flare up of a chronic health condition for oneself or a close relative
- Increase in workload outside of your control (part time and distance learning students only)
- Other exceptional circumstances including awaiting a diagnosis

IMPORTANT: You must have evidence to demonstrate that you have valid extenuating circumstances. Where you cannot obtain evidence, we strongly suggest you consider Self-certified Extenuating circumstances. Read more on page 20

What next?

- **Write a statement:** This should explain clearly what your ECs are, explain your grounds (listed above) how they have impacted you and your ability to study. You should also say what outcome you are seeking (for example, a deferral or an extension)
- **Gather your evidence:** The burden of proof is on you as a student applying so it is vital that you have evidence to support your case. Evidence needed can be found in the Regulations for ECs on the OSCAR website
- **Submit the online form:** You can do this through Surrey Self-Serve website. If you are applying under the grounds of a flare-up of a chronic health condition, you only need to provide evidence once. All subsequent applications do not need additional evidence.

If you do not have evidence, then we suggest you consider applying for Self-certified ECs (page 20).

What are the outcomes of a successful EC?

IMPORTANT: It is important to know that once your EC has been accepted by the University, you cannot subsequently withdraw your request, so you must be sure of the outcome you are seeking.

The outcomes for an EC can vary depending on the assessment and when you apply, so make it clear in your application what you want:

- **For coursework:** You can ask for up to a three-week extension OR a deferral to the next appropriate assessment period
- **For exams:** Your exam will be deferred to the next appropriate assessment period.
- **For dissertations:** You will be able to have an extension, it is best to say how long you need in your application. Please note that long extensions may impact the dates of completion of your programme and graduation.
- **Other:** There are other outcomes you can ask for such as a removal of a late penalty
- It's also important to note that self-certified ECs have different possible outcomes, so check page 20 for more info.

What if my exam/deadline is very soon?

Please remember that the University are allowing students to self-certify some ECs if you are unable to obtain evidence. If you want to self-certify, you must do so before the start of your exam or your deadline.

For coursework

- Make your Faculty Assessments team aware of your intention to apply
- Submit your EC application as soon as possible with as much evidence as you can gather to support your case. You can self-certify if evidence is unobtainable, or you will have 5 working days to provide evidence
- Submit your coursework but continue to work on it if you have asked for an extension. If your EC is later accepted, then your submission will be void and you will either be given an extension or deferral

For an exam

- Make your Faculty Assessments team aware of your intention to apply
- Submit your EC application as soon as possible with as much evidence as you can gather to support your case. You can self-certify if evidence is unobtainable, or you will have 5 working days to provide evidence
- Where possible, attend the exam and complete the “unfit to continue” form, available from the invigilators
- If your ECs are later accepted, then your exam will be voided, and you will be able to retake the exam at the next available assessment period (usually August)

In an exam

- If you need to leave an exam due to ECs, you need to complete the “Unfit to continue” form in the exam
- Submit your EC application as soon as possible with as much evidence as you can gather to support your case. You will have 5 working days to provide evidence
- Please note that you will need evidence, as you are unable to self-certify if your circumstances impact you after the start of your exam
- If your ECs are later accepted, then your exam will be voided, and you will be able to retake the exam at the next available assessment period (usually August)

I need further advice:

Contact the Students' Union Advice Team to discuss your case. We can help read through statements, look over evidence, and guide you on if you have grounds for ECs. You can talk to us by emailing ussu.advice@surrey.ac.uk. You can find more guidance and FAQ by visiting www.ussu.co.uk/supportz

I want to apply for Self-Certified Extenuating Circumstances (SCECs)

What are Self-Certified ECs (SCECs)?

An application for self-certified ECs does not require you to provide evidence to support your application for your ECs to be accepted. Similar to reporting in sick to work, the University allows you to self-certify that you require extenuating circumstances for up to seven calendar days without evidence.

If you require more than seven days, you will need to provide evidence for your ECs. Students are only able to apply for SCECs three times in an academic year, so we suggest students only use them when they are unable to gain evidence.

IMPORTANT: Self-certified ECs should only be used when you're unable to provide evidence for a standard Extenuating Circumstances application. If you can provide evidence, then standard ECs would be best for you to apply for (page 16).

SCECs are not like standard ECs, there are some restrictions:

- You must apply before the deadline of an event or assessment. If you need ECs after, you should apply for standard ECs
- You do not need evidence to apply for SCECs, but if you have evidence, we would suggest you apply for standard ECs
- You can only apply for SCECs up to three times in an academic year
- SCECs only give you up to a seven-day extension or defer an examination. If you need longer than seven days, then you should apply for standard ECs

Please note that once your ECs have been accepted by the University, you cannot subsequently withdraw the request.

What do I need to do first?

Read the University's Regulations for Extenuating Circumstances. In here you will find a list of which circumstances are valid as ECs and more information on self-certification.

You can find the Regulations on the OSCAR website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>

The guidelines for self-certification can be found here: <https://exams.surrey.ac.uk/self-certified-extenuating-circumstances>

What next?

- Check you have **valid grounds** to apply for ECs. You can find these on page XXX
- **Write your statement** explaining your circumstances and how they have impacted your ability to study. You must have valid grounds for ECs (see previous pages)
- **Submit the online form** saying you wish to self-certify and the outcome you want (eg. how long an extension you need - max 7 calendar days - or a deferral)
- If you are applying under the grounds of a flare-up of a chronic health condition, we suggest you use the standard EC process, without the need to provide evidence after it has been provided once

What if my deadline is soon?

- **Submit your EC application.** This must be done before the deadline as you cannot self-certify once the deadline has passed. If the deadline has passed, please follow the standard EC process
- **Submit your coursework but continue to work on it.** If you have valid grounds to self-certify then your submission will be voided and you will be awarded up to a 7 calendar day extension

I need further advice:

Contact the Students' Union Advice Team to discuss your case. We can help read through statements, look over evidence, and guide you on if you have grounds.

You can talk to us by emailing ussu.advice@surrey.ac.uk. You can find more guidance and FAQ by visiting www.ussu.co.uk/supportz

I have been asked to attend a Panel

There are several Panels that the University can invite you to, and they have been outlined below for you.

IMPORTANT: Panels can be a long and challenging process for some students to go through, so we strongly suggest that you contact our academic advice team for support. Our team can help you prepare for the panel and what questions you might be asked, advise on your dossier, and look through evidence for you. We can also come to the panel with you. Please email: ussu.advice@surrey.ac.uk

What do I need to do first?

- Read through the relevant Regulations on the OSCAR website: <https://www.surrey.ac.uk/quality-enhancement-standards/regulations>
- Read through your dossier and evidence. Read through the allegations/case against you
- You can prepare a statement to read out at the start of the panel or submit in advance
- Collate any evidence that supports the points you would like to make. Your invitation should explain when this evidence should be submitted. You can ask for an extension if required
- Know your rights:
- If you have been asked to attend a panel then you should have already been through the investigation stage and know what your panel is about. Know your rights:
- You can take someone with you. A friend, someone you trust, or a representative from the SU
- You have the right to reply to any comments that are made about or against you
- You can take a break at any point throughout the panel meeting
- You should find out the outcome immediately after the panel, or be informed of why an outcome cannot be reached on the day

Academic Misconduct Panels (AMP)

If you have been asked to attend an AMP then you should have already had an interview to explain what the issue is. Either your case is particularly complex (such as special circumstances or collusion cases) or, the allegations against you are severe.

We suggest you read over your interview notes and make an appointment with Academic Skills and Development to ensure that you have a good understanding of your case.

Disciplinary Panels

If you have been asked to attend a disciplinary panel then you should have already been through the investigation stages with OSCAR. If you have been asked to attend a meeting with an individual member of staff, you are at the investigation stage. Please email us if you would like support at this stage, as we can help you prepare and may be able to accompany you.

We suggest you read through the dossier and allegations against you. Remember, honesty is always the best policy and deceiving the University could result in further disciplinary action. The Panel will wish to ask you questions relating to the event(s).

If the allegations against you are true, then you may wish to consider what you are doing now to prevent the event(s) from happening again. Supporting evidence is important.

If you have been given a Managed Exclusion Order, then our advice team can talk to you about what this means. Email ussu.advice@surrey.ac.uk

If you have already been through the disciplinary process and wish to appeal the penalty (either a minor offense penalty or panel hearing penalty, email us for guidance).

Fitness to Practise (FtP) Panels

FtP procedures only apply to students who are studying on programmes that lead to a related progression e.g. Nursing, Paramedic Science, Veterinary Medicine, etc. When a student is studying on a course that leads them to be professionally registered, they will also have a professional code of standards that they need to keep, even as students.

When an allegation is made that a student has breached the relevant professional standards, the student might not be Fit to Practise and the University will need to investigate this. If they find evidence that may support the allegation, you will be asked to attend a Panel hearing where the University will decide whether this will impact your course or your future registration eligibility.

We suggest you read through the dossier and allegations against you. Remember, honesty is always the best policy and deceiving the University could result in further disciplinary action. The Panel will wish to ask you questions relating to the event(s).

If the allegations against you are true, then you may wish to consider what you are doing now to prevent the event(s) from happening again. Supporting evidence is important.

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If you have already been through a FtP Panel and wish to appeal the decision, please email us.

Support to Study (StS) Panels

StS Panels usually occur when the University are concerned that your physical or mental health may be impacting on your studies and your ability to do well on your course. You may already know about some of the concerns as you may have had a Professional's Meeting already to discuss it.

If you are about to have a Professional's Meeting, you are not yet at the Panel stage but we suggest you seek support, as we can help you prepare, and that you ensure that you have a friend or someone you trust with you.

It is strongly advised that you seek advice from the Students Union if you have been invited to a Support to Study meeting.

If you have already been through a FtS Panel and wish to appeal the decision, please email us.

Academic Support

Academic Hives

For all things assessments (including extenuating circumstances), programme and module changes, personal tutors, suspending studies, timetabling, Course Rep enquiries, progress reports and coursework submissions

FASS Arts and Social Sciences Hive

01AD02, Elizabeth Fry Building

Email: fasshelp@surrey.ac.uk

Assessments: fass-assessments@surrey.ac.uk

FEPS Engineering and Physical Sciences Hive

08AA02, Thomas Telford Building

Email: fepshelp@surrey.ac.uk

Assessments: feps-assessments@surrey.ac.uk

FHMS Psychology, Biosciences and Medicine Hive

11DK02, Duke of Kent building

Email: fhmshelp@surrey.ac.uk

Assessments: fhms-assessments@surrey.ac.uk

FHMS Health Sciences Hive

14HSM00, Kate Granger Building

Undergraduate Email: sso@surrey.ac.uk

Postgraduate email: postreg_admin@surrey.ac.uk

Assessments: fhms-assessments@surrey.ac.uk

FMHS Veterinary Sciences Hive

07VSM01, Vet School Building

Email: vetstudentsupport@surrey.ac.uk

Assessments: fhms-assessments@surrey.ac.uk

Research Degrees Office: 02AC02, Second Floor AC Building

Other Academic Support

Personal Tutors and Senior Personal Tutors

Every student should be assigned a personal tutor who can offer academic advice and signpost to relevant welfare services. Contact your Academic Hive if you are unsure who your tutor is.

Did you also know the University have Senior Personal Tutors? If you are not getting on with your personal tutor or need more complex support, you can get in touch with your SPT.

Disability and Neurodiversity Service (DNS)

Formally Additional Learning Support (ALS)

DNS is a confidential support service for students at the University with a disability as defined by the Equality Act, 2010. They can help arrange additional learning requirements, dyslexia assessments and provide mental health support for their students. Find out more: study.surrey.ac.uk/study-support/disability-and-neurodiversity or, you can email them: disability@surrey.ac.uk

Academic Skills and Development

Formally SPLASH

ASD help students to develop their academic skills at University and can help you learn how to avoid plagiarism and improve your academic writing. Find out more and book an appointment: <https://study.surrey.ac.uk/study-support/academic-skills-and-development> or, you can email them: academic.skills@surrey.ac.uk

English Language Support Programme (ELSP)

The ELSP provides support in all aspects of academic English and is open to all Surrey students registered on an undergraduate or postgraduate degree programme. Find out more: study.surrey.ac.uk/study-support/language or, you can email them: elsp@surrey.ac.uk

Researcher Development Programme (RDP) and Research Degrees Office (02AC02)

RDP: Provides training and development opportunities for PGRs, early career research staff and doctoral supervisors. Email them: rdp@surrey.ac.uk

Research degrees office: provides support services to PhD researcher students and supervisors. Link: research.surrey.ac.uk/guidance-and-support/research-degrees-office <https://research.surrey.ac.uk/guidance-and-support>

Student Support

MySurrey Hive

For general enquiries, pop into the Hive or email ask@surrey.ac.uk or visit my.surrey.ac.uk

Finance Support

For financial advice, support or questions about the hardship fund, please contact the money advice team in the Hive or email moneysupport@surrey.ac.uk

International student support (ISS)

For specific advice for international students, including Visa support following withdrawal, suspension or termination, speak to the ISS team in the Hive or email internationalstudent@support@surrey.ac.uk

Employability and Careers

Provide career advice and guidance including transferring Universities and employment support. Speak to careers in the Hive or email careers@surrey.ac.uk

Accommodation and University of Surrey Lettings (USL)

USL provide practical advice service to all students preparing to live in the private sector. They can help with landlord and flat mate disputes. The Accommodation team can help if you have questions or concerns about the room you are living in. Pop into the Hive or email: usl@surrey.ac.uk / accommodation@surrey.ac.uk

Wellbeing and Faith Support on Campus

Security

The security team on campus are there to ensure that everyone is safe at Surrey. For general enquiries call 01483 682002. In an emergency only call 3333 from a campus phone or 01483 683333.

Centre for Wellbeing (CWB)

The CWB can support any student through an emotional, personal or psychological issue. Provides informal and formal counselling and mental health services, alongside workshops, to all students for free. Email: centreforwellbeing@surrey.ac.uk or sign up here: wellbeing.surrey.ac.uk/center-for-wellbeing

Nightline

Nightline is a listening service run by trained volunteers. They will not advise or judge you, they are there to listen and support you. You can talk to us about whatever you want, at your own pace. Call 0808 1644 646 or visit ussu.co.uk for instant messaging and emails

Chaplaincy (including non-religious and spiritual chaplaincy)

Our Religious Life and Belief Centre and University Chaplaincy exists to support the faith and belief of our students. Visit: <https://campus.surrey.ac.uk/faith-and-spirituality>

Wardens

Each court of residence has a warden team responsible for welfare and disciplinary matters. To find out who your warden is and how to contact them visit: <https://accommodation.surrey.ac.uk/living-halls-residence/welfare-and-support>

Peer Supporters

Peer Supporters are experienced students who are there to help new students to Surrey settle in, make friends, and to act as an approachable and accessible wellbeing presence throughout the year. For more information please see: peersupport@surrey.ac.uk

Student Minds (Positive Minds Peer Support)

Positive Minds is a six-week peer led support group for students experiencing low mood and depression. Focused on recovery, our peer supporters will help facilitate a non-judgmental, confidential space to explore thoughts and feelings. We run one course each term. You can email ussu.studentminds@surrey.ac.uk

Other wellbeing support services

Samaritans (Listening service)

The Samaritans is a free and confidential listening service which is open to everyone. You can call them 24 hours a day, 7 days a week to talk about whatever is on your mind. You can call them on 116 123, which is free to call.

The Samaritans are also on campus on Thursdays from 11am – 1pm in the Hive for Coffee, Cake and Chat, and the Samaritans are usually on campus throughout the exam period for you to talk to.



The University of Surrey
Students' Union

ussu.co.uk | ussu.advice@surrey.ac.uk