



University of  
BRISTOL

# SCHOOL OF MODERN LANGUAGES

BIENVENUE  
VÍTEJTE Bem-vindo!  
добро пожаловать!  
Willkommen  
Bienvenidos  
Benvenuti  
BENVINGUTI!  
bienvenidos VÍTEJTE!  
ДОБРО ПОЖАЛОВАТЬ

BIENVENUTI!

Y4 STUDENT HANDBOOK  
2011/12

## TERM DATES 2011-2012

**YOU ARE REQUIRED TO REMAIN IN RESIDENCE IN BRISTOL DURING TERM-TIME.**

*Students may be required to attend tutorials, oral examinations and other meetings in Bristol up to and including Friday 22 June 2012.*

### Term Dates

	Start of term	End of term
Autumn Term	Monday 3 October 2011	Friday 16 December 2011
Spring Term	Friday 13 January 2012	Friday 23 March 2012
Summer Term	Monday 23 April 2012	Friday 22 June 2012
September Re-sit Exam period	tbc (usually the first two weeks in September).	

### Teaching Blocks

	Start of teaching block	End of teaching block
<b>Teaching Block 1 (TB1)</b>	Monday 10 October 2011	Friday 27 January 2012
Christmas vacation	Monday 19 December – Thursday 12 January	
TB1 Assessment week (no teaching scheduled)	w/c Monday 23 January <ul style="list-style-type: none"> <li>▪ Submission of TB1 coursework</li> <li>▪ Exams/Tests for TB1 units</li> </ul>	
TB2 Reading week (no teaching scheduled)	w/c Monday 30 January	
<b>Teaching Block 2 (TB2)</b>	Monday 6 February 2012	Friday 18 May 2012
Easter vacation	Monday 26 March – Friday 20 April	
Exam Period	Monday 21 May 2012	Friday 15 June 2012
Year Abroad Meeting	There will be a year abroad meeting for <b>ALL</b> first year students immediately after the end of the summer exams (exact date to be confirmed).	

For further information on University key dates please visit:

<http://www.bris.ac.uk/university/dates/>

## SCHOOL OF MODERN LANGUAGES CONTACT DETAILS

**Postal address:** School of Modern Languages, 17 Woodland Road, Bristol, BS8 1TE  
**Telephone:** (0117) 331 8011  
**Fax:** (0117) 331 8010  
**Email:** [sml-office@bristol.ac.uk](mailto:sml-office@bristol.ac.uk)

*Student Services Office Opening hours:*

Term-time Monday to Friday: 8:30am – 4:30pm  
 Out of term-time Monday to Friday: 9am – 4:30pm (closed at lunchtime 1pm-2pm)

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## WELCOME

### WELCOME TO THE SCHOOL OF MODERN LANGUAGES

*Dear Student,*

*Welcome back to Bristol. I hope you have enjoyed your time away and that you return with renewed energy to take up your new options and to make further progress in your language work.*

*Please do keep this handbook accessible and refer to it during the year, as well as keeping in touch with us via email and referring to the information about your courses and progress on the School's websites.*

*By now you will be well used to the patterns of university life, and you will understand the importance of supplementing your class time with considerable independent study, of working steadily and constantly on the skills associated with learning one or more languages, and balancing your workload with the other elements of your life in a university and a city which have much to offer socially and culturally.*

*Working for Part I and Finals assessments is necessarily a demanding process. If you wish to speak to anyone, whether about academic questions (how to avoid plagiarism, for example), or personal difficulties, please do go and see your personal tutor at an early point, or indeed any member of staff. We will support you to ensure success in your studies, and alert you to other more specialised support services if you need them.*

*Whether you are returning to the second or the final year, it is not too early to begin thinking about careers options. The careers service in the University will welcome your visit, and has good contacts with many employers – look out for notices about the events they put on during the year. Remember too to keep in touch with your personal tutor so that he or she will be well placed to write references for you.*

*If you are finding that academic work could be your niche - or simply if you enjoy your studies and may want a further qualification before entering the job market - then it is never too early to discuss the possibilities for postgraduate work. Here at Bristol we offer both research degrees and four substantial MA programmes: in Translation; European Literatures; Modern Languages; and Latin American History. Our MA Modern Languages offers considerable flexibility and breadth, particularly if you wish to pursue advanced study across a range of related fields; the e-learning MA in Translation is geared primarily toward professional practice. See our websites and noticeboards for details. Whatever your postgraduate interests, academic colleagues will be pleased to advise you on the opportunities, and the School and Faculty will be arranging postgraduate information events. Remember also that you are very welcome to attend the many research seminars, half-day conferences and similar events held regularly in the School, often including contributions by leading scholars from other universities. Watch noticeboards for details.*

*We are delighted that the School's new Multimedia Centre is now fully functioning, with extended opening hours. It includes a cinema-style screening room (bookable by students), a Media Suite, Social Learning Room, many foreign TV channels, almost 1500 foreign-language DVDs, and much besides. We hope you will take full advantage of its outstanding facilities for independent learning and enjoyment, as well as for scheduled classes.*

*We believe that Bristol provides an excellent education and a rich and diverse curriculum, but we are always looking to improve further – do take advantage of the staff-student committees and student representation on other committees to make your voice heard.*

*I wish you all a very successful year,*  
**Michael Basker, Head of School**

## **KEY SCHOOL PERSONNEL**

### **School Senior Management**

Prof. Michael Basker	Head of School	<a href="mailto:M.Basker@bristol.ac.uk">M.Basker@bristol.ac.uk</a>
Prof. Susan Harrow	Deputy Head, Research	<a href="mailto:S.R.Harrow@bristol.ac.uk">S.R.Harrow@bristol.ac.uk</a>
Prof. Derek Duncan	Deputy Head, Teaching and Learning	<a href="mailto:D.E.Duncan@bristol.ac.uk">D.E.Duncan@bristol.ac.uk</a>
Dr Matthew Brown	Undergraduate Officer	<a href="mailto:Matthew.Brown@bristol.ac.uk">Matthew.Brown@bristol.ac.uk</a>
Dr Bradley Stephens	Year Abroad Officer	<a href="mailto:Bradley.Stephens@bristol.ac.uk">Bradley.Stephens@bristol.ac.uk</a>
Dr Jo Crow	Recruitment & Widening Participation Officer	<a href="mailto:Jo.Crow@bristol.ac.uk">Jo.Crow@bristol.ac.uk</a>
Mrs Anne Payne	School Head of Administration and Resources	<a href="mailto:Anne.Payne@bristol.ac.uk">Anne.Payne@bristol.ac.uk</a>

### **Student Services Office - [sml-office@bristol.ac.uk](mailto:sml-office@bristol.ac.uk)**

**It is to the Student Services Office that you should go in the first instance if you have any enquiries about your programme in whichever department of the School.**

Lindsey Drage	Year Abroad Administrator	<a href="mailto:L.Drage@bristol.ac.uk">L.Drage@bristol.ac.uk</a> (0117) 331 8037
Polly Hulse	Student Administrator (term-time only)	<a href="mailto:Polly.Hulse@bristol.ac.uk">Polly.Hulse@bristol.ac.uk</a> (0117) 331 7934
Zoë Lodge	Student Administrator	<a href="mailto:Zoe.Lodge@bristol.ac.uk">Zoe.Lodge@bristol.ac.uk</a> (0117) 331 7968
Lauren Wardle	UG Senior Student Administrator	<a href="mailto:Lauren.Wardle@bristol.ac.uk">Lauren.Wardle@bristol.ac.uk</a> (0117) 331 7934
Rachel Wilson	Student Administration Manager	<a href="mailto:Rachel.Wilson@bristol.ac.uk">Rachel.Wilson@bristol.ac.uk</a> (0117) 331 7969

### **Executive Team**

Hannah Blackman	Executive Administrator	<a href="mailto:Hannah.Blackman@bristol.ac.uk">Hannah.Blackman@bristol.ac.uk</a> (0117) 331 7967
Maria Foondun-Boletini	Assistant Administrator	<a href="mailto:maria.foondun-boletini@bristol.ac.uk">maria.foondun-boletini@bristol.ac.uk</a> (0117) 331 8011

### **Multimedia Centre**

Nick Bartram	Modern Languages Learning Technologist	<a href="mailto:Nick.Bartram@bristol.ac.uk">Nick.Bartram@bristol.ac.uk</a> (0117) 33 18427
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## PROGRAMME AND ASSESSMENT INFORMATION

### AIMS AND OBJECTIVES

Both staff and students have certain expectations regarding the first year and we hope that these coincide in large measure. The School of Modern Languages (School) and University have a number of formally declared **aims** including the following:

- to offer you a high-quality learning experience in a stimulating, supportive and responsive learning environment
- to promote good teaching practice, encouraging development and innovation in course content and teaching methodology
- to deliver teaching informed by the internationally recognised research expertise of our staff

Our major **objectives** are to produce graduates with:

- a very high level of competence in all aspects of the spoken and written language(s) studied
- an excellent knowledge of the cultural and social history of the countries whose language(s) you study
- informed critical skills relevant to major areas of literary, film, historical, social, and cultural studies

On a broader level a degree in Modern Languages at Bristol will:

- enable you to realise your academic and personal potential by enhancing your communication skills, by promoting intellectual curiosity and independent study, and by encouraging the development of flexible and critical thinking
- promote subject-specific and transferable skills in a way which will make you very attractive to future employers, and equip you also for further training and education throughout your careers

We aim to achieve these through a varied and carefully graded language programme and the provision of a mixture of mandatory and optional cultural units from the Middle Ages to the present. Across the degree programme you will gain the appropriate analytical tools to assist you to become flexible, independent, and well-informed communicators.

### **Subject-specific learning outcomes in the School:**

- Spoken languages which are fluent and easily understandable by native speakers of the target language
- A use of both English and foreign languages which observes and reflects an understanding of their grammar and structures (i.e. is grammatically correct)
- Recognition of differences between colloquial and more formal registers in spoken and written language
- The ability to translate between English and foreign languages accurately and fluently with an understanding of intercultural issues

- The ability to express your own ideas and relay information and ideas clearly and precisely and to use a wide range of vocabulary and idiom, in English and the foreign languages studied
- The ability to digest a wide range of knowledge gained from teaching sessions and from independent study, and to select from it what is relevant and significant in the given context or in response to a specific question
- The ability to present facts clearly, to analyse them, to handle abstract ideas, and to produce a logical and well-structured argument grounded on the sound interpretation of evidence
- Independent thinking based on knowledge and guided by common sense
- Use of initiative and of the available learning resources



While staff of the School do hope that you will come to share their enthusiasm for many aspects of the foreign cultures and literatures and for the advanced study of the languages that you are studying, spoken and written, in all registers from the most formal to the most informal, it remains true that knowledge of this discipline will not be central to the career plans of most graduates in Modern Languages.

The general skills you are acquiring and developing through the process of learning and of being taught in a Humanities subject are of as much significance to your education and employability as subject-specific skills and knowledge, and it may help you to make the most of the opportunities that lie before you if you reflect on the processes involved. Your personal tutor may discuss these with you during your regular review meetings and may help you to monitor your own aims and aspirations in this general area.

***Do think***, from the very start of your career, not only about what you are learning, but also about what you are learning to do, and how your personal skills are developing in the process.

You might find it helpful to set yourself individual targets for each term or year, under such headings as “Communication”, “Planning and organisation”, “Working with others”, “Self-management”, “Analysing and solving problems”, and to discuss these targets, and your success in meeting them, with your personal tutor.

## DEGREE STRUCTURE

Each programme is built up out of a number of **units**, some of which are **mandatory** – i.e. units which are taken by all students – and some of which are **optional** – i.e. you may choose the units that best correspond to your interests.

All students are required to gain 120 credits in each year of study, and you will normally expect to gain 60 credits in each of the two Teaching Blocks into which the teaching year is divided.

Joint School students can expect to take 60 credits in each of their subjects in the first year, although more flexibility is allowed in subsequent years. Single Honours students take most of their credits in their “home” language with the remainder (20 or 40) gained from Open Units offered by other departments. For more details consult the Open Units Booklet, at <http://www.bristol.ac.uk/esu/edpart/progunitinfo/unit/openunits.html>.

10 credit points represents approximately 100 hours of total student input (contact hours, private study, and unit assessment). You should be aware of the criteria for the awarding of credit points prior to commencing specific units.

## TEACHING METHODS

**Lectures** are used to present information, ideas, interpretations and so on to large groups of students. Sometimes you will be asked to do some reading in preparation for the lecture in order to help you understand the topic more fully. If the lecture is on a literary text or film, it is advisable to have read or watched the relevant **set text** in advance of the lecture, unless the lecture is clearly on a very general topic for which no specific reading beforehand is necessary. You will not normally be required to contribute in lectures, though you will be able to ask questions at a convenient time, and other types of participation may be encouraged by individual lecturers.

You will certainly want to **take notes in lectures**, and you should make the time afterwards to re-read the notes, assimilate the material, and mark anything which is not clear, so that you can ask a question about it later, and file the notes in a systematic way for when you need to revise.

For essays and exams, you are expected to supplement the knowledge gained in lectures by **further reading**, as set out in unit Reading Lists and/as indicated by the lecturer for each unit. If you have doubts or questions, please speak to the teacher on the unit concerned, or to your personal tutor.

**Seminars** are smaller groups (usually 15-25 students) and are used to discuss concepts, issues or problems in depth. You will be expected to participate actively in seminars, and in fact the success of seminars depends on your willingness and ability to do so, based on adequate preparation and thought – the format aims to engender debate, and success and enjoyment depend almost entirely on student initiative and preparation. You may be given specific tasks to carry out in advance of seminars, either reading set texts or reading on a topic. Over the course of your degree, you will be required to present regular **seminar papers** to the rest of your seminar group.

You are possibly used to finding out “correct” answers to questions that have been posed by teachers. University teachers will generally use the seminar format to encourage students to discover for themselves what are the interesting questions arising out of a topic, issue or text, and to appreciate that there will not always be a single clear-cut answer.

Make sure that you understand what you are expected to prepare; plan your reading so that you have time to complete a text, or fully research and reflect on a historical or cultural topic before the seminar; and plan a time to tidy up your notes and think further about the discussion soon afterwards. After the first term, teachers will generally take it for granted that substantial initial reading of set literary or cultural texts has been undertaken in vacation, so that the term can be

devoted to research, re-reading of details and processing of information and ideas. It is often difficult to find the sustained time to read a new text enjoyably in term-time!

For **weekly language classes** you will be asked to prepare, and in some cases to submit in advance of the class, a translation or other exercise.

For further information on discipline-specific study skills, you might consult the university's and Students' Union websites, or a publication such as the following produced by CILT, the Centre for Information on Language Teaching and Research: Linda Hantrais, *The Undergraduate's Guide to Studying Languages* (1989). This is available in the Library, class mark LB2365.L4 HAN.

## Independent Learning

**Independent Learning is an integral part of your university course. It is neither optional nor an extra, but a requirement placed on all students at university.** Although you must of course comply with the requirements of each unit you are registered for, an attitude of independence allows you to take charge of your own learning because YOU CHOOSE what you want to do and when you want to do it. This allows you to develop your learning strategies and optimise your learning opportunities, by making you reflect on your work, how you do it, why you like or dislike doing it and, vitally, what you learn from doing it.

Independent Learning means freedom to explore, to be curious and creative with your OWN TIME, and to see your progress.

By Independent Learning we mean **a comprehensive range of activities** that YOU carry out **outside your allocated contact hours** although still within the notional amount of study time allocated to a unit (about 100 hours per 10 credit points). In language learning, such activities cover **all four language skills** (listening, speaking, reading, and writing) and also **grammar and vocabulary**.

You can expect between 7 and 12 fixed hours in your working timetable every week. It is your responsibility to divide the rest of your time between private study, survival and recreation. Without planning, it is very hard to use the available time efficiently. Your private timetable needs to be flexible, but not vague: even odd hours between two lectures can be useful if you know in advance what you aim to achieve in them.

Long-term planning - spacing out your essay deadlines and seminar papers, and bearing in mind when you will start work on a new text, for example - will also be essential to your well-being.

## BLACKBOARD

The University uses 'Blackboard' as an online learning environment. This can be accessed via MyBristol ([www.bristol.ac.uk/mybristol](http://www.bristol.ac.uk/mybristol)) and will hold information for all of the units you are registered on. The Blackboard website is: <https://www.ole.bris.ac.uk/webapps/portal/frameset.jsp>.

## THE ASSESSMENT PROCESS

Our assessment system is thorough, tried-and-tested, and designed to ensure that all efforts are taken to give students due credit for the achievement their work represents. We aim at all times to be scrupulous, even-handed and consistent in carrying out all the practices that inform the assessment process. Below is a summary of what this process involves.

For each unit, the method of assessment is outlined in the Unit details. The lecturer or lecturers in charge of the unit will give you further information once teaching begins.

## Marking and Moderation

When you submit an essay, you need to complete a green cover sheet that you can get from the School Office. Once an essay has been submitted, it is forwarded to the tutor for whose course unit the essay was written. He or she will then mark and annotate the essay and return it to the Student Services Office for collection by the student. **All essays are marked anonymously** which is why you must put your candidate number on the cover sheet when you hand in your work

## The Provisional Status of Marks

Please note that all Year Two and Year Four marks remain provisional until the end of the degree programme, even after moderation. Prior to the final Examination Board, if a candidate is defined – according to our standard, consistently applied criteria – as being on the borderline between one degree class and another, and has unit marks which are also defined (again, according to these set criteria) as borderline (e.g. 49 or 59 or 69), then an External Examiner will be asked to re-read the candidate's work for those units in order to determine whether any marks might be raised – in which case, a particular candidate may, on occasion, become eligible for a higher degree class. Such cases are considered according to the Classification Criteria laid out elsewhere in this handbook.

## Special Circumstances

In accordance with national practice, all submitted work is assessed on academic merit alone. However, a Special Circumstances Committee will consider individual cases of students with medically-attested long term ill-health or personal problems.

## External Examiners

External Examiners are senior academics in other British universities who have been appointed by the University of Bristol to oversee our assessment process. As well as their specific roles in resolving disputed marks and borderline cases and adjudicating upon Fails, the External Examiners have a number of general roles. They are appointed to monitor and advise on all aspects of our examining process, to ensure fairness and consistency in our marking, and to see that Bristol maintains standards comparable to those of other UK Modern Language Departments. All External Examiners visit Bristol each year and attend the final Departmental Examination Board in early summer. They sample a broad range of students' work, in terms of both subject area and quality. They comment on new courses and all innovations and procedural changes in our assessment system.

## MARKING CRITERIA

The marking criteria for all elements of language and cultural assessments can be found on the SML website: <http://www.bristol.ac.uk/sml/undergraduates/markincriteria/>

## DEGREE CLASSIFICATION CRITERIA

The assessment marks you obtain in your first year do not contribute to your degree classification, but progression to the second year is dependent on your obtaining a pass mark in all mandatory units and obtaining 120 credit points.

**In the second year, marks obtained in language work do not contribute to your degree classification**, but all other units are formally assessed and normally produce **8 out of the 24** assessments marks on which your final degree is based (10 out of 24 in the case of Joint students whose second subject is not a language). This part of the degree is referred to as PART I. Failure in language units at Part I may result in you not being able to progress to Part 2 (Finals). Failures in all other units at Part I will be carried through to Part 2, and may affect your final degree classifications. See the Board of Examiners Guidelines for full details of the consequences of failing individual units.

In the final year all units are formally assessed and produce the remaining assessment marks, referred to as PART 2 or FINALS. **Extra weighting is given to final-year language marks** which count for 4 assessment marks per language out of 24 assessment marks altogether.

- The Board of Examiners Guidelines can be found on the SML website:  
<http://www.bris.ac.uk/sml/undergraduates/examinations/>
  - Information can also be found on the following websites:
  - Faculty of Arts website:  
<http://www.bristol.ac.uk/arts/current/under/handbook.html>
- Education Support Unit website:  
<http://www.bristol.ac.uk/esu/assessment/codeonline.html>

## MARKING CRITERIA

The marking criteria for all elements of language and cultural assessments can be found on the SML website: <http://www.bristol.ac.uk/sml/undergraduates/markingscriteria/>

## DEGREE CLASSIFICATION CRITERIA

The assessment marks you obtain in your first year do not contribute to your degree classification, but progression to the second year is dependent on your obtaining a pass mark in all mandatory units and obtaining 120 credit points.

Marks from later years do count towards your final degree. If you want to find out how this works look at:

- The Board of Examiners Guidelines on the SML website:  
<http://www.bris.ac.uk/sml/undergraduates/examinations/>
- Information can also be found on the Faculty of Arts website:  
<http://www.bristol.ac.uk/arts/current/under/assessment.html#degree>

## FEEDBACK ON ASSESSMENT

Academic feedback is a vital element of the learning process, helping you to evaluate your current level of performance and to identify the ways in which you need to develop your understanding, skills and/or approach to the subject in the future. Defined in this way, it should be apparent that feedback is intended to contribute, not just to your developing understanding within a single unit or even a single year, but to your ongoing academic formation throughout your degree programme. But what exactly is feedback and when do you receive it?

Feedback is 'information' provided to you which allows you to take into account the perspective of your tutors on your own developing views and on your assessed work. It is provided in diverse ways (e.g. in either oral or written forms) and at various points during the academic year. Our aim is to make available to you a range of forms of feedback within an appropriate time-frame. The precise combination of forms in which feedback is delivered will of necessity vary from unit to unit and from programme to programme.

Typically feedback occurs in three phases:

1. **Teaching:** During the teaching process, as you begin to acquire an increasingly critical understanding of the subject matter of the unit and have the opportunity to test that understanding in class discussions—whether through questions, interactions with peers, or more direct forms of participation (e.g. presentations) or through one-to-one contact with staff.
2. **Interaction with assessment:** As your ideas begin to form, you start to interact with the formal assessment (whether formative or summative); questions arise, and ‘consultation hours’ offer you the opportunity for one-to-one discussion with your tutor about your approach to the assessed work. (Note: while all assessment is in a sense ‘formative’, only assessment that counts for progression from year 1 and for the final degree classification in years 2 and 3 is described in University documents as ‘summative’.)
3. **Post-assessment:** Depending upon the form of the assessed work, you will receive various kinds of feedback. This feedback will then influence the next set of units taken by you. Types of formative feedback differ according to the method of assessment used.
  - a. General contextualization of any marks assigned is provided by the publication of the marking criteria in the Handbook.
  - b. In many units, there is a purely formative assessed element—types include essays, class tests, oral presentations, book reports and on-line quizzes—and the type of feedback involved varies accordingly. These are not moderated and are not anonymous. Tutors are expected to return formative assignments before summative assignments are due.
  - c. Feedback on essays takes the form of (i) a general written comment on the feedback sheet summarising the characteristics of the work, and (ii) written comments on the work itself. Essays are usually returned to you within three weeks, and delays are notified to you by e-mail. You are encouraged to seek further oral feedback in consultation hours.
  - d. Feedback on presentations is given orally and, where necessary, in writing.
  - e. Feedback on class tests/practice tests is delivered orally through group feedback in class or (where deemed necessary) through one-to-one feedback and in writing through comments on tests, returned to you within three weeks.

More information is on the SML website:

<http://www.bris.ac.uk/sml/undergraduates/stuinfo/smlguide/feedback.html>.

## PLAGIARISM

Plagiarism is one of the most serious forms of academic misconduct.

Passages quoted or closely paraphrased from other authors must be identified as quotations or paraphrases, and the sources of the quoted or paraphrased material must be acknowledged. Use of unacknowledged sources may be construed as plagiarism. More information on plagiarism can be found at: <http://www.bristol.ac.uk/esu/studentlearning/plagiarism/>

It is **your responsibility** to ensure that you do not fall under any suspicion of plagiarism. Even when plagiarism is the result of careless note-taking and/or inadequate referencing, it is still treated as a serious matter and you will be penalised.

General guidance on referencing and footnoting, along with practice exercises, can be found via: [www.bris.ac.uk/arts/skills/self.html](http://www.bris.ac.uk/arts/skills/self.html)

## EXAMINATION REGULATIONS AND PROCEDURES

### Examination Timetables

Exams are held in January, May and June of each year, with a re-sit examination period in September. You will be notified via email when the examination timetable has been published. The timetables are usually published in December (for the January exams) and at Easter (for the summer exams). Examination timetables are made available to you via the Student Info webpage: [www.bris.ac.uk/studentinfo](http://www.bris.ac.uk/studentinfo)

You must check that you are registered for the correct examination papers. If there are any errors you must contact the Student Services Office immediately.

### Candidate Numbers

You must ensure that your examination scripts are clearly marked with your candidate number. Your candidate number can be obtained via the Student Info website: [www.bris.ac.uk/studentinfo](http://www.bris.ac.uk/studentinfo)

### Alternative arrangements

Alternative arrangements for examinations can be provided for students with medical conditions and normally consist of extra time in the exams and/or the use of a computer. Alternative arrangements may be requested on completion of the Alternative Arrangements form, available online at <http://www.bris.ac.uk/exams/examinations/alternative/>. The deadlines for submitting an Alternative Arrangements application will be detailed on the back of the form but they will be approximately:

- For exams up to the end of February 2012 – Alternative Arrangement deadline 18 November 2011
- For exams from 1st March 2012 onwards – Alternative Arrangement deadline is 27 January 2012.

Additional support for students with disabilities is available from the Access Unit (<http://www.bristol.ac.uk/accessunit/>).

### Examination Regulations

The University's examination regulations can be found at: [www.bris.ac.uk/secretary/studentrulesregs/examregs.html](http://www.bris.ac.uk/secretary/studentrulesregs/examregs.html)

Your attention is particularly drawn to section 2.1, which states that **'failure to attend an examination without reasonable cause may result in the award of no marks for that examination. It is the responsibility of the student to be aware of the details of the examination timetable.'**

### Absences from Examinations

Please refer to the section on *Attendance and Absences* (School Procedures) for what to do if you are absent from an examination.

### Past Examination Papers

Copies of past papers can be found in the Arts and Social Sciences Library.

## PRIZES

A number of prizes have been endowed to recognise excellence in various aspects of students' work in the School. Full details of the awards can be found on the Faculty of Arts website: <http://www.bristol.ac.uk/arts/current/under/prizes.html>

## ACADEMIC GUIDANCE

### PRESENTATION AND LAYOUT OF WORK

- Assessed work should be submitted on A4 paper
- It must be word-processed, single-sided and double-spaced
- Leave adequate margins – for example, of at least 2.5 cm – on each side of the text for your marker's corrections and comments.
- Use 12 point font size
- Number pages consecutively using Arabic numbers (1, 2, 3).
- Put the title of the essay the top of the first page
- Your name must not appear anywhere in the text of your essay.
- Each copy of each essay must be submitted with a completed cover sheet, available from the Student Services Office or Common Room (see Essay Submission, p.37).

### ESSAY LENGTH

**The word-count for essays includes quotations and footnotes or endnotes, but excludes the title and bibliography.**

**Students are encouraged to produce essays more or less within 10% of the indicated length. There is no fixed penalty tariff for under- or over-shooting.**

However, work significantly under the stipulated word count is unlikely to cover adequately the topic; an essay well in excess of the word count may well lack focus and include material not pertinent to the title. Students may effectively penalise themselves through inattention to the word-count. In learning to produce written assignments to a prescribed maximum length, and in the process cultivating the arts of concision and (where necessary) excision, you will be developing highly valuable transferable skills. Academics themselves frequently find that nothing improves a piece of work quite so much as a little strategic trimming; in the event of your drafting an essay that overshoots the limit and requires some editorial pruning (or a more radical hacking back), hopefully you will also discover the truth of this reflection.

### REFERENCING AND FOOTNOTING

**General guidance on referencing and footnoting, along with practice exercises, can be found via:**

[www.bris.ac.uk/arts/skills/self.html](http://www.bris.ac.uk/arts/skills/self.html)

## RESOURCES

### SCHOOL MULTIMEDIA CENTRE

The School's Multimedia Centre, which opened at the end of 2009, offers a range of facilities and technologies designed to support independent learning. You can view satellite television, live and recorded, in all the languages taught within the School, and have access to a library of 1500 DVDs, for viewing either at PCs, on large-screen TVs or in a cinema-style 18-seater screening room. There is a selection of current newspapers and magazines from a range of countries. A drop-in Media Suite contains PCs and reference books such as dictionaries and grammar guides. Semi-professional voice recorders and high definition video cameras are available to be used in conjunction with a video editing station and sound recording studio. All PCs have headsets with microphones and can access foreign language satellite channels.

In term-time the centre is open from 8am until 9pm Mon-Thurs and until 5pm Fridays; out of term on weekdays 9am to 5pm. During normal working hours you are supported by a Learning Technologist.

For more information please see the [Modern Languages Multimedia Centre](#) site in Blackboard.

### UNIVERSITY LIBRARY SERVICE

The Arts and Social Sciences Library (ASSL) in Tyndall Avenue houses the majority of the printed books, journals and audio visual materials of interest to modern languages undergraduates, but your library card entitles you to use all 10 branches of the university library. Information about locations of the branches, opening hours and borrowing rights can be found at:

<http://www.bris.ac.uk/library/>

#### Location of collections

The main modern language printed book and journal collections are held on the second floor of the ASSL. Subjects such as history, sociology, economics and politics can be found on the first floor. Detailed information about the location of resources can be found on the library's subject pages (see *Subject Resources* below).

Note that high-demand books and journal articles are located in the Short Loan Collection on the ground floor of the ASSL. For more information about this, see:

<http://www.bris.ac.uk/library/using/branches/assl/collections/slc.html>

Many rare and valuable items are kept in our Special Collections Department. For further details see: <http://www.bris.ac.uk/library/resources/specialcollections/>

#### Finding printed resources

Please use the library's online catalogue to locate printed stock and to search for books on a subject. The catalogue is available on the library home page or at

<http://www.lib.bris.ac.uk/ALEPH/>.

There is a range of video tutorials about how to use the online catalogue at <http://www.bris.ac.uk/studentskills/content/ilitskills/tutorials/librarycatalogue/>. Please ask a member of library staff if you are unsure about how to use the library's catalogue.

A relatively small number of seldom used items in our collections, published before 1978, are not listed on the online catalogue. To double check, it is necessary to consult the card catalogue online, which is available via the main online catalogue.

## **Finding electronic resources**

MetaLib, the library's gateway to electronic resources, provides access to electronic journals and databases. MetaLib is available at <http://metalib.bris.ac.uk/>.

The majority of electronic resources can be accessed on- or off-campus. If you intend to use them off-campus, please visit the following web page: <http://www.bristol.ac.uk/it-services/advice/homeusers/remote/> for information about how to do this.

Support and advice on how to use MetaLib can be found at the following web address: <http://www.bristol.ac.uk/library/resources/tools/metalib/#guides>. Alternatively, please ask your subject librarian for assistance.

## **Subject resources**

Detailed information about library resources, printed and online, for modern languages subjects can be found on the relevant subject pages:

- French: <http://www.bristol.ac.uk/library/support/subjects/french/>
- German: <http://www.bristol.ac.uk/library/support/subjects/german/>
- Hispanic, Portuguese and Latin American Studies:  
<http://www.bristol.ac.uk/library/support/subjects/hispanicstudies/>
- Italian: <http://www.bristol.ac.uk/library/support/subjects/italian/>
- Russian: <http://www.bristol.ac.uk/library/support/subjects/russianstudies/>

## **Contacts**

Subject librarians provide advice and training for modern languages students. Their contact details are as follows:

- Damien McManus (French, German, Russian): [damien.mcmanus@bristol.ac.uk](mailto:damien.mcmanus@bristol.ac.uk)
- Emer Stubbs (Hispanic, Portuguese and Latin American Studies and Italian):  
[emer.stubbs@bristol.ac.uk](mailto:emer.stubbs@bristol.ac.uk)

## **COMPUTER ROOMS / SELF-ACCESS FACILITIES**

There are two additional computer rooms, rooms G89 and G95 on the ground floor of 19 Woodland Road. G95 is for student drop-in use only. G89 is used for teaching and can be used by students when no classes are scheduled.

## **STUDENT FINANCES - BOOKS AND EQUIPMENT**

All students will need to purchase some materials associated with their programme during their time at Bristol. Depending on what subject you are studying, expenses may include basic stationery, photocopying and printing, course material and costs involved in trips and other activities. You will certainly be expected to buy books, and you will receive guidance from your department on recommended purchases for your programme as a whole and for individual units. National guidance on student finances assumes that students will spend at least £300 per year on books and other study expenses; about £50 per 20-credit unit.

## BOOK SHOPS/FILM RENTAL

All students will need to purchase some materials associated with their programme during their time at Bristol. Depending on what subject you are studying, expenses may include basic stationery, photocopying and printing, course material and costs involved in trips and other activities. You will certainly be expected to buy books, and you will receive guidance from your department on recommended purchases for your programme as a whole and for individual units. National guidance on student finances assumes that students will spend at least £300 per year on books and other study expenses; about £50 per 20-credit unit.

A range of set texts can be bought from Blackwells on Park Street. It may be easier and cheaper to get them online. Some useful internet suppliers of new and/or second-hand textbooks and foreign language literature include:

amazon.co.uk / amazon.com / amazon.fr / amazon.de / amazon.it  
barnesandnoble.com  
abebooks.com

**Your tutors will be able to give you more specific help. If you are having trouble getting hold of a particular text, let us know.**

The European Bookshop  
5 Warwick Street  
London, W1B 5LU  
Tel: 020 7734 5259  
<http://www.europeanbookshop.com/>  
E-mail: [direct@ebs.co.uk](mailto:direct@ebs.co.uk)

Grant & Cutler Ltd  
55-57 Great Marlborough Street,  
London, W1V 2AY  
Tel: 0207 734 2012  
<http://www.grantandcutler.com/>  
E-Mail: [enquiries@grantandcutler.com](mailto:enquiries@grantandcutler.com)

Specialist in Hispanic books, including Portuguese:

Dolphin Book Co (Tredwr) Ltd  
Llangranog, Llandysul, Ceredigion, SA44 6BA  
Tel: (01239) 654404  
Fax: (01239) 654002  
[martin@dolphinbookco.freemove.co.uk](mailto:martin@dolphinbookco.freemove.co.uk)

Other useful internet suppliers of new and/or second-hand textbooks and foreign language literature include:

amazon.co.uk / amazon.com / amazon.fr / amazon.de (etc.)  
barnesandnoble.com  
abebooks.com

The School strongly recommends that students take every chance to expose themselves to authentic cultural experiences in all the languages they are studying. Reading the foreign press, exploring web sites via foreign servers, and watching foreign films are excellent practice.

### Film rental:

The best selection of foreign language films available in Bristol is via 20th Century Flicks, 3 Richmond Terrace, Queens Road, Clifton (next to the Union building). Tel: (0117) 974 2570. They will also order films for purchase. Their catalogue is regularly updated and staff are well informed and very helpful. Art house and foreign language films can be purchased from the Watershed Arts Centre, 1 Canon's Road, Bristol BS1 5TX, Tel: (0117) 921 4135. Videos and DVDs of foreign language films are also available for viewing and/or borrowing in the Arts and Social Sciences Library.

# SCHOOL PROCEDURES

## COMMUNICATIONS

### STUDENT SERVICES OFFICE AND STUDENT SERVICES TEAM

The Student Services Office is located in G88, 17 Woodland Road (adjacent to the Student Common room).

**Opening hours:**

Term-time                      Monday to Friday: 8:30am – 4:30pm  
Out of term-time              Monday to Friday: 9am – 4:30pm (closed at lunchtime 1pm-2pm)

**Email address:**            [sml-office@bristol.ac.uk](mailto:sml-office@bristol.ac.uk)

**Phone no.:**                    0117 331 8011

As an undergraduate student you will have most contact with the members of the **Student Services team**, who are there to help you with your enquiries and provide advice and guidance where appropriate. They are based in the Student Services Office, which will be your first port of call in many instances. Please help the administrative staff by ensuring that you have read fully any information you are given in this Handbook or elsewhere.

The Student Services Office is the place where you should:

- submit assessed essays, according to the specified deadlines (by 12 midday on the due date)
- hand in medical notes
- make enquiries about any of the administrative procedures or sources of support described below.

The staff in the **Student Services team** are there to assist you, but you can also help yourself by regularly checking:

- your University e-mail account (please check this daily)
- the student notice boards for regular updates on unit changes, notices from staff etc.
- Student pigeonholes for post

### EMAIL

Important Faculty and School information is communicated by email to your University email address. This address will always be used rather than a private (e.g. Hotmail or Gmail) address. Since both Faculty and School will assume that you are contactable through your university email account, **you are advised to check your email daily**. Please also refer to email etiquette below.

**NOTE:** any appeal against an academic decision citing non-receipt of information distributed by electronic means is unlikely to succeed if you have elected to have your email redirected.

#### **Email Etiquette**

It is now commonplace for academic and administrative staff to communicate regularly with students by emails and to accept this as a natural means by which students can contact them for information, advice or requests for a face-to-face meeting. More generally, the question of how to write emails and what register to use has become an increasingly urgent concern amongst graduate recruiters and university lecturers.

Writing emails in and for the workplace requires a different register to that used when emailing or messaging friends, and it is important to develop good practice before graduating. Emails which indicate professionalism and poise are bound to leave a good impression and get a quicker, more thorough response: emails which suggest ignorance, carelessness or lack of foresight will alienate the recipient and are likely to be less effective.

Because your correspondence says a lot about you both personally and professionally, we ask our students to pay attention to the following guidelines when writing to staff.

### Starting & signing off your e-mails

- **Do** pay attention to the recipient's name and title (including the spelling of names). For a university, these include: Prof (for staff who hold Chairs in their field); Dr (for staff with PhDs); Mr; Miss / Ms; Mrs. Getting such details correct suggests that you have not rushed the e-mail off. These details are easy to check via the School website.
- **Don't** address someone by their first name unless you are on quite familiar terms with them. Usually, if someone signs off with both their first and family names, this is an indication of formality, and you should reply by addressing that person with their title and surname. If someone signs off with *just* their first name, they are probably inviting you to call them by their first name, but if in any doubt, use the more formal form of address, or begin with 'Dear John (if I may)'.
- **Do** open with a polite address, i.e. 'Dear Dr Smith', 'Dear John', etc.
- **Don't** begin emails with overly familiar or bizarre-sounding openers, e.g. 'Hey John', 'Dear Dr John Smith' (makes your addressee sound like a department store...), 'Hiya You', 'John Smith, hello', etc.
- **Do** include a brief signature (including your degree programme and year of study) on your emails to help the recipient understand who it is from, especially if the person is unknown to you.
- **Don't** sign off in an overly familiar way, e.g. 'Jonno-Boy', 'Jonno xx', 'Mwah'...

### Overall Tone & Manner

- **Do** be polite and respectful, and use good judgement.
- **Don't** send emails that sound curt, abusive, or demanding, or make unnecessarily personal remarks.
- **Do** be patient and allow around three working days for a response (any urgent matters may well require a phone call); vacation periods may require more time, although staff continue to work full time during the vacations with their research and administrative commitments.
- **Don't** bombard your addressee with e-mails, especially at weekends when members of staff will be out of their office.
- **Do** think about the message's content before you send it out: ask yourself if the answer to your question involves information that could be found online or in the SML / Departmental Handbooks.
- **Don't** fire off emails without any structure, as this makes a message difficult to follow. Keep punctuation clear and spelling sound (including a capital I for the word I!), avoid shorthand, and use paragraphs to separate your points. Finally, always reread your message before hitting the 'send' button.
- **Do** make sure that the content is relevant to the recipients and ensure that it is clearly identified in the subject line. Don't reply to an old message in order to raise a completely different topic: it will be less confusing to begin a new thread with its own subject line.
- **Don't** send off an email to the first member of staff who comes into your head: whilst that person may be known to you, they may not be the best person to contact for you to get the most appropriate response.

### NOTICE BOARDS

Departmental student notice boards are located in villas 15-21 Woodland Rd. Please get into the habit of checking the notice boards on a regular basis. There are other, general, notice boards located on the link corridor at the back of the villas along Woodland Road.

## **CHANGE OF ADDRESS**

It is your responsibility to inform the University of any change in your address (either home or term-time address). You should do this by changing your University record on-line, which you can do by visiting the *Student Info* web-page: <https://www.bris.ac.uk/studentinfo/>

## **TIMETABLE**

For 2011/12 online personalised student timetables will be available under the Timetable tab on MyBristol ([www.bristol.ac.uk/mybristol](http://www.bristol.ac.uk/mybristol)). This will give you an individual timetable for the specific units for which you are registered. If any of your units (as listed on StudentInfo, [www.bristol.ac.uk/studentinfo](http://www.bristol.ac.uk/studentinfo)) are not displayed on your personal timetable, you must view the relevant unit timetable by clicking on the link under the Timetable tab on MyBristol. A Programme of Study timetable can be displayed using the same link. Instructions for use and FAQs are under the Timetable tab on the MyBristol portal.

Not all Schools in the University are doing student-level timetabling in 2011/12. For students studying Politics with a Modern Language only the Modern Language units will be displayed on your personal timetable. For the Politics timetable please refer to communications from the Politics department or view the relevant programme/unit timetable online by following the instructions above.

If you have any queries about your timetable, please refer to the FAQs (on MyBristol) or contact the Student Services Office.

## **PERSONAL TUTORS AND STUDENT REPRESENTATION**

### **PERSONAL TUTORS**

The personal tutor system is a key part of the support system for students. It makes a very important contribution to the academic and personal growth of the individual student. Your personal tutor's role is to act as the first point of contact within the University from whom you can obtain general academic guidance and pastoral support. Sometimes this support will take the form of direct support or advice; sometimes it may involve helping you to access appropriate services.

#### **Personal tutors provide support by:**

- Helping you to develop effective study skills and habits
- Reviewing overall academic progress and providing feedback and advice
- Helping you to understand relevant University rules and regulations
- Providing appropriate information, support and guidance
- Helping and advising you in University processes which may affect you.

#### **Personal tutors can be asked to provide advice on a wide range of issues, including:**

- problems with study skills
- anxiety about exams or finances
- guidance on progress and achievement
- personal issues which may be affecting your academic performance.

Your personal tutor will normally make arrangements to see you either individually or in a group. You can also arrange to see your personal tutor at other times if the need arises. Personal tutors are available during their designated 'consultation hour', and details can be found on your departmental website. If you need to see your personal tutor at another time you should email him/her to make an appointment. Personal tutor lists can be found on the SML website - <http://www.bristol.ac.uk/sml/undergraduates/stuinfo/personaltutors.html>. It is your responsibility to

attend meetings arranged with your tutor. If for any reason you cannot attend, you should let your tutor know in advance so that alternative arrangements can be made.

It is also your responsibility to inform your personal tutor of any special circumstances which may be affecting your academic performance. As stated in the University's Examination Regulations, it is the responsibility of the student to make known to the Board of Examiners in advance any special circumstances which he or she wishes to be taken into consideration. Any such matters which could have been raised before the meeting of the Board, but without valid reason were not raised, will not be considered in the event of an appeal. If you wish your circumstances to be made available to the Board of Examiners please ensure that, in addition to your personal tutor, you also inform the Student Services Office. All such matters are treated confidentially.

You may wish to ask your personal tutor to act as one of your referees for jobs. As a matter of courtesy you should let your tutor know about the applications you are making.

You may ask to change your personal tutor if you feel that the process is not working for you. You do not need to state a reason. To do this you should contact the Student Services Administrator in the Student Services Office.

Further information about the personal tutoring system can be found on the web at:  
[www.bristol.ac.uk/esu/studentlearning/pt/](http://www.bristol.ac.uk/esu/studentlearning/pt/)

## **STUDENT REPRESENTATION AND STAFF STUDENT LIAISON COMMITTEES**

### **Faculty and University**

For details of student representation at Faculty and University level please refer to the Faculty of Arts Undergraduate Handbook at:

[www.bristol.ac.uk/arts/current/under/](http://www.bristol.ac.uk/arts/current/under/)

### **Department and programme**

The student representation system allows for dialogue between staff and students about degree programmes, life in the department, and the learning facilities provided by the University. Student reps (normally one per year group) are elected on an annual basis.

The Staff Student Liaison Committee is a vital part of the department and it provides an opportunity to discuss matters of common interest. Student representatives sit on the Staff Student Liaison Committee which meets at least once per teaching block. Of course, you should feel free to convey any anxieties, problems or queries you may have to any academic tutor and/or your personal tutor at any time - but the staff-student forum has the advantage of allowing students to pool opinions and ideas and to get their views across in a more collective manner. It also allows lecturers to clarify any matters that might be causing confusion to undergraduate students generally.

**If you have any concerns that you would like raised, please contact one of your representatives; it is important to make your views known to your representative so that the department can be more effective in serving your needs as academic students.**

Contact information for your representatives, and minutes of the meetings, are either posted on student notice boards or on the SML website.

### **School**

In addition to the Staff Student Liaison Committee system there are student representatives at the School Plenary meeting. This meets once a term, and is an opportunity for any generic issues (not programme or departmentally related) to be raised. Arrangements for student representatives to attend the School Meeting are made at the beginning of the session.

## SCHOOL STUDENT SOCIETIES

Each language department has its own student-run society open to all interested members of the university, and dedicated to supporting and organizing social and cultural events connected with the relevant culture. Details of these can be found via the School's home page on the web:

<http://www.bristol.ac.uk/sml/undergraduates/stuinfo/societies/index.html>

## **ATTENDANCE AND ABSENCES**

### **ATTENDANCE REQUIREMENT**

You are required to attend all scheduled classes and lectures, and to provide an explanation to your class tutor for any absence. In cases of an absence due to illness of more than five term-time days (excluding Saturdays and Sundays) you must complete a *Student Self-Certification Form* and take this, with the University's *Medical Certificate Form*, to your doctor. You should show the *Student Self-Certification Form* to the doctor and ask him/her to complete the University's *Medical Certificate Form*. You should then deliver/bring both forms to the Student Services Office within TWO working days of the end of the period of absence.

### **ABSENCE FROM EXAMINATIONS DUE TO ILLNESS**

If you are absent from an examination due to illness, a medical note from your GP must be provided; without one, the absence can only be treated as a failure in assessment.

If you find yourself ill within 24 hours prior to the examination you must attend an appointment with the doctor PRIOR to the examination and inform the Student Services Office of your non-attendance. You must complete a *Student Self-Certification Form* and take this, with the University's *Medical Certificate Form*, to your doctor. You should show the *Student Self-Certification Form* to the doctor and ask him/her to complete the University's *Medical Certificate Form*. You should then deliver/bring both forms to the Student Services Office within TWO working days of the end of the period of absence. If you fall ill during an examination you should report it to the invigilator and make an appointment to see the doctor, with the two forms as described. Students must attend an appointment with a doctor whilst they are ill as retrospective diagnoses are not able to be made.

### **LEAVE OF ABSENCE**

You are required to remain in residence in Bristol until the last day of each term. If you need leave of absence for a hospital appointment, or on compassionate grounds, you should obtain this (wherever possible in advance) from your personal tutor or the Deputy Head Teaching and Learning.

Leave of absence for other than medical or compassionate reasons (for example, to undertake a work placement or acquire other experience related to career development) must be applied for in advance from the Deputy Head Teaching and Learning (see contact details inside the front cover of this handbook). If this type of leave of absence is granted, it is your responsibility (i) to inform your tutors of all the classes that you will be missing; (ii) to catch up on all work missed; (iii) to meet any deadlines for the submission of work that falls within the period of absence. The School is under no obligation to offer extensions, arrange for resits or make any other special arrangements in these circumstances, though it may do so.

Leave of absence is not granted for family holidays or similar activities. Leave of absence is not granted retrospectively, except on medical or compassionate grounds.

If you miss a class test or examination because of an approved absence, this will be treated as if the absence was due to illness.

## ASSESSMENT PROCEDURES

Please read these instructions carefully as procedures must be adhered to in the interests of fairness and efficiency.

### ESSAY AND DISSERTATION SUBMISSION

#### Handing in work

Essays and dissertations are handed in to the Student Services Office. These must be submitted by the prescribed date before 12 midday. **All essays** are submitted anonymously, and you are required to enter your 5 digit candidate number on the essay cover sheets as well as marking this on each page of the essay. Please note that your name should **NOT** appear anywhere on the essay itself. Your candidate number is not the same as your student number - the candidate number is used for assessment purposes only. Candidate numbers will be available online from mid-October via the Student Info page on the web: <https://www.bris.ac.uk/studentinfo/>

The requirements for handing in work are as follows:

- two copies of each piece of work **must** be submitted
- essays should be stapled
- complete and attach an Essay Cover Sheet to one copy.
- all sections of the cover sheets should be completed.

All these requirements **MUST** have been met **BEFORE** your essay(s) can be accepted as submitted. Support staff will not be able to look-up your candidate number on the day of submission.

Copies of the cover sheets are available from the Student Common room, and you are advised to collect these well in advance of submission to give time for completion. You are required to keep a copy of your work for yourself.

**Note:** The Student Services Office gets very busy on essay hand-in days, so you are advised to come early to avoid delays.

#### **Extensions to the deadline**

The Student Services Administrator is responsible for considering and authorising requests for extensions to the deadline for submission of work. You must submit any request **DIRECTLY** to the Student Services Office, and not to your Personal or class tutor. Extensions will only be granted where there are genuine reasons for non-submission by the due deadline, e.g. illness or personal mitigating circumstances.

Extensions granted on the basis of illness for up to and including five term-time days (excluding Saturdays and Sundays) must be supported by a *Student Self-certification Form* (available from the Student Services Office). For illness lasting over five term-time days (excluding Saturdays and Sundays) you must complete the *Student Self-Certification Form* and take this, with the University's *Medical Certificate Form*, to your doctor. You should show the *Student Self-Certification Form* to the doctor and ask him/her to complete the University's *Medical Certificate Form*. You should then deliver/bring both forms to the Student Services Office within TWO working days of the end of the period of absence. You should notify the Student Services Office of the need for an extension before the submission deadline.

**Note: submission deadlines are set well in advance and already allow for the possibility of illness; you will not, therefore, necessarily be granted an extension for a minor illness of short duration falling into the category of self-certification.**

Extensions will not be granted for the late submission of work on the basis of computer or printer failure – you are expected to manage your time to take account of the possibility of technical failure.

You should always back up your work; students using laptops and a separate hard drive should always back up onto a disk or memory stick in case the laptop and hard drive are stolen together. Extensions are also not granted for transport problems, (except where the student has been personally involved in an accident), or for dyslexia (students with dyslexia receive study and time management skills support from the Access Unit to help them to meet deadlines).

### **Late submission**

The penalties for unauthorised late submission are as laid down by the Faculty. Each piece of work submitted after the deadline will have 10 marks deducted. Essays which are submitted more than one week late will be given a mark of 0. If a piece of work has not been submitted within the week following the deadline, and so has incurred a mark of 0, it is still necessary to submit this work and to a standard which indicates a clear attempt at obtaining a pass mark, in order to gain credit points.

### **EXTRA TIME/ ALTERNATIVE ARRANGEMENTS FOR EXAMINATIONS**

If you require extra time for examinations due to dyslexia or a medical condition and/or special arrangements for your exams, such as the use of a computer, you must complete the University's *Alternative Arrangements* form, available on the Examinations Office website - <http://www.bristol.ac.uk/exams/forms-notes/forms/> - and submit this to the Student Services Office with the relevant supporting documentation (e.g. medical note, educational psychologist's report) by the prescribed deadline on the form (19<sup>th</sup> November 2010 for January exams and 28<sup>th</sup> January 2011 for May/June exams. It is ESSENTIAL that you complete the *Alternative Arrangements* form by the due deadline, otherwise alternative arrangements cannot be guaranteed for you.

### **SPECIAL CIRCUMSTANCES AFFECTING ACADEMIC PERFORMANCE**

Any special circumstances which may have affected your academic performance should be notified to the Student Services Office. All such matters are treated confidentially. Any such matters which could have been raised before the meeting of the Board of Examiners, but were not raised without good reason, will not be considered in the event of an appeal.

## **PROGRAMME AND UNIT REGISTRATION**

### **UNIT REGISTRATION**

Students are automatically registered against their mandatory units in the University's unit registration record. Registration onto option units is undertaken through the School's unit registration procedure. Option choices for the second and fourth years of study are made in the preceding year (i.e. in year 1 for second year options; in year 2 for third year options). You will be asked to register your option choices after the Easter vacation by completing the unit option choice form for your programme. Students will be notified by email of this commencement of this procedure and the deadline for registering choices. The School tries, as much as possible, to allocate students to their first choice unit. However this is not always possible, depending on the level of demand for a particular course. Following the allocation of choices, students will be informed by email. This information is published at the end of the summer term.

You will be registered on the appropriate unit option prior to the start of the academic session. If for a good reason it is necessary to re-register for a different option this must be done through the administrative offices, unit directors should not be approached and are unable to authorise changes.

Unit registration is a formal requirement of the University, which must be undertaken by the administrative team. If you have attended the teaching of another unit, without following the registration procedure, any assessments you complete for this unit will not contribute towards your degree programme. You will also be considered to be attending the unit you are registered for and be required to complete the assessments for this unit. If the assessments are not completed, you

will be deemed to have failed that unit irrespective of whether or not you have attended a different unit.

**NOTE:** it is your responsibility to check that you are registered on the correct units by checking Student Info: <https://www.bris.ac.uk/studentinfo/>. Failure to do so may result in the award of insufficient credit points required for the completion of the degree.

## **SUSPENSION OF STUDIES**

Ongoing medical problems or personal circumstances may affect your ability to continue with your work, and a suspension of studies may be the most appropriate course of action in such situations. If you wish to suspend studies you must first discuss the matter with your personal tutor and then see the Student Services Administrator. The Student Services Administrator will liaise with the Undergraduate Officer, who is responsible for approving suspensions on behalf of the School. If you are registered on a Joint Honours programme with a non-Language subject, approval is also required from the other department/School. Final approval is given by the Faculty Education Director (Undergraduate), and students are notified of this by the Faculty Office.

## **TRANSFER BETWEEN DEGREE PROGRAMMES**

If you wish to transfer from one programme to another within the University you should discuss the matter first with your personal tutor and then approach the department you wish to transfer to. You should then complete a *Request to Transfer Programme* form (available from the Student Services Office), and submit it to the Student Services Office. The Undergraduate Officer considers and approves requests for all programme transfers on behalf of the School.

## **WITHDRAWAL/EXTERNAL TRANSFER**

If you wish to withdraw from your programme of study, or transfer to a programme of study at another institution, you should discuss the matter first with your personal tutor. You should then complete the *Request to withdraw from Programme* form (available from the Student Services Office) and submit it to the Student Services Office. The Undergraduate Officer authorises the withdrawal/transfer on behalf of the School.

## **HEALTH AND SAFETY, ENVIRONMENTAL ISSUES**

The School Manager is the School Health and Safety Officer and the School's Disability Representative (see contact details in this handbook). You may contact her about any matters concerning health and safety and/or disability and dyslexia.

### **HEALTH AND SAFETY**

- Please take note of the **Fire Regulations** and **First Aid arrangements** as displayed on notices throughout the building.
- **SMOKING IS FORBIDDEN throughout the building.**
- Local Rules on Health and Safety (<http://www.bristol.ac.uk/safety/>)
- **Parking:** no unauthorised vehicles are allowed on the forecourt or around the building.

If you have a concern about health and safety please raise this with the School Manager. In addition, general matters concerning health and safety may be raised via your student representative(s). If you are involved in an accident of any kind on University premises, you should report it directly to the Student Services Office.

If the fire alarm sounds you **MUST** immediately evacuate the building by the nearest fire exit and assemble outside the adjacent villa to the one you were in. Do not return to a room to collect any

personal possessions, and only re-enter the building when instructed to do so. (NB: weekly tests of the alarm sounders will be made on Friday afternoons at 2.00pm - these tests can be distinguished from a real fire alarm as they last for only a few seconds.)

## **ENVIRONMENTAL ISSUES**

The School of Modern Languages has achieved the Bronze level criteria for the Green Impact Awards [http://www.bristol.ac.uk/environment/green\\_impact/](http://www.bristol.ac.uk/environment/green_impact/)

To help us maintain our award please find below a list of areas in which you can help:

- **Blue Recycle Bins** – located in each office and the Student Common Room
- **Used Stamps** – the collection point is in the Student Services Office
- **Used Batteries** – collection point in the Student Services Office
- **Public Transport** – Encourage our staff and visitors to use public transport – directing them to the following link: <http://www.bristol.ac.uk/transportplan/transport/>
- **Plastic bottle and can recycling** – a recycling bin is provided in the Student Common Room.

For further information on how you can help and on any of the above points, please contact Anne Payne or a member of the Senior Management Team who act as the Environmental Champions. <http://www.bristol.ac.uk/environment/>

## **DISCIPLINE, APPEALS AND GRIEVANCES**

Details of discipline, appeals and grievances procedures are given in the Faculty of Arts Undergraduate handbook: <http://www.bris.ac.uk/arts/current/under/discipline.html>

This includes guidance on who to approach if you have a complaint or grievance about any aspect of University life. Within the School this includes your personal tutor and/or unit tutor in the first instance, followed by the Undergraduate Officer and then the Deputy Head for Teaching and Learning if you feel the matter has not been dealt with satisfactorily. Matters of concern for the student body as a whole should be raised with your student representative(s).

If your performance is judged to be unsatisfactory in the course of the year, for example as a result of failure to submit required work, or failure to respond to letters from the personal tutor, you will be referred to the Undergraduate Officer who will issue a formal School warning which will be placed on your file. If your performance does not improve you may be reported to the Faculty by the School and required to withdraw from the programme of study.

## **SUPPORT SERVICES**

### **DISABILITY SERVICES**

Disability Services is often the first point of contact for prospective D/deaf and disabled students. This includes D/deaf, visually impaired students, dyslexic and those who have mobility difficulties, Asperger syndrome, epilepsy, chronic fatigue syndrome, severe and enduring mental health difficulty or other unseen impairment. Students with a disability are expected to declare this at an early stage so that appropriate and accessible support can be provided by Disability Services and the School.

[www.bristol.ac.uk/disability-services](http://www.bristol.ac.uk/disability-services)

## **CAREERS SERVICE**

The Careers Service provides advice and information on careers and postgraduate study plus employment opportunities for students. It also offers courses on a range of topics including CV writing and interview techniques. They are happy to see students from any year of study. You can find details of all these services and sign up for courses on their website:

[www.bris.ac.uk/careers/careers](http://www.bris.ac.uk/careers/careers)

## **FACULTY WRITING FELLOWS**

The Royal Literary Fund Faculty Writing Fellows are available for confidential, one-to-one consultations with anyone who has concerns about writing essays or wants to improve their writing skills. They can help with aspects such as planning and structuring your argument, writing clear and compelling prose, or editing, proof-reading and presenting the final version.

<http://www.bris.ac.uk/arts/skills/fellow.html>

## **MULTIFAITH CHAPLAINCY**

The Multifaith Chaplaincy provides opportunities for students to explore spirituality, faith and belief; it also offers confidential personal support and religious advice and information. It seeks to support students of all faiths and none.

[www.bristol.ac.uk/chaplaincy/](http://www.bristol.ac.uk/chaplaincy/)

## **NIGHTLINE**

University of Bristol Nightline is a student-run, anonymous, confidential listening and information service. It operates telephone and email services during term time from 8pm – 8am every night. Their telephone number is on the back of every student card. For further information please visit the Nightline website.

[www.bristol.ac.uk/nightline/](http://www.bristol.ac.uk/nightline/)

## **NURSERY AND CHILDCARE**

The University has a Nursery which is available for use by both staff and students, subject to vacancies.

<http://www.bris.ac.uk/nursery/>

## **STUDENT COUNSELLING SERVICE**

The Counselling Service is staffed by a team of professionally trained and widely experienced counsellors who are accustomed to helping people from many backgrounds and cultures and with a wide range of personal issues and difficulties. The service is free and available to all students of the University, both full-time and part-time. As well as providing a short term or extended series of counselling sessions, they also offer a Drop-in Service and one-off appointments.

[www.bristol.ac.uk/student-counselling/](http://www.bristol.ac.uk/student-counselling/)

## **STUDENT FUNDING OFFICE**

The Student Funding Office provides advice and support regarding all financial matters; this includes bursaries and scholarships, budgeting advice, emergency short term loans and information regarding UK government support.

[www.bristol.ac.uk/studentfunding/](http://www.bristol.ac.uk/studentfunding/)

## **STUDENT HELP WEBSITE**

Please visit the University Student Help website which provides links to support and advice on all aspects of University life – study, personal and practical problems and much more:

[www.bristol.ac.uk/studenthelp/](http://www.bristol.ac.uk/studenthelp/)

## **STUDENTS' HEALTH SERVICE**

The Students' Health Service offers the full range of NHS General Practice treatments plus additional medical services tailored for the student population. They are open all year.

[www.bristol.ac.uk/students-health/](http://www.bristol.ac.uk/students-health/)

## **STUDENTS' UNION**

The Students' Union is located in Queens Road, approximately a 10 minute walk from the university precinct. Amongst its many activities, the Union co-ordinates many of the societies and clubs available to students as well as providing training and support to students.

<https://www.ubu.org.uk/>

## **STUDY SKILLS**

The University provides a number of courses which will allow you to enhance your academic performance while you are here at Bristol and will increase your chances of finding and maintaining graduate employment when you leave.

Courses include the following:

- Essay writing skills
- Report writing
- Presentation skills
- Improved IT skills
- CV writing

For all these and more visit the on line booking form. All training is free although a refundable deposit may be required on some courses.

<http://www.bris.ac.uk/studentskills/>







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