



STUDENT HANDBOOK 2019/20



SOAS
University of London

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2. Student Handbook

This document sets out important information which you need to know as a student before you begin your studies at SOAS. Please take a few minutes to read through everything carefully.

This Handbook is for students enrolled on any of SOAS' undergraduate and postgraduate taught degree programmes and members of SOAS' postgraduate research community.

In addition to this Handbook you should also receive a specific programme handbook as well as module study guides at the start of each module.

The rules, regulations and policies contained in this handbook form part of the agreement between you, the student, and the School, which should act as a guide for you throughout your time at SOAS.

If you have any questions regarding any of the information included in this Handbook, please contact a member of the Weston Student Hub team, who are located on the Ground Floor of the Paul Webley Wing in Senate House. If you have a question pertaining to your programme of study, please contact your Departmental Support Officer, whose details can be found on the relevant department pages of the SOAS website.



3. Welcome to SOAS

I want to extend a very warm welcome to our new students and a warm welcome back to our returning students. You are now part of SOAS and part of what we are proud to say is a remarkable institution.

You can now start exploring the vast repository of knowledge and expertise on our specialist regions, which informs and shapes current thinking about the economic, political, cultural, security and religious challenges of our world.

From day one here at our central London campus, you will be encouraged to challenge conventional views and think globally – and that’s one of the reasons why our graduates go on to develop careers that make a real difference to society.

Even though this may be the start of your time here, in a world of shrinking borders, it is never too early to start thinking about where your studies might take you. The international expertise of our graduates is highly valued by employers both in the UK and the wider world. Your degree from SOAS should prepare you for a career within a global economy and multicultural world.

As I hope you will quickly be discovering, our academics have unparalleled practical and theoretical knowledge across the range of disciplines we offer.

I hope you will take full advantage of the interdisciplinary approach we adopt, which is a key way to deepen the learning experience, with an exciting and diverse range of modules available.

Finally, I want to encourage you to play a full part in the life of the student community at SOAS. With over 150 student societies we have groups and networks to share and expand and which will part of your life now and in the future.

I look forward to meeting you and I am delighted that you are now a vital part of our thriving community at SOAS.

[Baroness Valerie Amos](#)
Director



4. Your School

4.1. Mission and Values

Mission

Given the global challenges facing our world today, there has never been a better time for a School like SOAS. The world needs SOAS more than ever before.

For the last 100 years we have grown and developed to take our place as a global university, teaching and researching across a range of social science and humanities subjects, rooted in the culture and languages of the regions in which we specialise.

SOAS' strength lies in using our strong language base, area studies specialisms and disciplinary expertise to show the interconnectedness of the world, advancing knowledge and understanding of our regions and their diasporas through excellent research, teaching and independent scholarship.

SOAS is committed to promoting a sense of global citizenship and mutual understanding, because even as our world has become more interconnected through trade, travel and global communications it also seems more fragmented, which requires innovative approaches to help us understand the world's unity and complexity. At SOAS we work collectively to demonstrate the interconnectedness and changing contours of the world and address the world's needs by:

- Challenging perspectives through producing high quality research that shapes global scholarship and learning;
- Helping to build bridges in a complex world and make an impact in the local and global communities with which we engage;
- Applying a global lens to the critical, pressing issues of our time;
- Producing high quality, well-rounded graduates, postgraduates and researchers who understand and engage with the world and the regions in which we specialise and make an impact throughout their careers;
- Developing new intellectual and strategic partnerships.

Values

SOAS champions a number of [core values](#) that underpin all of our activities and set a standard by which we hold ourselves against, these are:

1. Promoting equality and celebrating diversity;
2. Freedom of speech and tolerance;
3. Promoting cultural understanding;
4. Ethical standards of openness, honesty, tolerance, fairness and responsibility;
5. Excellence;
6. Community;
7. Evaluation and self-reflection;
8. Transparency and accountability;
9. Environmental sustainability.

4.2. Student Charter

This [Charter](#) has been developed by student and staff members of SOAS. It seeks to support our pursuit of excellence in academic research, learning and teaching by setting out our shared expectations of each other's conduct. The fundamental principles of the Charter are that we will provide mutual support, seek to improve communications and strengthen relationships. The Charter does not distinguish between staff, students and the Students' Union; it is a point of reference for all members of SOAS. The Charter outlines the following principles:

Respect

1. Treat all members of SOAS fairly and with dignity.
2. Encourage diversity and promote equality.
3. Be punctual and reliable in attending meetings and classes, participate fully and support others in doing so.
4. Recognise the need for fairness and consistency.
5. Use facilities sustainably and maintain them in good condition.
6. Be respectful, understanding and helpful in all interactions.

Engagement

1. Seek excellence in research, teaching and learning.
2. Participate fully as partners in a community of scholars and be guided by each other.
3. Make full use of mechanisms for representation and consultation in decision making and the development of SOAS.
4. Participate in the wider life of SOAS, such as social, cultural and political activities.
5. Be aware of, and abide by, regulations, policies and procedures.
6. Critically engage with our history and celebrate our expertise and achievements.

Support

1. Encourage awareness and make use of academic, pastoral and other support services.
2. Encourage awareness and make use of training and mentoring services.
3. Participate in administrative processes appropriately and promptly.
4. Provide and make use of timely and good quality feedback on assessments.
5. Take advantage of opportunities for personal development.
6. Encourage awareness of complaints and appeals processes.

Communication

1. Develop and use appropriate and effective methods of communication.
2. Consider recipients' needs when communicating.
3. Take notice of communications we receive and respond to them promptly.
4. Take responsibility for finding out what we need to know and for communicating what others need to know.
5. Make the processes that lead to decisions transparent.
6. Represent SOAS honestly and fairly in the wider world.

5. On Being a Student at SOAS

5.1. Student Code of Conduct

SOAS has a *Student Code of Conduct* in place, which forms part of the terms of the contact between the School and its students. It sets out the types of behaviour that is unacceptable and will amount to misconduct under the [Student Disciplinary Procedure](#). The *Code of Conduct* outlines unacceptable behaviours pertaining to: other members of the School, which includes physical and sexual misconduct and abusive behaviour; property, including damage, theft, unauthorised use and causing a health and/or safety concern and; the School, in terms of operational obstruction, reputational damage and any breach of School policies and procedures.

Every student should familiarise themselves with the downloadable [Code of Conduct](#).

5.2. Dignity@SOAS Policy

Everyone at SOAS is entitled to go about their daily business at the School or on School related business elsewhere without being discriminated against for any reason (including having one or more of the defined [protected characteristics](#)). This includes being belittled, harassed, bullied, deliberately offended, and undermined or excluded by others, be they fellow students, colleagues or academic, professional services and support staff, contractors or visitors.

As such, the [Dignity@SOAS Policy](#) was reviewed and published in 2019 as part of the wider Culture@SOAS project, which seeks to:

- Promote the principles of dignity and respect towards one another;
- Assist in maintaining a healthy learning and working environment where unacceptable behaviour is identified;
- Proactively work towards the elimination of bullying, harassment and victimisation, by building an inclusive culture, raising awareness and ensuring transparent effective mechanisms by which complaints can be addressed;
- Encourage everyone to play a role in creating and maintain an environment in which harassment bullying and victimisation are understood to be unacceptable and people feel able to raise complaints, be heard and know that appropriate action will be taken.

5.2.1. Report and Support

[Report and Support](#) provides staff and students with the opportunity to report anonymously or contact an advisor for support and to make an informed decision about their options for taking up an official complaint about harassment or bullying. By having this tool available, we want to send a strong signal to our community that bullying and any form of harassment will not be tolerated at SOAS and that if you come forward to report unacceptable behaviour, we will support you in taking action.

5.3. Faith, Spiritual Practice and Prayer Rooms

The SOAS community is one where its members are free to live out their faith in an open and encouraging environment. There are prayer rooms available at multiple locations on the SOAS estate.

SOAS students can also use the multi-faith prayer room in the Institute of Education, which is right next to SOAS Main Building. The prayer rooms in Russell Square are dedicated to Muslims only, segregated into Room L65 in the basement of Main Building for male Muslim prayer and the Brunei Gallery Prayer Room for female Muslim prayer. If you need help in finding the nearest place of worship for you, or if you are interested in exploring faith, then please access the [SOAS Worship](#) page.

5.4. Student Central as part of the University of London

As a SOAS student you are automatically entitled to be a member of [Student Central](#) – a student union for all of the 120,000 students enrolled at the University of London’s 18 self-governing Colleges and 9 specialist research institutes. Student Central is different to other student unions in that it organises sports and society events across the entire University of London as well as hosting three bars, a fully equipped gym, fitness classes and the largest indoor pool in central London.

- Full Student Central membership is free and enables you to get involved with everything the union has to offer. Please access the [New Registration](#) page to sign up for your free membership.
- For contact information, directions on how to find the Student Central building in Bloomsbury and the opening hours for each of the services they provide please access the [Contact Us](#) page.

5.5. Your Contact Details

It is important that SOAS holds up-to-date and accurate records for you. If you change your address, name or any other personal details, including emergency contact details please ensure that your student record is amended appropriately. You can update your personal details via the [SOAS Online Services](#) page.

6. Your Learning

6.1. The Bloomsbury Learning Environment (BLE)

The Bloomsbury Learning Environment (BLE) is the most important resource that you will use during your time at SOAS. Your first point of call for any study related query you may have should be the relevant BLE page on your SOAS website. Programme, module and assessment information can be found here, as can any materials and information you may require for each week of study throughout the academic year.

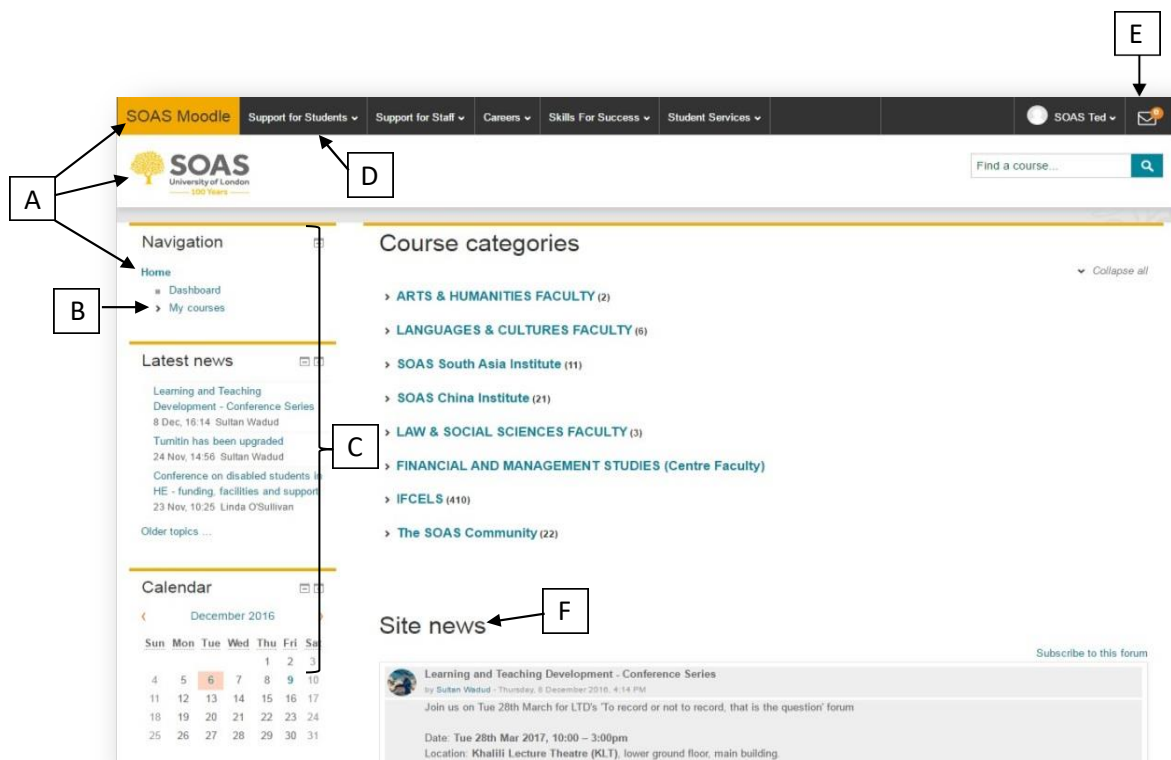
6.1.1. Finding and Signing into the BLE

You can access your BLE page via the link on the bottom left hand side of the SOAS website or by visiting ble.soas.ac.uk.

To log-in to BLE, please use the same details you use to access your email. If you are having trouble accessing BLE please contact ble@soas.ac.uk and a member of staff will be able to assist you.

6.1.2 Navigating the BLE Homepage

Once you have logged into BLE you will be presented with the BLE homepage, as shown below.



Key

- A – **Home** link to take you back to the BLE homepage.
- B – **My courses** displays a list of the courses that you are enrolled on.
- C – **Blocks** contain links to different features, such as latest news, a calendar, and messages within the BLE.
- D – **Support for students** provides useful guides and information on how to use the BLE.
- E – **Messages** sent or received within the BLE will be viewable here.
- F – **Site news** includes important BLE status updates, upcoming events and notices.

6.1.3. Module Information on BLE

Every module has its own site where you will be able to find staff information, an overview of the module, weekly readings, assignment submission dates and news pertaining to that module. Please note that you will **NOT** be able to access BLE module pages until you have correctly registered for the module and paid your tuition fees.

To access this information from the BLE home page please click on a course from under '**My courses**'. When you open your module, the main content and activities appear in the central column. This is usually divided into a number of sections which can represent the topics or weeks of your module. Each section contains the resources and activities you need, such as documents, presentations, web pages, quizzes, videos, discussions, etc.

6.2 Module Signup

6.2.1. New Students

Many programmes will have a series of core/compulsory modules which you will be required to undertake as part of the registration for your selected study path, however you will have the opportunity to supplement these modules with your own subject choices to complete your programme timetable. It is advised that you review your potential choices and give yourself sufficient time to research those areas that are of interest for you. Details of module information can be found either:

1. On the Programme web page of your anticipated programme of study, where you can access and view information pertaining to your module options.
2. A series of videos online which articulate the areas covered by modules.
3. Come and speak to the academic teams within the School to identify the best way forward to meet your learning aspirations.

To complete the module signup process, please access the [Module Signup](#) page.

The overall deadline for module selection is on the last day of Welcome Week, after which we will seek to lock down and stabilise module selection(s) and timetables. The link for selection will close at this point, however if you have not yet selected your modules, you may do so via your Departmental Administrative teams.

6.2.2. Returning Students

As you move into the next year of study, you are required to select the module choices for your return to the School. As you may know, many programmes will have a series of core/compulsory modules which you will be required to undertake as part of your registration, however you have the opportunity to supplement these modules with your own subject choices to complete your programme timetable.

To register online for your modules please access the [Online Module Sign-Up](#) page and follow the instructions for module sign up from the beginning of March onwards.

The window for you to select your modules opens before the summer break. The School understands that changes will sometimes be required, and if, in narrow circumstances, you need to change your module selection over the summer period, the School can look to support you in this endeavour within the Departmental Teams.

6.3. Timetabling

You can access your personal study timetable at [MyTimetable](#) or by visiting www.soas.ac.uk/timetable/policies/student. This service is dynamic, so if the schedule or room of a class changes, the latest information shall be shown on [MyTimetable](#).

Once you have logged in you can use the 'Connect to calendar app' option via the Main Menu (three horizontal lines in the top left corner), or the 'Connect Calendar' icon in the top right corner below 'Log Out' of the Desktop site, to export this information to your phone/tablet calendar app of choice.

If you encounter a problem or need assistance with your study timetable during your time here at SOAS please consult the [Timetabling FAQ](#) page on the SOAS website. Read this information carefully, and if your question is not answered, please contact the timetabling team at timetable@soas.ac.uk

6.4. Types of Teaching and Learning

Study methods typically include the formal lecture, which sets out the main themes, issues and critiques of the topic, normally supported with a reading list for other course material. This provides the framework for more detailed exploration and analysis which takes place in seminars and tutorials. Seminars and tutorials offer the opportunity for small groups of students and a teacher to discuss the issues and to share ideas. Language students work in classrooms and in the language laboratories with ample opportunity for practical work.

Private study, either in the library or on your own, will play an important part in your learning experience at university. In this way you will become familiar with the research and problem solving skills which are essential in many careers. Other forms of learning are likely to include essay and report writing, presentations in seminars, computer-aided learning, and studying abroad (for most language students).

6.5. Assessments and Assignments

Taught modules at SOAS are assessed in a variety of ways, including written exams, essays, oral presentations, book reviews and projects. Details about how each of your modules is assessed can be found on the relevant module [Moodle/BLE](#) page on the SOAS website. It is important that you are aware of how you will be assessed and when your assessments will take place, so please consult these pages at the start of each academic session.

6.6. Coursework

Essays, book reviews and other written assessments are due throughout the year, often at the end of the term in which the module was taught or the beginning of the following term. Submission deadlines are shown on the relevant [BLE](#) page for each of your modules.

All coursework should be submitted online by 23.59 of the advertised due date via the module page on [BLE](#) unless stated otherwise. For more information on how to prepare your coursework for upload to the BLE system, please access the [Writing and Preparing your Essay for Upload](#) page. For a coursework submission guide for BLE/Moodle please access the [Online Submission Guide](#) page.

6.7. Exams

Some taught modules at SOAS require you to complete an exam assessment to pass the module and progress through your studies. If one or more of your modules has a written exam this will take place in the main summer exam period which starts in early May and lasts until early June. Most SOAS exams are either two or three hours in duration. Exams usually start at either 10 a.m. or 2.30 p.m. on weekdays only, this does not include bank holidays. The exam timetable is published on the SOAS website in early March of each academic year and can be found on the [Examination Timetable](#) page.

You will also receive a personal timetable via your SOAS email address in early April, this includes the following information:

- The date, start time, duration and location of the exams for which you are registered. SOAS exams take place both on-campus and in an external exam hall;
- Your unique exam candidate number. All SOAS exams are marked anonymously and you should ensure that you write this number on each answer booklet you use in exams;
- Details of any special exam arrangements that you have agreed with the Disability Team.

If you are unable to sit an exam in May /June or you are unsuccessful you may be eligible to re-sit the exam before the start of the next academic year. Currently, late summer re-sit exams are available to continuing undergraduate students only i.e. not final year undergraduates or masters students. Similarly, you may resubmit any coursework you have failed or been unable to complete during the academic year during the late summer assessment period. The deadline for submission of coursework is usually set as the first date of the August exam period.

6.8. Results, Academic Transcripts and Certificates

6.8.1. Results

Final, confirmed results are published at the end of each academic year. Details of the exact date for your cohort and further information can be found on the [Examinations and Assessments](#) page. You will receive a personal email advising you of your status, such as whether you can progress to the next year of your degree or advising you of your final degree result. A breakdown of individual assessment results is available after the result publication date on the Progression and Assessment page within [Online Services](#).

Postgraduate students will receive results in two stages:

- Taught module results will be released in July;
- Dissertation results and overall degree results will be released late November.

6.8.2. Academic Transcripts and Certificates

You will receive one free copy of a full academic transcript and degree certificate at the end of your degree programme. Interim transcripts can be requested at any time. However, these can be produced only after the formal publication of results in July. For more information on academic transcripts and certificates please access the [Transcripts and Certificates](#) page.

6.9. Anonymous Marking

SOAS operates 'anonymous marking' on all coursework submissions and exam marking across the School. This means that work is submitted and assessed without the marker knowing the identity of the student. Anonymous marking is an important part of the broader work SOAS is undertaking to address the attainment gap between different types of students by reducing the possibility of bias and prejudice emerging when assessing coursework submissions and exams.

When you submit your work on Moodle or Turnitin you do not include your name or any student number on the work (either within the submission or within the saved file name). This is to ensure that academic staff do not know your identity when marking your work. If you do accidentally include identifying information then we will continue to mark the work in accordance with academic regulations. Please include the name of the tutor who convened the module on the front page of the submitted file. If you have any further questions around anonymous marking at SOAS, please contact the student support officers in your department.

6.10. Feedback and Evaluation

6.10.1. Coursework Feedback

Feedback on coursework must be returned to students within three calendar weeks from the submission date. When staff are unable to meet this deadline due to unforeseen reasons such as staff illness, students will be notified of the revised deadline and the reason for the delay. Three calendar weeks are defined as 21 days (including Saturdays and Sundays) from the date of submission. This does not include official School closure periods (see [Key Dates](#)). Modules on which 50 or more students are enrolled have a longer turn-around time of four weeks/28 days (including Saturdays and

Sundays) from the date of submission. This period does not include official School closure periods (see [Key Dates](#)).

All students should receive individual feedback on coursework. Additional feedback (group feedback, verbal feedback etc.) may also be provided, depending on programme, discipline and level of study. Students must have the opportunity of meeting with their module tutor to discuss their feedback on a one-to-one basis if they choose. Opportunities for one-to-one feedback allow students to discuss their feedback with their tutor to clarify where they could have improved their work to achieve a higher mark. However, marks are a matter of academic judgement and are not open to challenge through the School's Appeals Process. If you want to or are considering appealing against a result, please read the information on the [Appeals Against a Result](#) page.

Students should be made aware of the Marking Criteria that are being used to assess work, which can be found in Section 7.10 of this Handbook.

6.10.2. Examinations Feedback

Students should note that the Data Protection Act does not provide a right of access to examination scripts, and it is not SOAS' policy to release examination scripts to students. However, examiners' comments (internal and external) are not governed by this exemption and students have the right to see these comments if they wish.

Once marks have been confirmed at the relevant School Exam Board, students can request informal feedback on their examination performance and such requests can be submitted through the appropriate Department Office. Students should allow at least one week after making their request as the script has to be identified as scripts do not contain student names.

Students may receive feedback on their scripts in a one-to-one session with the module tutor to go through the feedback on their examination scripts. Students are responsible for scheduling the meeting, taking into account the availability of the relevant member of staff (especially outside of term time). However, students will not be permitted to take the examination script away with them.

Students also have the right to apply to see the examiners' comments on their examination paper by making a subject access request as outlined within the [Student Data Protection Statement](#). However, students are advised to follow the procedure as outlined above for requesting informal feedback on their examination performance – to do so through the appropriate Department Office.

In addition to providing one-to-one feedback if requested, module tutors may also use other means of disseminating generic feedback on examination performance such as collective feedback sessions or reports on the examination available on the BLE. Visiting Examiners' reports, another important source of feedback, are published on the BLE for students to access. These reports can be found in the section called 'All Visiting Examiners Reports'.

6.11. Marking Criteria

Students should be made aware of the Marking Criteria that are being used to assess work. The criteria cover: undergraduate coursework, undergraduate examinations, postgraduate coursework, postgraduate examinations and language acquisition modules (undergraduate and postgraduate).

Undergraduate and Postgraduate marking criteria can be found along with Language Acquisition marking criteria by visiting the [Degree Regulations, Policies and Procedures](#) page. You are strongly advised to familiarise yourself with all regulations relevant to your degree. Useful general policies to be aware of can be found on the same page, such as:

- The Coursework Submission Policy;
- The Academic Misconduct Policy. Please also read the information on the [Plagiarism and Assessment Misconduct](#) page;
- Assessment Feedback Policy;
- Word Count and Over-length Coursework Policy.

6.12. Online and Distance Learning

SOAS runs a number of programmes via online and distance learning methods. These are delivered in partnership with the University of London Worldwide to which both institutions have ownership over students and programme delivery, with over 3000 students enrolled at any one time to a portfolio of programmes across 160 countries. Online and Distance learning are managed and delivered within SOAS by departments directly. At present, these are:

- [The Centre for Development, Environment & Policy \(CeDEP\)](#)
- [The Department of Development Studies](#)
- [The School of Finance & Management](#)
- [The School of Interdisciplinary Studies \(encompassing International Studies & Diplomacy, Media Studies, Gender Studies & Climate Policy\)](#)
- [The School of History, Religions & Philosophies](#)

All online and distance learning students have the opportunity to access campus services (such as the Library, Students' Union or Study Spaces) if they are able to visit the main SOAS campus and enjoy the same privileges as all campus-based students do.

6.13. Year Abroad

SOAS offers degree programmes that include a year abroad. The Year Abroad is offered in all the regions SOAS specialises in and where SOAS has a partnership with another institution, i.e. Africa, Near Middle East, South Asia, South East Asia, China and Inner Asia, Japan and Korea.

The main purpose of these programmes is to provide students with an opportunity to develop their spoken skills in the language of study, while absorbing and further developing an understanding of a another culture first hand. It also provides the ideal opportunity for students to begin thinking about their Independent Study Project (ISP) should they intend or be required to undertake one in their final year and, if applicable, to gather materials for this piece of writing.

The 'Year Abroad' programme constitutes the entirety of the second or third year (depending on the degree programme) of a four-year degree. In all cases, students spend their time on an intensive language course at a partner institution, from approximately September to May, and return to SOAS in time for the beginning of the following academic year (late September).

Please visit the [Department](#) pages to find out about the degree programmes that include a Year Abroad and here you will also find information on specific requirements and further details of the

opportunities available to you. Key contacts pre-departure and on-arrival are the [Language Year Abroad Coordinators](#), who arrange the respective Year Abroad placements.

6.14. Summer School

Summer Schools at SOAS offer a unique opportunity to study a wide range of subjects that combine cutting-edge academic research, innovative teaching and practice-oriented learning. The taught courses on offer at SOAS during the summer months vary in length, structure and price. For more information on SOAS' Summer School offerings, please access the [Summer School](#) page.

6.15. SOAS Language Centre

SOAS Language Centre offers quality teaching in a wide range of languages to SOAS students and the general public through its extensive extramural programme. It also provides accredited teacher training programmes and bespoke language training for diverse organisations. Its proven expertise lies in making the learning of languages practically useful, highly enjoyable and accessible to people from all walks of life.

6.15.1. Language Centre Contact Information, Social Media and Visiting Address

The Language Centre is open for walk-in enquiries from Monday to Friday 11am - 6pm. We can also be contacted via email and telephone. To see our course-specific contact details, please access the [How To Contact Us](#) page. Please note that complete beginners are strongly encouraged to enrol through our [Online Store](#).

Visiting Address: The Language Centre, Room SG17, ground floor, Paul Webley Wing, Senate House North Block, Torrington Square, Bloomsbury, London, WC1E 7HX.

6.16. Widening Participation: International Mobility initiatives

SOAS is committed to facilitating international mobility to all students regardless of background. As part of its commitment to improve access, progression and success, the Widening Participation team has teamed up with external organisations to provide short term mobility to undergraduate students who are first generation to attend university, have a family income at or below £25K, have experience of care and/or Live in a POLAR Low Participation Neighbourhood (LPN). There are currently three different outward mobility opportunities targeted at students meeting one or more of the aforementioned criteria:

- The [Association of Commonwealth Universities](#) offers summer school placements as a range of scholarships for Commonwealth Higher Education Institutions.
- [Common Purpose](#) - A one week leadership course for 25 undergraduate students.
- [Internships](#) in Asia - CRCC Asia specializes in connecting students with applied work experience in dynamic international settings. In 2019, two internships in Vietnam will be offered to SOAS undergraduate students, each lasting two weeks.

Please follow the links provided for more information. To keep up-to-date with international mobility opportunities, please follow the WP [webpages](#), the BLE and the SU Student Bulletin.

7. Study Support

7.1. The Centre for Innovation in Learning and Teaching (CILT)

The Centre for Innovation in Learning and Teaching (CILT) is part of the Library and Learning Services Directorate and provides a wide range of services to support students and staff. CILT offers a comprehensive programme of academic and study skills training for undergraduate and postgraduate taught students, academic teaching development for staff within the UK Professional Standards Framework (UKPSF) and we manage the Virtual Learning Environment (BLE) for SOAS students and staff, working in close collaboration with the other colleges in the Bloomsbury Consortium.

Opening Hours

You can find our office in 22 Russell Square. We are open daily 9:30am - 5:00pm. Alternatively you can contact us on cilt@soas.ac.uk.

7.1.1. Study Skills

The Centre for Innovation in Learning and Teaching (CILT) offers a series of workshops, one-to-one tutorials, drop-in sessions and online resources to help you develop your academic skills.

Academic Study Skills include: avoiding plagiarism; critical thinking; effective listening; essay planning and structure; improving your academic writing; preparing for exams; presentation skills; reading and note-taking; referencing issues; understanding your feedback; and, your dissertation.

For more information email Centre for Innovation in Learning and Teaching at cilt@soas.ac.uk or visit the 'Study Skills' section of the SOAS website, in particular the [Study Skills Workshops](#) page. SOAS has also has a number of study skill resources available on BLE. To access these please go to ble.soas.ac.uk/ and click on 'Study Skills' at the top of the page.

7.2. Academic Advisers

The primary responsibility of an academic adviser is to provide advice to students about their progress through their programme of study, including both reviews of their progress so far and advice about their study options and module selections going forward. It therefore includes advice to students who are encountering academic difficulties, in terms of deadlines, marks, etc. More broadly, an academic adviser can help a student situate their specific programme in its broader context, including the development of key academic and other skills and so the connection between their programme and their subsequent career. The academic adviser should be the first person to provide a reference for the student in their applications for further study or employment.

The academic adviser acts as the first point of contact between the student and the School. Together with the relevant student support officer in the department office, they should be a student's go-to for any questions they may have about academic or non-academic issues. As a minimum requirement, each student should meet their academic adviser twice a year, at the beginning of the academic session and towards the end of term 2, prior to exams (and module sign-up, for continuing UG students and part-time PGT students).

7.3. Mitigating Circumstances

SOAS operates a [Mitigating Circumstances Policy](#) which provides students and staff with guidance on what to do when students experience unexpected non-academic events (mitigating circumstances). Mitigating circumstances are “exceptional, short-term, unforeseen and unpreventable events which have a negative impact on a student's ability to take or submit assessments or to prepare for assessments” (MC Policy, 2.1). Mitigating circumstances must also be contemporaneous, i.e. occur at the time of the assessment or in the period immediately leading up to the assessment, and relate to non-academic problems only. Any difficulties with the organisation or operation of programmes of study should be dealt with via the [Student Complaints Procedure](#).

The policy applies only to summative assessments as these contribute to the final marks for modules and awards. The School operates an evidence based approach to ensure that all claims are dealt with fairly, equally and transparently so that no student is advantaged or disadvantaged by the policy. This policy applies across SOAS to all students taking taught undergraduate or postgraduate modules, including taught modules taken by MPhil/PhD students, intercollegiate, study abroad and associate students. There are separate provisions for the consideration of mitigating circumstances affecting other aspects relating to MPhil/PhD students such as thesis submission or performance in a viva. The details of these considerations can be found in the [Mitigating Circumstances Policy for MPhil and PhD Students](#)

Claims must not be submitted as insurance against poor performance in an assessment. By submitting a claim for mitigating circumstances the student is confirming that their circumstances are severe and have impacted on their assessment. Submitting false claims or evidence is a serious matter and will be dealt with under the [School's disciplinary procedures](#).

All mitigating circumstances claims must be accompanied by original, contemporaneous, independent third party documentary evidence which must confirm the existence of the mitigating circumstances and state how the circumstances have impacted upon the student.

Information on acceptable mitigating circumstances and the evidence that is required can be found by accessing the [Mitigating Circumstances](#) page. For details on the impact of mitigating circumstances on different forms of assessment for students taking taught undergraduate or postgraduate modules, please access the [Mitigating Circumstances](#) page. For MPhil and PhD students, please see Section 7. of the [Mitigating Circumstances Policy for MPhil and PhD students](#).

7.3.1. How to Submit a Mitigating Circumstances Application

You can apply for mitigating circumstances via the [Coursework Late, Non-Submission and Absence from Exams](#) page. Forms will only be available to submit on this page during the application window. Dates of each application window are listed on this page. For more information on submitting a mitigating circumstances application for late coursework, non-submission and absence from exams, please view our [FAQs](#) page.

7.4. Interrupting, Changing or Withdrawing from your Course

SOAS recognises that you may, for a variety of reasons, wish to defer your studies, take a leave of absence, repeat a year of study or a specific module, transfer your mode of study, undertake a degree transfer or withdraw from your studies entirely. It is important to consider the reasons for and implications of any decision you make regarding your programme of study. Please access the

[Interrupting/Changing or Withdrawing from your Course](#) page for information and guidance on the questions worth asking and answering before you come to any decision regarding altering your degree programme.

If, having consulted this document, you still wish to make a change to your enrolment status or programme of study, please consult the [Change Enrolment Status for Taught Students](#) section of the SOAS website. Here you will be able to find specific and detailed information regarding each avenue of support available to you.

7.5. Fitness to Study Procedure

The [Fitness to Study Procedure](#) is intended as a supportive and protective procedure which can be used when a student's health, wellbeing and/or behaviour has a detrimental impact on their ability to progress academically and manage university life. It is intended to ensure that students who cause concern can expect a considered and consistent response. This procedure should be used for any student whose ability to cope with university life, to study or progress on their course is significantly compromised as the result of their health, wellbeing or a disability and where intervention beyond normal support mechanisms is deemed necessary and/or where the student has not engaged with support mechanisms offered.

For advice about use of this procedure please contact Student Advice and Wellbeing at studentadviceandwellbeing@soas.ac.uk.

This procedure should be read in conjunction with and is intended to work alongside existing School policies/procedures, in particular: the Mitigating Circumstances Policy, the Student Charter, the Dignity@SOAS Policy and the Student Disciplinary Procedure, which can all be found by access the [Degree Regulations, Policies and Procedures](#) page.

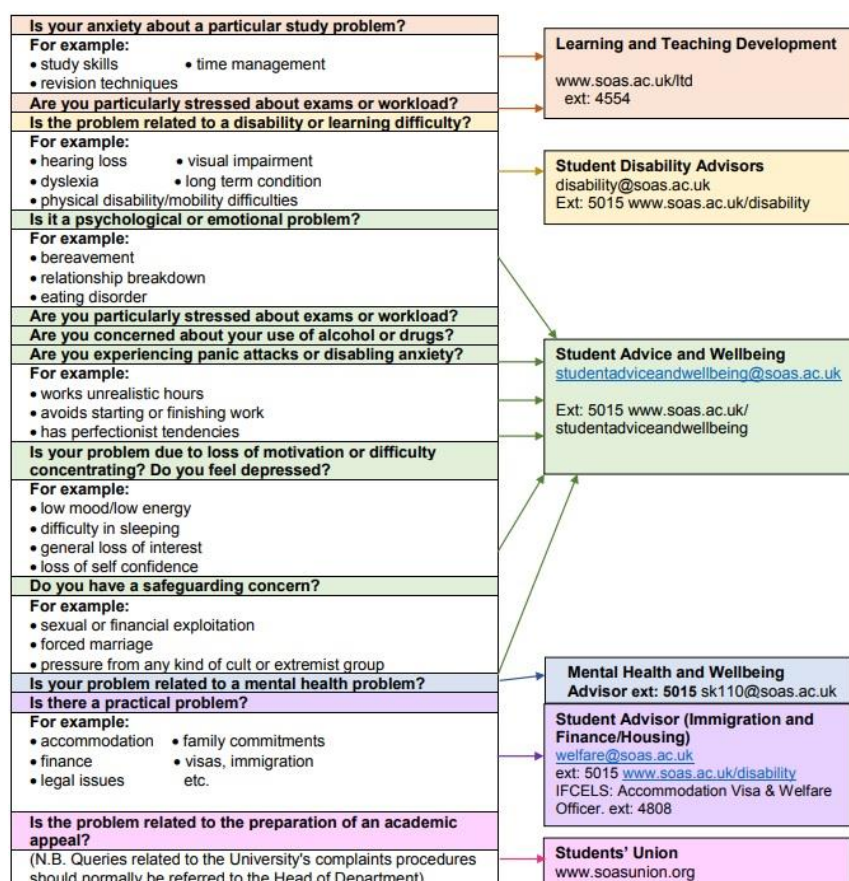
8. Student Support

8.1. Student Support and Guidance

A range of student services exist to help you during your time at SOAS. They provide an invaluable source of advice and support and are available to all students of the School. For general information on the types of support available to students please access the [Report and Support](#) page. For more detailed information regarding the support available to you please refer to the relevant sections of this Handbook below.

8.2. Identifying Problems and Pathways of Student Support

For a quick signposting guide to common student concerns and the suitable pathways of support, please consult the table below.



8.3. The Weston Student Hub

What is the Weston Student Hub?

The Hub is your first point of call for any enquiries you may have during or about your studies at SOAS. In particular, those regarding enrolment, programme and module registration, fees and scholarships, degree transfers and withdrawals, complaints, progression outcomes and degree awards. The Hub also acts as the first port of call for all student queries relating to student facing services available at

SOAS, which include Student Advice and Wellbeing, Registry, SOAS Careers Service and the newly formed Centre for Innovation in Learning and Teaching (CILT). Staff at the Hub are trained to either assist with the query immediately, or to direct students to those with specialist knowledge.

8.3.1. Where is the Hub?

The Weston Student Hub sits on the lower ground floor of the Paul Webley Wing in Senate House North Block and has a reception area, meeting rooms, sofas and study spaces.

8.3.2. Opening Hours and Contact Information

The Hub is open from 9am to 5pm, Monday to Friday.

If you cannot visit the Hub in person you can call the team on +44 (0)20 7074 5100, or email studenthub@soas.ac.uk.

8.3.3. Drop-in Sessions

The Hub runs multiple drop-in sessions throughout the year for students requiring specialist advice including fees, careers, accommodation and wellbeing advice.

8.3.4. Student Letters

During your studies at SOAS you may need a letter to prove your student status for council tax exemptions, opening a bank account or applying for a Schengen visa. The Hub can print you a student status letter on the spot, just drop by and bring your SOAS ID with you. Alternatively, you can request a student status letter online via the [Student Information Desk \(SID\)](#), which will be posted to your local registered address, prepared for collection from the Hub, or emailed to your SOAS account.

8.4. Fees and Scholarships

8.4.1. Tuition Fees

Tuition fees are payable in full before or at enrolment at the beginning of the academic year. Fee payments can be made by credit/debit card online or on the telephone, by cheque, bank transfer. For more information regarding tuition fees, please consult the following links:

- [Payment of tuition Fees](#)
- [Undergraduate Fees 2019/20](#)
- [Postgraduate Fees 2019/20](#)
- [Undergraduate Student Finance](#)
- [Funding Your Studies](#)
- [Fee Status](#)
- [Tuition Fee Discounts](#)
- [Paying the Postgraduate Deposit](#)

8.4.2. Scholarships

SOAS has a wide range of scholarships and awards to support students on our degree programmes. These range from supporting students from specific countries or a group of countries, to supporting particular degrees or areas of research. There is a competitive application process for these scholarships and awards based on academic merit. We also offer a number of bursaries based on financial need at undergraduate level.

For further information on scholarships, bursaries and awards available to SOAS students please click the links below:

- [Undergraduate Scholarships](#)
- [Masters Scholarships](#)
- [Research Scholarships](#)
- [External Scholarships](#)

8.5. Student Advice and Wellbeing (SAaW)

The Student Advice and Wellbeing team offers integrated student support, based in SL48 in the Paul Webley Wing. The professional and specialist staff offering advice, information and wellbeing support are there for you if you need advice or someone to talk to about issues that are affecting you. We also send a weekly email with updates and relevant information. You can follow us on Twitter or Instagram @SOASWellbeing for up-to-date information about the service. There are lots of resources and more information about all our services available on the SOAS website, which can be accessed at the [Student Advice and Wellbeing](#) page.

8.5.1. Contact Information

Contact: studentadviceandwellbeing@soas.ac.uk

Twitter/Instagram: @SOASWellbeing

Telephone: 020 7074 5015

8.5.2. Student Advice and Wellbeing (SAaW) Services

8.5.2.1. Mental Health Support

Any student who has concerns about their psychological or emotional wellbeing can access confidential support here at SOAS. We offer mental health check-ins and professional mentoring appointments for students struggling with their mental health and its impact. You can book an appointment or register for an 'on the day' mentoring session through our administrators. We also offer workshops on personal development topics.

There are also a number of self-help guides available to students that SAaW provides, which can be found in full at the [Self Help](#) page.

8.5.2.2. Student Counselling Service

The counsellors at SOAS provide an accessible, confidential service to any student experiencing distress, anxiety or confusion, or who needs to speak to someone who is trained to listen. The service aims to assist students in managing their studies when this process is interrupted or affected by emotional, personal or psychological pressures. The nature of the counselling offered is flexible and sensitive to the diversity of SOAS students.

8.5.2.3. Additional Support

During the year the Wellbeing service will offer groups and workshops on relevant topics. These will be publicised in the weekly all-student email newsletter, so do read the email when you get it. We can provide information on other counselling or psychotherapy options outside SOAS, which can provide longer term or specialised counselling. We also have a variety of complementary therapies available throughout the year, either for free or at a reduced cost, which will be announced in the newsletter in advance.

Mindfulness sessions are available twice a week - please check the website or newsletter for details. We also have lots of resources for mindfulness, relaxation and self-help available on the website, including leaflets on a wide variety of topics. Silvercloud is our online CBT platform which is available for all SOAS students to access independently - just sign up with your SOAS email address and password at the SilverCloud signup page.

Support for survivors of sexual violence is available at SOAS through representatives from RASASC and Survivors UK, who offer independent, confidential specialist support and information to students of any gender identity who have experienced any kind of sexual violence, at any time in their lives. For more information and to book an appointment, email svsw@soas.ac.uk (no details needed).

8.5.2.4. Student Advisers

The Advisors offer information and advice on practical problems or issues that might be affecting your studies, such as financial matters, accommodation, immigration, childcare and welfare benefits. The information and advice is provided impartially and confidentially in a private quiet room. You can meet the Advisors by appointment or at a drop-in session. There are leaflets, application forms and general information in Student Advice and Wellbeing waiting area, SL50. Check the website for more information about the services available.

8.5.2.5. Multi Faith Advice

SOAS is a vibrant community with students and staff from all over the world, and for many faith and spirituality is an important part of their daily lives. SOAS has a Multi Faith Advisor based within Student Advice and Wellbeing who works with the staff and student community on shaping your faith provision. To find out more please contact multifaith@soas.ac.uk or, alternatively, access the [Worship](#) page for up-to-date information on places of worship, or the [Chaplaincy](#) page for information on SOAS' Chaplaincy.

8.5.2.6. Safeguarding

SOAS is committed to ensuring that it fulfils its responsibilities in safeguarding any children or vulnerable adults who may be at risk of harm or exploitation (the [SOAS Safeguarding policy](#) is downloadable). Any student who is concerned about themselves, or a child or vulnerable adult can directly contact the Designated Lead Safeguarding Officer for advice at safeguarding@soas.ac.uk

8.5.2.7. Disability and Neurodiversity

‘Disability’ is a broad term, if you experience difficulties but are not sure if you are covered, please contact Student Advice and Wellbeing (SAaW) for advice. SAaW advises on the facilities available for disabled students, and helps ensure reasonable adjustments are in place to make SOAS more accessible. These can include: exam arrangements; library services and assistive technology; advice on disability-related funding (DSA); specialist support (drop in sessions for both learning support and professional mentoring, support with note taking and adapted accommodation); recommendations to academic/teaching staff; emergency evacuation plans and campus accessibility. Contact SAaW early on so that we can let you know what is available and ensure reasonable adjustments are made by preparing a Study Inclusion Plan (SIP).

8.6. The SOAS Careers Service

While it may feel like a long time off, it is never too early or late to think about your career and where you want to go after you graduate from SOAS. Whether this is the very beginning of your undergraduate degree, postgraduate study, or the start of a complete career change, the [SOAS Careers Service](#) is here to help you have the most fulfilling time during and after your degree at SOAS.

8.6.1. Contact Information

The Careers Zone is in SL62, on the Lower Ground Floor of Senate House (to the right of the Atrium stairs). You can contact us on careers@soas.ac.uk or give us a call on **020 7898 4115**. Follow our [Facebook](#) and [Twitter](#) accounts for updates on our events, resources, and great vacancies. Our [blog](#) is also a fantastic place for more in-depth careers insights.

8.6.2. Opening Hours

Term Time:

Monday - Thursday, 10am - 5pm and Friday, 10am - 4pm

Vacation:

Monday - Friday, 11am - 4pm

8.6.3. Careers Services

We know that making career choices can seem daunting and we will help you make the choices that work for you. We have a thorough suite of online information resources available to you during and after your studies, regular skill development workshops, employer-led events and fairs, as well as one-to-one guidance sessions.

- [CareersZONE](#) is our online platform for all our live vacancies and opportunities, and our events. You will be automatically granted access via your SOAS email address and password, so be sure to log in and have a look around.
- Our online information resources are available on [MySOAS Student](#) and we have split this up into the stages of career thinking, so you can choose the stage that suits you. This includes information about career decision-making, application writing, interviews, internships and volunteering, and sector information.
- Once you graduate, you have access to our dedicated [Graduate Support Network](#) which seeks to support you in your career development after you leave SOAS. You will have access to appointments and events which are tailored to graduates.
- Throughout the year, we run short Guidance appointments, Application Advice drop-ins, Career Discussion and Practice Interview sessions as well as Internship and Volunteering appointments. For more information on what is available and how to book an appointment, please check out our [website](#) or come and see us in the Careers Zone.
- Our events calendar is rich and varied and caters to a wide range of students. From Careers Fairs, to skill workshops, employer presentations and alumni panels, we have something for everyone throughout the year. Events are a great opportunity for developing your network, career thinking, commercial awareness and sector knowledge. Our events calendar is available on [CareersZONE](#) and we promote all of our events on our social media accounts, [Facebook](#) and [Twitter](#).

8.6.4. After You Have Graduated

The [Graduate Support Network](#) and [CareersZONE](#) are all accessible to you for information once you leave SOAS, for life. [SOAS Connect](#) is also a great network as a graduate, where you can share and receive support from the SOAS alumni community.

Fifteen months after you graduate, you will be contacted for the [Graduate Outcomes Survey](#) which will ask about you are doing, and how SOAS has helped you along the way.

8.7. Healthcare

As a student at SOAS and/or a visitor to the UK you have access to a number of healthcare services provided by the National Health Service (NHS) and independent providers. These provisions, the terms of access and any costs that may be incurred are outlined below. Please read this carefully and ensure you make use of and know your rights regarding healthcare access throughout your time of study at SOAS.

8.7.1. General Health

The UK operates a Government-funded National Health Service (NHS), which provides medical and healthcare services that everyone living in the UK and EEA nationals can use without being asked to pay the full cost of the service. From 6 April 2015, non-EEA nationals [need to pay a health surcharge](#) when applying for a visa to stay in the UK for over 6 months, unless [they are exempt](#).

Those who have paid the surcharge (or who are exempt from having to pay it or have had the requirement waived) can use the NHS on a similar same basis as an UK and EEA national while their visa remains valid, although they still need to pay for [certain services](#), including prescriptions, dental treatment, and assisted conception services. The surcharge is £300 per year for students and those on

Youth Mobility visas and £400 per year for all other visa and immigration applications. Dependents have to pay the same amount.

Individuals who have a [visitor visa and those with a visa for under 6 months](#) need to pay for any healthcare at the point of use unless an exemption from charge category applies.

All students should register with a doctor (commonly referred to as a GP – General Practitioner) on arrival to the UK. To register, find your local GP Practice at: www.nhs.uk For further advice and guidance on NHS entitlements for individuals visiting or temporarily living in the UK please click access the [How to access NHS Services in England if you're visiting from abroad](#) page.

8.7.2. Sexual Health

The Students' Union (SU) provides free menstrual products (including pads and tampons) in G8 of Main Building and the SU Shop. The SU also sells subsidised menstrual cups (moon cups) and re-usable pads in G6 of SOAS Main Building. For STI and HIV testing, contraceptive advice, free condoms, femidoms, dental dams and other support there are a number of sexual health clinics within walking distance of SOAS, including: Martimer Market Centre (male and female clinic), Brook Advisory Centre, Terrence Higgings Trust, Margaret Pyke Centre and 56 Dean Street. All of these services offer emergency contraception – the 'morning after pill'.

8.8. Emergency Contacts and Useful Resources

Emergency Service Numbers:

999 – The main emergency Number

- Use for Police, Ambulance, Fire Brigade, Coastguard, and Rescue Services). 999 calls are free and can be dialled from a locked mobile phone.
- **Note:** this number should only be used when urgent attendance by the emergency services is required – for example: someone is seriously ill or injured, or a crime is in progress.

112 – Another emergency number

- This operates exactly the same as 999 and directs you to exactly the same emergency call centre. Calls are free and can be dialled from a locked mobile phone.
- The important thing about 112 is that it will work on a mobile phone anywhere in the world. So on your next foreign holiday, you don't need to make a note of the emergency number for the country you visit; you just need 112.

101 – The non-emergency number for the police

- Use 101 when you want to contact the police, but it's not an emergency – i.e. an immediate response is not necessary and/or will not be serve any purpose.
- 101 can also be used to give information about a crime committed, or to contact the police with a general enquiry.

111 – The non-emergency medical number

- This is available nationwide and replaced and expanded on the former NHS Direct service.
- Use this for illnesses and minor injuries where life isn't threatened, but you would like some advice on what to do next.

What if I require multiple emergency services?

- If you need more than one emergency service, you only have to call one – and ask them to contact the others (they may ask you “do you require other services” and, depending on the incident, other services may be sent anyway).

If you have no signal on your phone, you may still be able to make an emergency call.

- The phone will use any available network, not just your one. That’s why some phones show “emergency calls only” sometimes – there is no signal from your phone’s provider, but there is a signal from another one.

9. The Students' Union

SOAS' [Students' Union](#) is an independent, politically active, engaged and diverse union, which offers support and representation for all students, who automatically become a union member from the moment they enrol on a degree programme at SOAS. Recognised as *the* representative structure for the student community, the Students' Union's primary concern is helping you to get the most out of your time here at SOAS and supporting you in shaping and defining your student experience for the better.

9.1. Key Contacts and Social Media

General Email Account: soassu@soas.ac.uk

Website: soasunion.org

Facebook: facebook.com/soas.su/

Twitter: twitter.com/soassu

You can also contact your elected Co-presidents via email, the details of which can be found in the Students' Union Handbook, and your elected part-time officers, whose email addresses can be found in the Appendix of this document.

9.2. Representation

The Students' Union represents its members in a number of ways. It has four full-time elected co-presidents who each have a specific remit of responsibility: 'Equality and Liberation', 'Activities and Events', 'Democracy and Education' and 'Welfare and Campaigns'. The Union also has 14 part-time elected officers who are each responsible for a specific portfolio of work determined by their manifesto and the Students' Union constitution. The four co-presidents and the part-time elected officers form the executive committee of the Students' Union and regularly attend School committees to lobby in the interests of the 6000+ students they represent. To find out more information on the Students' Union executive committee and how to get involved, please go to the [Students' Union](#) website.

9.3. Student Representatives.

Representation also occurs at the programme level. Each programme of study has a [Student Representative](#) who attends departmental meetings two or three times a year and is a vital part of decision making processes within their academic department. Not only does this ensure that the student voice is heard at all levels in the university structure, but also that the highest number of students are able to be democratically involved in advancing the interests of their fellow students and the direction the Students' Union chooses to take for that academic year. Representatives are elected at the start of the year and elections run during the first three teaching weeks. For more information on Student Representatives at SOAS please access the [Reps](#) webpage.

9.4. Getting Involved

As a student at SOAS there are a number of ways to get involved in the Students' Union. You can nominate yourself to be a candidate in the elections for the co-president and officer roles, become a

student representative for your academic department and get involved with, or start your own student society.

For more information on how to get involved, please click on the 'Democracy' tab of the Students' Union Website or, alternatively, read through the SOAS Students' Union Handbook, which can be found and downloaded by clicking the 'Your Union' dropdown bar.

9.4.1. Sports and Societies

The Students' Union has over 200 clubs and societies, covering sport, dining, political debate, cultural issues and everything in between. The Union also puts on plenty of events, both inside and outside of SOAS. For more information on how to get involved, or start your own society please see the [Students' Union](#) website.

9.4.2. The Junior Common Room (JCR) and the Students' Union Shop and Bar

The Students' Union also manages a bar, shop and common room on the ground floor of SOAS' Main Building, just to the right of the main reception area in rooms G6, G7 and G8. The shop and bar is staffed by and for students and the profits generated are one of the main sources of income for the Union. If you would like to host an event in the JCR or bar please email soassu@soas.ac.uk

9.4.3. The SOAS Spirit

The SOAS Spirit is SOAS' official independent student newspaper, with a history dating back to 1935. The newspaper is published monthly during term time and is run and managed solely by students. If you are interested in getting involved with the SOAS Spirit, please send an email to spirit@soas.ac.uk for more information or visit the [SOAS Spirit's 'Write for Us'](#) webpage.

9.4.4. The Students' Union App

You can download the SOAS Students' Union app for Apple and Android devices by searching 'StudentLink' in the Apple or Google Play app stores, then clicking 'download' and selecting 'SOAS Students' Union' from the drop down menu.

10. Student Feedback and Surveys

10.1. What is student feedback and why is it important?

Student feedback mechanisms are those channels through which the student voice – the views, opinions, values and perspectives of a higher education community – is collected and reported to institutional staff and translated into actions that develop and improve the student experience.

Throughout your time at SOAS you will be asked to provide feedback on many aspects of your student experience, from the services you use to the modules you take and even your entire degree programme.

Student feedback forms an integral part of SOAS' planning cycle and underpins many of the changes we make that you want to see. As a SOAS student and valued member of our community your feedback allows us to continually review and improve our services and pedagogical practices in a dynamic and responsive manner.

10.2. How will I be required to provide feedback throughout my studies?

Student Evaluation of Modules (SEM)

- Conducted by your Module Convenor on all undergraduate and postgraduate taught modules. Results are made available to the senior management team, Heads of Department and other managers across the School.
- An anonymous survey conducted at the end of the academic session for each module, the results of which are discussed at the Learning and Teaching Quality Committee, Academic Board and the first departmental meeting at the start of the academic year. SEM seeks to assess the quality of your student experience over the duration of a module, the results of which are used to make and plan for changes the next time the module is run.

Student Representatives

- Student Representatives work on behalf of the Student's Union. Reps collect student opinion and make sure it is heard within their department of study through attending departmental meetings and student/staff forums.
- To help students with their programme, ensure their voices are heard and their peers get the most out of their education at SOAS. Reps also communicate important information back to students.

Student/Staff Forums

- Attended by academic staff, students and the Students' Union.
- To provide an open space for discussion and collective thought about the issues facing the SOAS community.

Department Meetings

- Held twice a term. Departmental meetings are attended by the academic and professional services staff and Student Representatives within each department.

- To make sure all department members are informed of what is going on in the department, to discuss important agenda items and allow student representatives to input student opinion and provide feedback. Agenda space is always made for student representative input.

The National Student Survey (NSS)

- An anonymous survey only for final year undergraduates, run by Ipsos Mori (an independent survey provider) on behalf of the Office for Students (OfS). All higher education providers in the UK must facilitate the NSS in order to maintain degree-awarding powers. The NSS is the only nationwide survey that gives students the opportunity to provide feedback on their entire undergraduate experience.

The United Kingdom Engagement Survey (UKES)

- An anonymous survey for all undergraduate students not in their final year of study. The survey is run by Advance HE – an independent higher education survey provider. UKES is the only nationwide undergraduate survey to focus on student engagement.

Postgraduate Taught Experience Survey (PTES)

- An anonymous survey for SOAS' postgraduate taught community. The survey is run by Advance HE – an independent higher education survey provider. PTES is the only sector-wide survey to gather data on taught postgraduate students – those on Masters, Postgraduate Certificate or Diploma courses - learning and teaching experience.

Postgraduate Research Experience Survey (PRES)

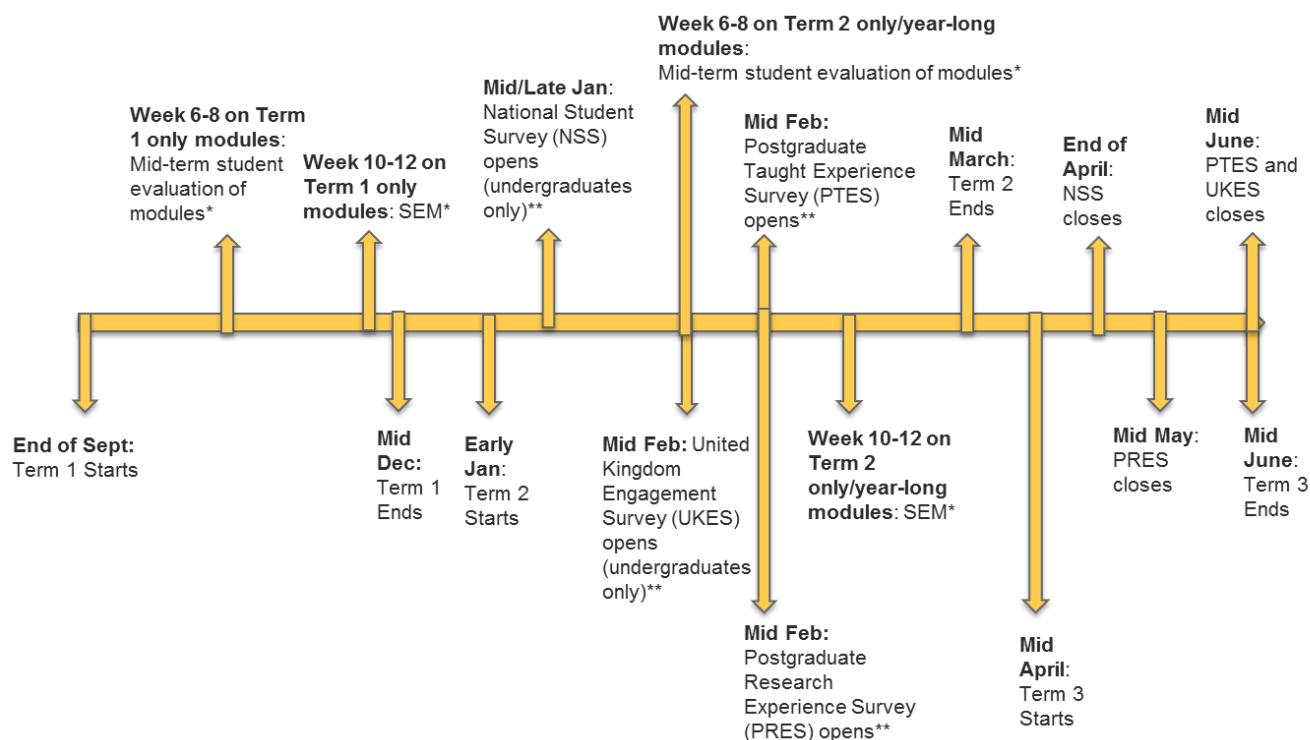
- An anonymous survey for SOAS' postgraduate research community. The survey is run by Advance HE – an independent higher education survey provider. Survey results are used internally for planning purposes. PRES is the only sector-wide survey to gain an insight from postgraduate research students about their learning and supervision experience.

The Graduate Outcomes Survey

- An anonymous survey for all university graduates conducted by the Higher Education Statistical Agency (HESA). The Graduate Outcomes survey collects data on the destinations of graduates approximately 15 months after completing their studies, with a view to giving current and future students an insight into the graduate perspective and what success looks like following a student's time in higher education

10.3. Student Surveys Timeline at SOAS

The timeline below provides information regarding all the study and student experience-related surveys SOAS administers within one academic year. Please note that some of this information will only apply to undergraduate students and not postgraduates and vice versa.



Key:

*Analysed feedback communicated to students 2-4 weeks post survey completion, identifying trends, changes made and changes planned for.

** Analysed feedback communicated to students when returned by survey providers, identifying trends, changes made and changes planned for. This will be during October/November for UKES, PRES and PTES and August for the NSS.

If you have any questions regarding student feedback at SOAS, please send your query to studentfeedback@soas.ac.uk and a member of the Student Engagement Team will respond to you as soon as possible.

11. Graduation and Graduating from SOAS

SOAS Graduation Ceremonies take place at the Logan Hall in the Institute of Education, followed by a reception in the Paul Webley Wing of Senate House. Undergraduate and postgraduate graduation ceremonies take place over three days in the last week of July. Although you do not need to attend your graduation ceremony to receive your degree, many students enjoy the opportunity to celebrate their achievements with friends, family and SOAS staff.

All students will receive an invitation to graduation with instructions on how to book a place in February. If you are re-sitting in June, you will be let know if you are eligible to attend graduation after the examination registration deadline.

If you believe you are eligible for the summer Ceremony and you have not heard anything from the School by the end of February, email us at ceremony@soas.ac.uk

For more information on Graduations at SOAS, booking a place, planning your day, gown hire and a Graduation FAQ, please access the [Graduation](#) webpage.

12. IT Systems

Working collaboratively across SOAS, the Information and Technology Directorate helps every member of SOAS to have a digital experience which meets their needs simply and efficiently. This section of the Handbook outlines the core IT systems students will make use of during their time at SOAS and how to make the most of them. Please read this information carefully.

12.1. Connecting to the Wi-Fi at SOAS

SOAS maintains an eduroam enabled network for wireless and wired internet connectivity. This network can be used by students and staff at SOAS as well as at other educational institutions that have an eduroam enabled network. For step-by-step instructions on how to connect a number of different devices to the eduroam network, please access the [Connecting to WiFi at SOAS](#) webpage.

12.2. Signing into the Computers at SOAS

To sign into a computer at SOAS for the first time you will be required to enter your personalised username and temporary password. Your username is the same as your student number (the 6-digit number on your student ID card, for Language centre students it starts with L and is followed by a 5-digit number). Your temporary password is your date of birth in a 'dd-Mmm-yy' format, where the first letter of the month is in upper case. For example: 09-Aug-76. You should change your Password as soon as possible and also set up some 'Challenge Questions' to help you log in in case you forget your password.

12.3. Using Your Email Account

All email communication from SOAS (Central Admin, Academics, Registry, Student Union etc.) will be via your SOAS email address and **NOT** your personal email account. It is therefore vital that you check your SOAS email daily. Your SOAS email can be accessed via Gmail. It is recommended to use Google chrome but you can use other browsers to access your [SOAS Mail](#).

Your SOAS email address will be your 6 digit ID number followed by @soas.ac.uk, for example 123456@soas.ac.uk or L12345@soas.ac.uk for Language Centre students. Unless you have already changed it, your email account password will be the temporary password that is set up when you enrol, which is your date of birth in the following format dd-Mmm-yy, e.g. 26-May-91.

You can access your email from the SOAS homepage by clicking on the 'SOAS Google Mail' link in the bottom left-hand corner or at mail@soas.ac.uk. Only after you have completed enrolment (including paying your fees), will you be able to access your SOAS account and email address. For further information regarding managing your email account and the other IT services, please click access the [Quick Guide to IT Service for Students webpage](#). Or, alternatively, email helpdesk@soas.ac.uk.

12.4. Printing and Scanning at SOAS

SOAS has a variety of touch-card Canon multi-function devices (MFDs) for staff, students and external members to use, which are available throughout the School. All of the Canon devices print, photocopy and scan to e-mail. We operate a 'pull' printing system. This means you send a print job to the system

(PAPERCUT – Follow Me) then go to any MFD, log in (by manually entering your username and password or by scanning your SOAS ID card across the card-reader) and retrieve/pull your print job .For further information on printing, photocopying and scanning at SOAS, please access the [Printing, Photocopying and Scanning](#) webpage.

12.5. The IT Service Desk

SOAS operates an IT Service Desk, which provides support and guidance for students and staff on the School's IT systems. For more information on the services and support the IT Service Desk can provide, please access the [IT Service Desk](#) webpage

12.5.1. Opening Times and Contact Information

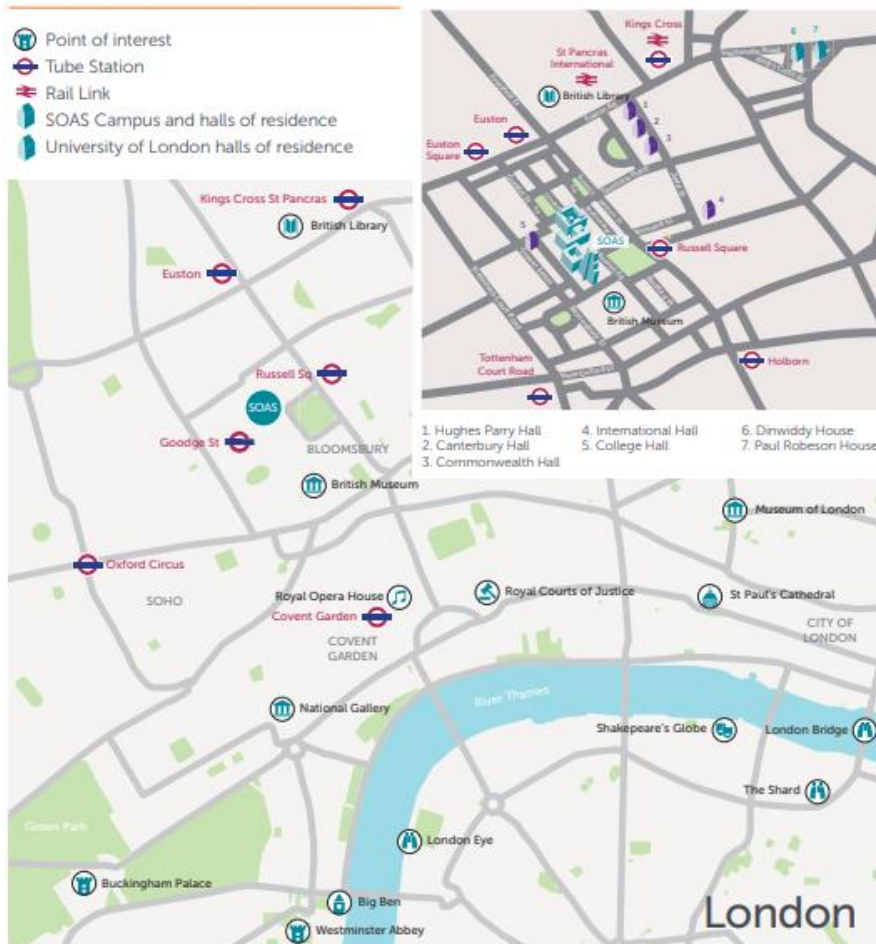
The I.T Service Desk can be contacted by emailing itservicedesk@soas.ac.uk or found on Floor E of the Library. The service is open Monday to Friday 9am to 7pm and Saturdays 11am to 4pm during term time and Monday to Friday 9am to 5pm and Saturdays 11am to 4pm during vacation periods.

13. Estates and Facilities

13.1. Finding SOAS

The main SOAS campus at Russell Square is placed centrally in the Bloomsbury area of London, which is close to the British Museum, Oxford Street and Tottenham Court Road. The SOAS campus address is 10 Thornhaugh St, Bloomsbury, London, WC1H 0XG.

Campus map



13.2. Getting to SOAS by Tube and Train

The following stations are all within walking distance to the Russell Square campus:

- Russell Square (Piccadilly Line);
- Goodge Street (Northern Line);
- Tottenham Court Road (Central and Northern Lines);
- Euston (Victoria and Northern Lines & Mainline trains);
- Euston Square (Circle, Hammersmith & City and Metropolitan Lines);
- Kings Cross St Pancras (Circle, Hammersmith & City, Metropolitan, Piccadilly and Victoria Lines, and Mainline, Thameslink and Eurostar trains);
- Warren Street (Victoria and Northern Lines).

You can download a pdf of the complete [London Tube map](#).

13.3. Getting to SOAS by Bus

The following buses serve the local area:

- Numbers 7, 68, 91, 168 and 188 stop on Russell Square;
- Numbers 10, 24, 29, 73 and 134 stop on Tottenham Court Road (north bound) or Gower Street (south bound).

If you require assistance in planning your journey to SOAS by bus, train or Tube, or require assistance with planning another journey in London, please visit the [Transport for London \(TfL\)](#) website.

13.4. Getting to SOAS by Road

SOAS is within the Congestion Charge Zone and the Ultra-Low Emission Zone (ULEZ). The ULEZ will involve a daily charge for vehicles wishing to enter the zone, which do not meet strict emissions standards. SOAS buildings fall within the ULEZ and will benefit from improved air quality as a result of reduced exhaust NOx and PM emissions. For more information on ULEZ and to check if your vehicle will be affected, please access the [Ultra Low Emission Zone](#) webpage. There are no general parking spaces at the Russell Square campus but there are car parks at:

- Brunswick Square NCP, Marchmont Street, WC1N 1AF
- The Royal National Hotel, 38-51 Bedford Way, WC1H ODG
- Russell Court NCP, Woburn Place, WC1H 0ND
- Judd Street NCP, Judd Street, WC1H 9QR.
- There are also pay and display parking bays on Russell Square and the surrounding streets.

There are two Blue Badge parking bays at the Russell Square Campus (entrance on Malet Street), which are first come first serve. These parking bays are exclusively for holders of a valid disabled persons' parking permit ([Blue Badge](#)). If you are a Blue Badge holder you can also reserve one of two other parking bays from Senate House. Please note that a minimum of 48 working hours is required to make a reservation and you will need to provide details on the make and registration number of your vehicle and your expected time of arrival. Please note that as these spaces are allocated on a first come first serve basis, it is not always possible to accommodate requests.

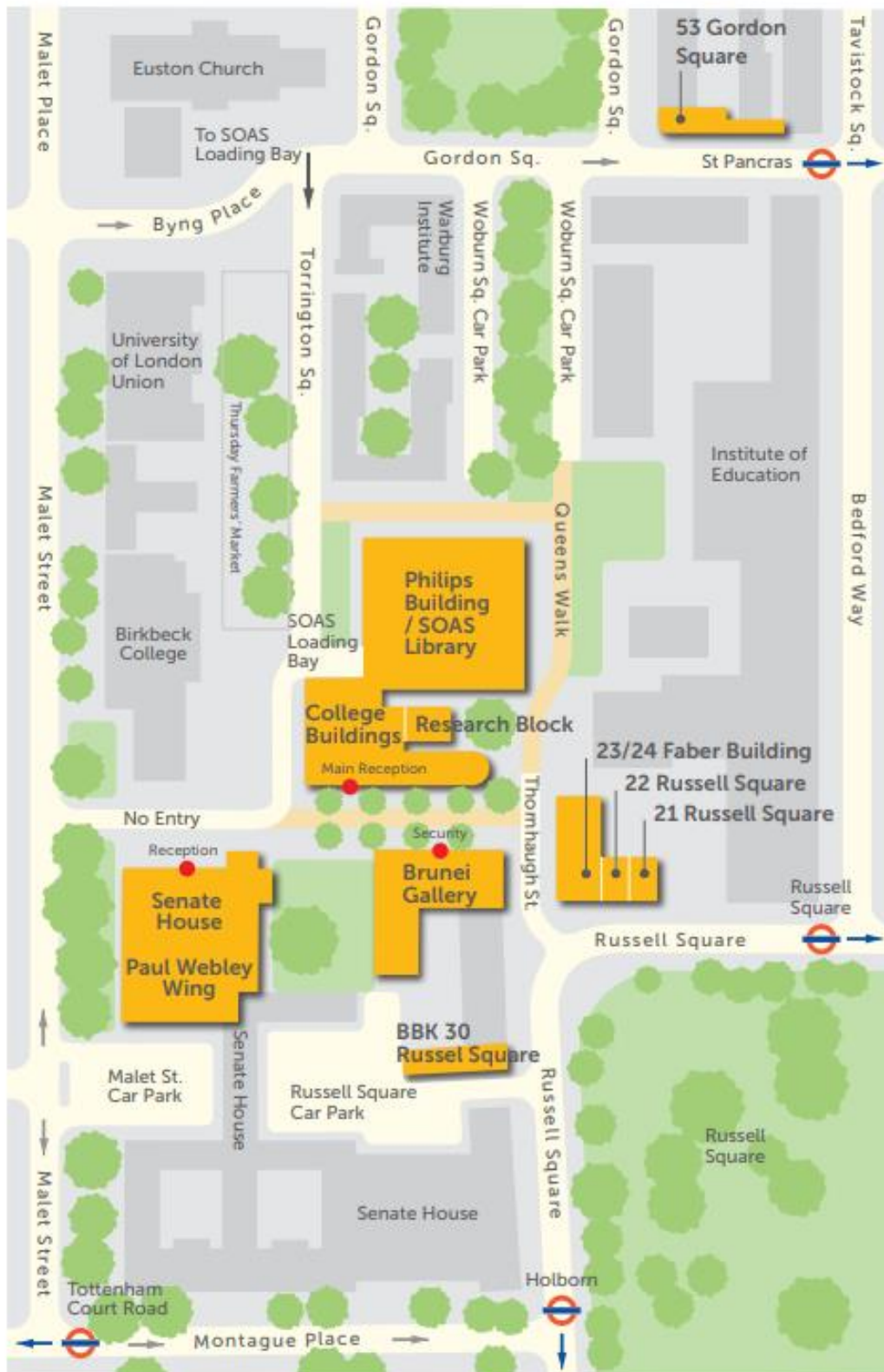
13.5. The SOAS Estate Room Key

- Ls = Lower floor (basement)
- Gs = Ground floor (level you walk in on)
- 100s = First floor (up one flight)
- 200s = Second floor (up two flights)
- 300s = Third floor (up three flights)
- KLT = Khalili Lecture Theatre (Main Building, lower level)
- BGLT = Brunei Gallery Lecture Theatre (Brunei Gallery, lower level)
- MBxx = Main building at Russell Square (also called 'College Building – Old Building' on the map above)
- 30 RS = 30 Russell Square, just along from the Faber building.

- 43 GS = Gordon Square, behind the main Russell Square building and across the road from Woburn Square
- Bxxx = Brunei Gallery, opposite main Russell Square building
- Fxxx = Faber Building, on the corner of Russell Square and Thornhaugh Street
- Malet Street xxx = within Birkbeck

Please note: xx/xxx = room number.

13.6. Map of Estate and Facilities



13.7. The Library

SOAS Library is one of the world's most important academic libraries for the study of Asia, Africa and the Middle East. The Library attracts scholars from all over the world to consult its holdings and further their research. SOAS Library is at the heart of the service SOAS offers its students. Our mission is to provide high-quality information resources, services and systems to reflect and support SOAS' standing as a leading national and international centre of excellence for research, learning and teaching, for and about Asia, Africa and the Middle East.

In 2011, SOAS Library was designated by HEFCE as one of only five National Research Libraries in the UK, and as such receives direct funding to support UK higher education research in Asian, African and Middle Eastern studies.

The Library offers:

- A variety of different study environments, featuring both silent and group areas;
- A large collection of e-resources, including over 40,000 electronic journals, 100,000 eBooks and 100+ research databases;
- Extensive archival collections, manuscripts and rare books relating to Asia, Africa, the Middle East, the South Pacific and Australasia;
- A range of skills training sessions throughout the academic year, delivered by staff with subject and regional expertise.

13.7.1 Term Time Opening Hours

- Monday to Friday: 9am to 11.30pm*
- Saturday & Sunday: 10.30am to 11.30pm*

*For more information on Library Service(s) opening times, please click access the [SOAS Library Opening Times](#) webpage. Please access the following webpages for details regarding [Library location](#) and [membership information](#).

13.8. The Brunei Gallery

The Brunei Gallery, built in 1995, is an exciting arts venue in SOAS that hosts a programme of changing contemporary and historical exhibitions from Asia, Africa and the Middle East. The Gallery's aim is to present and promote cultures from these regions and to be a student resource and public facility. With the permanent displays in the Foyle Special Collections Gallery and the Japanese Roof Garden, the Brunei Gallery makes a stimulating haven in the heart of London.

13.8.1. Opening Times and Admissions

Admission is free and the gallery's opening times are:
Tuesday – Saturday: 10:30 - 17:00, with late night Thursday until 20:00.

13.9. Japanese Roof Garden

The Japanese-inspired roof garden at SOAS, University of London was built during the Japan 2001 celebrations and was officially opened by the sponsor, Mr Haruhisa Handa (Toshu Fukami), an Honorary Fellow of the School. It provides an area away from the noise and bustle of London streets, where visitors can relax and meditate and can be found on the top floor of the Brunei Gallery.

13.9.1. Opening Times and Admission

Open: Tuesday - Saturday: 10:30 - 17:00 and late night Thursday until 20:00

Closed: Sundays, Mondays and Bank Holidays

Admission: Free. Groups of ten or more people are requested to book in advance to avoid disappointment or overcrowding.

13.10. SOAS Bookshop

The SOAS Bookshop is situated in the Brunei Gallery. We stock books used at SOAS on the following subjects: Africa, Anthropology, Central Asia, China, Development Studies, Economics, Ethnomusicology, India, Islam, Japan, Languages, Middle East, Politics, Religion, Southeast Asia and SOAS publications.

Opening Hours:

- Monday to Friday, 9.30-5.30 (opening at 10.30 on Wednesday)*
- Saturday 12-4

*The SOAS Bookshop also opens late until 6.30 for the first two week of the Autumn term.

Enquiries Mail Order E-mail: bookshop@soas.ac.uk

Address:

SOAS Bookshop, Brunei Gallery Building, School of Oriental and African Studies, Thornhaugh Street, Russell Square, London, WC1H 0XG.

13.11. Paul Webley Wing, Senate House

SOAS, University of London celebrated the opening of the Paul Webley Wing in the North Block of Senate House in September 2016 at the start of its Centenary celebrations. The building, named in honour of SOAS' eighth director Professor Paul Webley - who passed away in March 2016 - marked the beginning of SOAS' next 100 years. The redevelopment of the iconic building has provided enhanced learning and teaching spaces for staff and students and continues to unite the SOAS campus in Bloomsbury.

Senate House itself, designed by the British architect Charles Holden (1875–1960), houses the unique resources of Senate House Library, one of the world's largest humanities collections. This landmark Art Deco building was the University's first permanent home after a century of being housed in a series of temporary premises. King George V laid the foundation stone on 26 June 1933 and the building welcomed its first occupants in 1936.

Senate House, consisting of 19 floors and standing 210 feet (64m) high, was the tallest secular building in Britain on completion. It was constructed of the finest materials available at that time, including Portland stone, Travertine marble, English walnut and South American cypress. Acknowledged as a building of great architectural significance, it was listed as Grade II in 1969. Senate House has proved a popular location for film and TV production companies. Films that have featured the building include Richard III, The Hunger, Batman Begins, Nanny McPhee and The Big Bang.

13.12. SOAS Radio

SOAS Radio is an outlet for creative media and talent run by alumni, current students and staff at the School, including volunteers from like-minded communities. SOAS Radio is dedicated to varied and original programming on world music, culture and current affairs. For information on how to get involved please access the click [Information for Students: SOAS Radio](#) webpage. Access our [SOAS Radio](#) website to check out the variety of shows and special features we have on offer, as well as further information on our programming and opportunities for you.

13.13. The Refectory

At SOAS, our Catering Team are committed to sustainability and social responsibility, constantly reviewing the ingredients and practises, to reflect these values. The Refectory offers a dining space for Lunches, Evening Dinner, Snacks, Coffee and Cake, featuring a seasonal and fresh range of home cooked produce with daily changing specials.

Opening Hours

Term-Time:

- 1) Lunch Service: 11.30am - 2.30 pm
- 2) Dinner Service: 5.30 pm - 7.00 pm

When out of Session:

- 1) Lunch Service: 11.30 am - 2.30 pm
- 2) Dinner Service: Closed

13.14. Estates and Facilities Department

The [Estates and Facilities Department](#) is located on the first floor of Russell Square 22. The Department manages the following functions: [Catering](#), [Cleaning](#), [Conferencing](#), [Maintenance](#), [Post Room](#), [Security](#) and Space Management.

All service requests (Cleaning, Maintenance, Security and Porterage) should be channelled through to the helpdesk via email to campusservices@soas.ac.uk or telephone ext.: 4900 for internal calls, for external and mobile phones please dial: 020 7898 4900. The team is available 24/7 365 days a year for operational support, building access control and to raise any maintenance issues with. After hours your call will be diverted to our out of hours partner for any emergencies.

Telephone: +44 (0)20 7898 4900

E-mail: campusservices@soas.ac.uk

13.15. Security

Constituting approximately 50 members including officers, shift leaders and Managers the onsite security team protects staff, students, visitors and the buildings. They work 24 hours a day, 7 days a week, 365 days of the year. All officers hold a valid SIA licence and receive continuous update training.

14. Rules and Regulations

14.1. Student Complaints Procedure

We want you to have a pleasant time studying with us, but we understand there might be occasions where you are not as satisfied as you could be. That is what our [complaints procedure](#) is for. This procedure should be followed if you want to make a complaint about a service provided by the School (e.g. the Library or Registry) or issues such as teaching or supervision. There are [other procedures](#) that you should follow if you want to complain about harassment or appeal an academic decision. Full instructions on how to complain can be found in the Student Complaints Procedure.

14.2. Academic Appeals Policy

The [Academic Appeals policy](#) and procedure applies to all current students registered for programmes or modules at SOAS University of London, who want to appeal against an assessment, progression or withdrawal decision made by an academic body at SOAS (known as the “decision-making body”). Before you consider making an appeal or querying any result, please read the information included in the [Grounds for an appeal](#) section of the Appeals webpage.

14.3. Attendance Policy

In order to benefit fully from their studies, students are expected to attend all classes for the modules on which they are enrolled, which may include lectures, tutorials, seminars, language classes, practical classes and any other taught sessions as set out in the School’s [Attendance Policy](#). Exceptions to attendance requirements will only be made where a student can demonstrate that they have mitigating circumstances in line with the School’s [Mitigating Circumstances Policy](#).

14.4. Plagiarism and Academic Misconduct

All work you submit for assessment at SOAS should be in your own words and incorporate your own ideas and judgements. If you fail to do this it could be seen as plagiarism. Plagiarism is an assessment offence, and could result in an allegation of cheating. Please read the [School's Statement on Plagiarism](#). For information on how the School deals with plagiarism allegations please see SOAS’ [Academic Misconduct Policy](#). If you would like further information and/or support the [Centre for Learning and Teaching \(CLT\)](#) run a series of workshops, one-to-one tutorials, drop-in sessions and have a number of online resources designed to help you develop your academic skills.

14.5. Degree Regulations Policies and Procedures

There are a number of regulations, policies and procedures that govern SOAS’ degree programmes. Cohorts will normally be governed by the regulations that come into force for their year of enrolment. It is the student’s responsibility to be aware of these regulations, which can be accessed by visiting the SOAS [degree regulations, policies and procedures repository](#). When referring to these documents, please ensure that you are looking at the correct tab, i.e. the one that reflects your start year.

14.6. Student Health and Safety Guidelines

Please note: some of the guidance below may also apply to your place of residence.

Health and Safety Responsibilities for Students

- To take reasonable care of your own safety, health and welfare and that of others;
- To co-operate with the School to enable the institution to comply with health, safety and welfare obligations in accordance with *The Health and Safety at Work Act 1974* (section 2) and *The Management of Health and Safety at Work Regulations 1999* legislation;
- To not interfere with or misuse anything provided for safety, health and welfare purposes;
- To report any health, safety and welfare problems using the [Online Health and Safety Incident Report Form](#);
- To be aware of and familiarise yourself with SOAS' [Health and Safety Policies](#)

15. Student Data Protection Statement

When you enrol as a student at SOAS we will need to collect personal data to support your student experience, learning and research activities, welfare and your access to services.

The statutory instruments which govern personal data in the UK are the [General Data Protection Regulation](#) and the [Data Protection Act 2018](#). These laws together give you a right of access to the data which organisations hold about you, and specifies how that data can be gathered, used and disseminated. SOAS is committed to protecting the rights of individuals under data protection law.

Please access the [SOAS Data Protection Statement](#) for information on SOAS' Student Privacy Notice on the personal data we will process, how and why we are processing it, who it will be shared with, how long it is kept for and what your rights are in relation to your personal data as a student at SOAS. Alternatively, for all of SOAS' information, guidance and policies on data protection please access the [Data Protection at SOAS](#) webpage.

Appendix A: Useful Contacts

SOAS Contact Number

Telephone: +44(0)20 7637 2388

SOAS Social Media:

Facebook – [soasunioflondon](#)

Twitter – [@soas](#)

YouTube – [soasuniversity](#)

Instagram – [soasuni](#)

LinkedIn – [SOAS University of London](#)

Snapchat – SOAS University of London

SoundCloud – [soas-university-of-london](#)

Google+ – [SoasAcUk](#)

Weibo – [SOASLondon](#)

Learning and Teaching Development

Telephone: +44(0)20 7898 4554

Website: [www.soas.ac.uk/ltltd](#)

The Weston Student Hub

Telephone: +44 (0)20 7074 5100

Email: studenthub@soas.ac.uk

Visiting Address: The Weston Student Hub, Ground Floor, North Block, Senate House, Russell Square, London, WC1H 0XG

Student Advice and Wellbeing

Telephone: +44(0)20 7074 5015

Email: studentadviceandwellbeing@soas.ac.uk

Website: [www.soac.ac.uk/studentadviceandwellbeing](#)

Visiting Address: SOAS Student Advice and Wellbeing, SL48 North Block, Senate House, Russell Square London WC1H 0XG

Twitter: [@SOASWellbeing](#)

Disability Services

Email: disabilities@soas.ac.uk

Equality and Diversity

Email: diversity@soas.ac.uk

Finance, immigration and accommodation advice

Telephone: +44 (0)20 7074 5015

Email: welfare@soas.ac.uk

SOAS Careers Service

Telephone: +44(0)20 7898 4115

Email: careers@soas.ac.uk

Facebook: [SOAS Careers Service](#)

Twitter: [@soascareers](#)

Blog: [soascareersservice.wordpress.com/](#)

The Language Centre

Telephone: +44 (0)20 7898 4888

Email: See [language centre contact us](#)

Website: www.soas.ac.uk/languagecentre/

Distance Learning

Telephone: +44 (0)20 7898 4050 or +44 (0)20 7898 4273

Website: www.soas.ac.uk/distancelearning

The Students' Union

Website: soasunion.org

Facebook: facebook.com/soas.su

Twitter: twitter.com/soassu

Women's Officer: women@soas.ac.uk

Disabled Students and Carer's Officer(s): sudisabilities@soas.ac.uk

Trans and Gender Identity Officer: trans@soas.ac.uk

People of Colour Officer(s): poc@soas.ac.uk

LGBTQIA+ Officer: lgbtq@soas.ac.uk

Anti-Racism Officer: anti-racism@soas.ac.uk

Mature Students' Officer: mature@soas.ac.uk

Accommodation Officer: accommodation@soas.ac.uk

International Officer: international@soas.ac.uk

Entertainment Officer: entertainment@soas.ac.uk

Campaigns Officer: campaigns@soas.ac.uk

Sports Officer: sports@soas.ac.uk

Environment Officer: environment@soas.ac.uk

The SOAS Spirit

Facebook: www.facebook.com/soasspirit

Instagram: www.instagram.com/soasspirit/?hl=en

Twitter: twitter.com/soasspirit

Appendix B: External Support and Contacts

Camden Safeguarding Children Partnership

Telephone: +44(0)20 7974 6658/1276

Website: cscp.org.uk

Depression Alliance

Telephone: +44(0)20 7633 0557

Website: www.mind.org.uk/about-us/what-we-do/depression-alliance

Disclosure and Barring Service (DBS) Checks

Website: www.gov.uk/dbs-check-applicant-criminal-record

Domestic Violence helpline

Telephone: 0808 200 0247 or 0808 802 9999

Website: www.nationaldomesticviolencehelpline.org.uk (non https website)

Health Centre (Gower Street Practice)

Telephone: +44(0)20 7636 7628

Local mental health crisis teams

Telephone: If you are already cared for by their mental health services call 020 3317 6333.

This number is available 24 hours a day, 7 days a week.

Website: www.candi.nhs.uk/service-users-and-carers/crisis-care

MIND – mental health charity

Telephone: 08457660163

Muslim Women’s helpline

Telephone: 0800 999 5786 (landlines) or 03039 995 786 (mobiles)

Website: www.mwnhelpline.co.uk (non https website)

Nightline – London-based student phone support

Telephone: +44(0)20 7631 0101

Website: www.nightline.org.uk

The Naz Project - sexuality and sexual health advice for South Asian, Middle Eastern, African and Turkish communities

Telephone: +44(0)20 8741 1879

Website: www.naz.org.uk

Non-emergency Police number

Telephone: 101

Website: www.police.uk/contact/101

NSPCC

Telephone: 0808 800 5000

Website: www.nspcc.org.uk

Rape Crisis Centre

Website: rapecrisis.org.uk

Samaritans

Telephone: 116123

Email: jo@samaritans.org

Website: www.samaritans.org

Sexual Health Line - free and confidential

Telephone: 0800567123