



The Student Handbook

**The Complete Guide
for University Students**

TABLE OF CONTENTS

01

Your Officers

02

Our Apps

04

Voice

07

Fees and Income

08

Advice

10

Careers Service

12

Student Attendance

14

Study Spaces

16

Support

17

Sports and Societies

18

Key Contacts

YOUR OFFICERS

Each year, a team of students are elected by you to work as your University representatives. Known as the Executive Officer Team, a set of full time officers are responsible for areas within the Union.



Your Part-Time Officers

@leics_pto

LGBT+ Officer

Ethnic Equity Officer

Distance Learning Officer

International Officer

Trans and Non-Binary Officer

Sustainability Officer

Accessibility Officer

Mature and Part-Time Officer

Women's Officer

Postgraduate Officer

OUR APPS



MyUoL

MyUoL gives you access to all of the university information in one place, including:

- Your timetable
- My Student Record
- One Drive
- Give your feedback
- Find a PC
- Library loans
- Library search
- University and Students' Union Twitter feeds
- Campus map

Search for MyUoL on the App or Play stores. It is also available as a desktop version at myuol.le.ac.uk

If you have any technical difficulties with the app, email ithelp@leicester.ac.uk for advice.



SafeZone

SafeZone ensures that you can get help at any time, allowing you to alert University Security through your mobile phone if you ever need urgent assistance or first aid, or if you have an emergency while on campus. Check in with your student university address when you are on campus.

The system is privacy-protected, so will never share your location unless you summon assistance or if you use the check-in function. This also means the app will not drain your mobile phone battery.

SafeZone is simple-to-use and free to download on the App or Play Stores



BlackBoard App

Blackboard, our virtual learning environment which you can access from anywhere in the world, is home to everything that you need for your course including:

- Lecture slides and notes uploaded by your tutors, as well as reading lists and links to any online resources.
- Timetabling information and important announcements from your department.
- A place to submit your essays, as well as checking them for plagiarism.
- Marks and feedback for your work which allows you to keep track of your progress throughout your course.
- Discussion boards and collaboration tools, enabling you to work online with your peers from all around the world.
- Direct communication with your tutors. This is particularly helpful if you are studying on one of our distance learning courses.

Available on desktop at blackboard.le.ac.uk.

Also on the App and Play store.



Timetable

You will be able to see your timetable once you have registered. It can take up to 48 hours after you have completed your online registration or selected optional modules to be able to view your timetable.



How can I access my University Calendar?

Microsoft Outlook app on your mobile device

MyCalendar in the **MyUoL app** on your mobile device (read-only version) - you will need to give the app permission to read your calendar data

Microsoft Outlook on your personal PC/Mac, or a University PC at webmail.le.ac.uk

VOICE



What is the Voice team?

The Voice team are the team who are responsible for facilitating the democratic structures that make the Students' Union run by students. The Academic Representation system, Peer Mentoring, elections, and campaigning all fall under the Voice team, so there are plenty of opportunities for you to get involved with if you want to gain work experience or campaign on issues relevant to you.



Leicester 100

Leicester 100 is the highest level of democracy where students shape the Students' Union's work. It is a place where policy is voted on, and students can provide recommendations on officer projects, or work, led by the Union. The 100 students are appointed in this paid role to represent the demography of students at the University, including the variety of different backgrounds and levels of study. These students are essential for representing your views on issues that affect students, and decide whether policy should pass.



Peer Mentoring

The Peer Mentoring scheme is about helping new students settle in to life at The University of Leicester through peer- to-peer support. Students in their second year or beyond act as Mentors, as they are in the perfect position to offer advice having already walked in the same shoes.

Each first-year student is assigned a Peer Mentor at the start of their degree (except students who are completing Medicine Degree programmes who have their own version of a family scheme). Students will mostly be matched with a Mentor on the same course, who are in their 2nd or 3rd year of the degree. First year students will receive email consultation throughout their first term with tips and advice on how to navigate university life.

Student Voice Opportunities



Elections

Elections are fundamental to the Students' Union. The Elections are where you, the student body, vote on the leaders who will represent you and your needs in the Students' Union, University, and beyond!

Each year you can vote for your Executive Officer team in the Executive Elections that take place in term two (January to March). Executive Officers are full-time, paid positions where students campaign on the issues affecting students the most.

Alongside these elections, you are also able to vote for Part-Time Officers (PTOs), who are officers that represent students whilst completing their studies. Each officer has a different remit, but they are points of contact for students who want to raise issues and campaign for change at the University.

Sometimes, where roles are unfilled, a by-election may take place, in order to fill a vacancy. If you would like to run for any elections during your studies, keep an eye on the Voice Instagram page [@leicsuvoice](https://www.instagram.com/leicsuvoice) for when nomination opens.

Student Voice Councils



24/25 Councils

In 24/25 there will be two Voice councils, chaired by Executive Officers and made up of student leaders. These councils aim to give a platform for the opinions and ideas of students so that they can make key decisions in their area of interest, and formulate policy for Leicester 100. The councils are made up of students who apply and are interviewed to be part of their chosen council within a specific role.



Liberation Council

Liberation Council is set out to formalise student discussions on inclusivity focused work within the SU and discuss ideas, campaigns and events that give students from minorities and protected characteristic groups, a greater voice. The roles on this council are open to all students.



Sustainability Network

Sustainability Network (formerly known as Green Bubble) is our main Student Sustainability Forum, where we feedback on what we can do to help with issues like health and wellbeing, energy, travel, reducing waste and activism at the University, in the Students' Union and beyond. The roles on this council are open to all students.



Academic Representation

At Leicester we have a tiered Academic Rep system so that there is student representation at every level of the university. All of the academic reps work together to improve student experience across the university. The Reps we have are:

- **Course Reps** work on the programme level, e.g: day to day studies like module blackboard pages, availability of lecture slides and deadlines.
- **School Reps** work on a school level, e.g: facilities available to students in their School, module and programme changes, timetabling
- **College Reps** work on a college level, e.g: assessment and feedback, rep visibility, attendance
- **PGR Reps** work on the school and/or department level for PGRs, e.g: office space, conferences, community
- **PGR College Reps** work on a college level for PGRs, e.g: research culture, community, PGR induction



Student Councils and Networks

- **Academic Council:** Aims to improve the academic experience of all students and is made up of academic reps and part time officers.
- **Sports Council:** Aims to give students across all facets of club sports a greater voice and is chaired by the sport's and society's officer. Often making crucial decisions, organising events such as varsity and having a say in what the university does next with sport.
- **Societies Council:** Is chaired by the sports and societies officer and works to ensure the voices and opinions of all areas of student groups at Leicester are equally considered in the implementation of decisions and changes.

FEES AND INCOME



Student Fees & Income Drop In Sessions

Drop in to visit the team and talk through any issues you may have about your fees. You can bring any information both paper and digital that you would like to show the team so they know how to help you.



Scholarships, Bursaries & Discounts

University of Leicester offer a wide range of financial support options who should not be deprived of education and opportunity because of circumstance. You can find more information on their website.



Helpful Contacts

For any questions about loans, fees and payments, get in touch with the University of Leicester Fees & Income Team

 [0116 252 3733](tel:01162523733)

 feesandincome@leicester.ac.uk

For any general advice about student funding, get in touch with the University Welfare Team's Student Finance Advisers

 [0116 223 1185](tel:01162231185)

 welfare@leicester.ac.uk

ADVICE



What is Advice?

The Advice Service is a team within the Students' Union, and we offer impartial and confidential advice and signposting to students.




What does Advice do?

We provide academic and housing advice, as well as guidance and signposting to Employment Rights, Legal, and Wellbeing Services, and any other services that enhance students' University experience. We also run various free-wellbeing clinics including bookable time with a Therapy Dog, the Mental Health Drop-ins with Mind, Sexual Health/ C-Cards and Victim First. We can attend panels and meeting with students, as a companion - a friendly face to provide moral support and remind you if you've forgotten to mention anything.



Contact Details

 advice@le.ac.uk

 0116 223 1132

 leicesterunion.com/advice



The quickest way to speak with an Adviser and start getting advice is by scanning the qr code below and completing our online form:





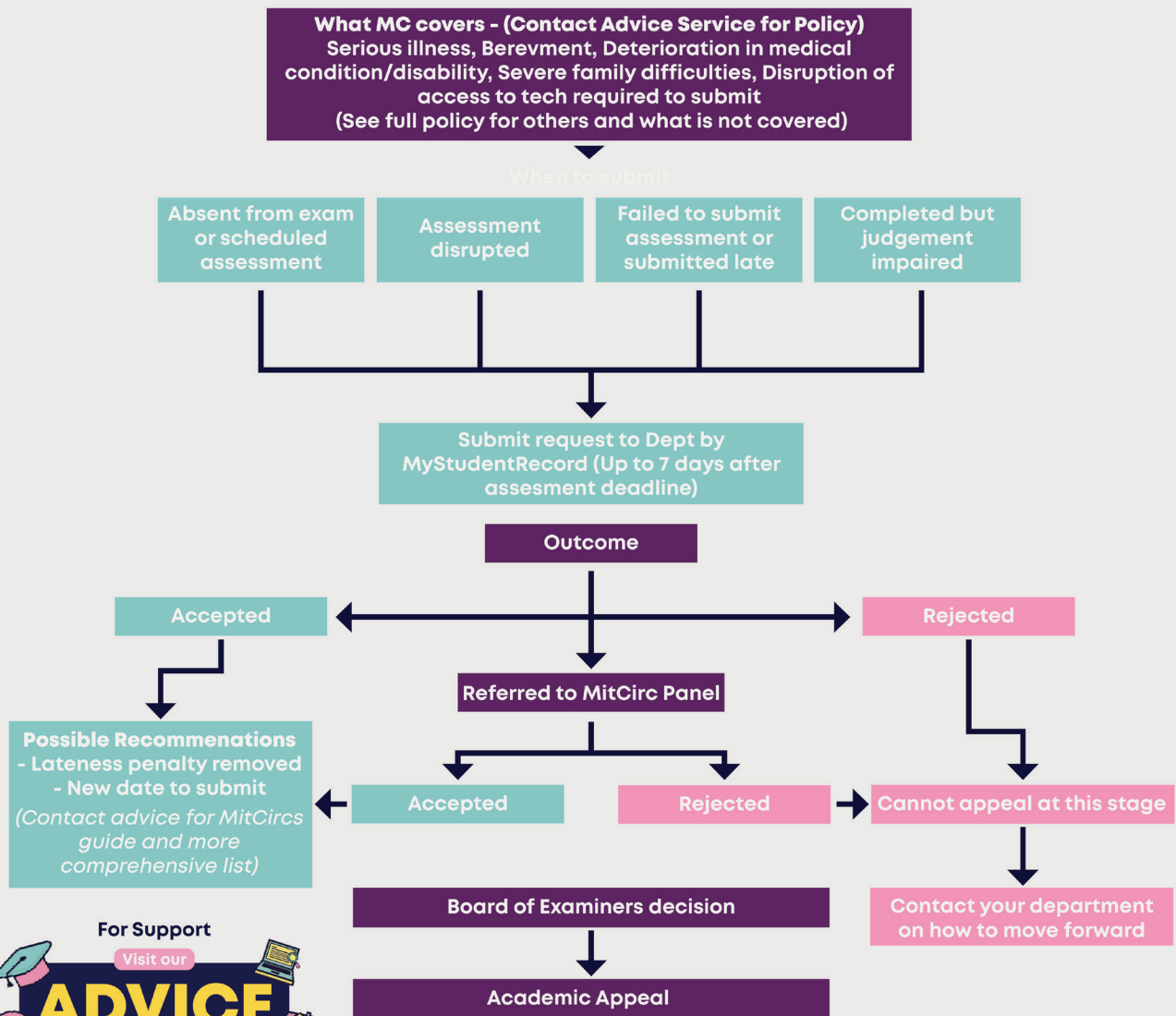
Mitigating Circumstances

Mitigating circumstances is when you've experienced a serious or significant event, beyond your control, which has affected your health and personal life and stopped you from submitting an assignment or attending an exam on time.

If this applies to you, you can submit a mitigating circumstances form, with evidence, to your department within 7 calendar days of the assessment/exam deadline.

You can find our Step by Step Guide below.

Mitigating Circumstances



For Support
 Visit our

ADVICE SERVICE

Support and Advice
 advice@le.ac.uk - 223 1132
 11-3pm, 2nd Floor, Percy Gee Building

CAREERS SERVICE



The Careers and Employability Service

The Careers and Employability Service works with you to help you find the right direction and gain the skills you need. Working closely with each Schools and Department we provide a targeted service within each course to ensure you get advice and support that meet your goals. You also have access to a wide range of workshops and one-to-one support from our team to help you prepare for whatever comes next.



The Career Hub

Based on central campus on the ground floor of the David Wilson Library (opposite the DWL Cafe), you can drop-in on weekdays during term time, between 10am and 4pm, for support. You don't need an appointment to meet our advisors, and the Career Hub can also be used to search for jobs and internships, book employability events and workshops, and chat to our Future Makers who provide peer-to-peer support.

To contact the team e-mail: careerhelp@leicester.ac.uk



Career Hub at Brookfield

Located in the Cafe hub area at Brookfield, a dedicated team offer tailored career support for all ULSB students. Open Monday to Friday between 1pm and 4pm during Term 1 and 2, the Career Hub at Brookfield is open Thursdays between 11:00am and 2:00pm during Term 3.

To contact the team at Brookfield e-mail: ulsb.careers@le.ac.uk



Weekly Drop-ins (Schools & Departments)

Come along to the weekly drop-in held in your School. Whether you're looking to explore ideas, improve your CV, talk about the skills you are gaining or want to find out the best places to find jobs and opportunities, we can help.



One-to-one support

We offer one-to-one support with our trained advisors whose expertise covers:

- Exploring career options
- Gaining work experience
- Applications and CVs
- Career coaching
- Interviews, online tests and assessments
- PhD careers guidance
- Placement advice and support
- Business start-up support

To speak to an advisor, visit the Career Hub or visit MyCareers:
mycareers.le.ac.uk



STUDENT ATTENDANCE



How your engagement is recorded

To record your participation in campus-based events, swipe your student ID card against the card readers installed inside the teaching space until they turn green, up to 15 minutes before the start time of a teaching event. Where there is no card reader, your Tutor or School can register your attendance.

You must scan your own student ID card. You must not give your card to anyone else to scan on your behalf, nor must you scan the ID cards of any other students. You must only scan your ID card in teaching events you attend.

If your school is providing materials using Blackboard, your interaction with these materials will be recorded. Schools will also monitor the submission of your assessments, including coursework and assignments to monitor your engagement.



Expectations

Consistent engagement is an important aspect of learning and the student experience here at Leicester. There are requirements and guidelines detailed in Senate Regulation 4 'Regulations governing student obligations'.

Some courses have compulsory and/or optional modules. If this is the case for any of your modules, these will be detailed in module specifications and in your school handbook. Some Professional or Statutory Regulatory Bodies (PSRBs), including the General Medical Council, may set out attendance requirements as a condition of accreditation which are more stringent than those set out in university regulations. Where this is the case, this will be detailed in programme specifications, school handbooks and related course literature.



What is an authorised absence?

Authorised absence is time away from your studies that is unplanned and unpredicted. Authorised absences need to be requested from the school via our online form. Each request is dealt with on a case-by-case basis but generally students should not have more than two authorised absences within a semester and authorised absence days should not total more than 2 weeks.



For more details on authorised absence please scan the QR code.



STUDY SPACES

David Wilson Library

Study spaces can be found all over the library. Sections will be labelled with noise levels including a silent study space.

The library is also open 24/7 for students



Students' Union (Percy Gee Building)

You can study in any of our spaces including on the balcony. You can also find dedicated study spaces on the 2nd and 3rd floors.

Percy Gee has social seating spaces Monday through Friday in Gees, Second Floor social seating, the Opportunities Hub and the SU Square and Balcony.

Attenborough Building

Attenborough Building has a study lounge on the first floor and is accessible on weekdays until 6 pm.





Charles Wilson

Chi located on the ground floor of Charles Wilson has an informed study space Monday-Sunday.

Charles Wilson has bookable study spaces on the Mezzanine Floor. You can book these spaces through **Book a Study Space**.



To find out more about booking a study space please scan the QR Code.



Freemen's Common Cottages

Freemen's Common Cottages located next to the Bob Burgess Building has study rooms for groups of 4-12.



Brookfield Campus

Brookfield Campus has a range of study spaces but don't forget to bring your ID card.

SUPPORT



I Need more support regarding my education, what can I do?

There are many things you can do when you need more support:

You can reach out to your personal tutor if you need university or academic support. You will have received an email at the beginning of the academic year with the name of your personal tutor. If you are still unsure you can email your school!

The Advice Team located on the second floor in the Percy Gee building can offer advice, support and help with topics such as appeals, academic misconduct, course and module issues, and much more.

The library has a Centre for Academic Achievement which offers study support. More information can be found at le.ac.uk/library.

The library has an IT and Service desk on the ground floor of the David Wilson Library that can help you with any IT issue you may have. For more information click here. Can't visit the desk in person? You can email ithelp@le.ac.uk or call **0116 252 2253**.



Understanding Neurodiversity and Accessibility

Learning about neurodiversity helps us better support our peers who may face unique challenges. It's essential for creating an inclusive environment where everyone feels understood & valued.

The AccessAbility Centre provides support for:

Learning Difficulties: Dyslexia and other specific needs

Sensory & Mobility Issues: Including hearing & visual impairments

Mental Health Conditions: Including autism spectrum differences

Contact details:

 **0116 252 5002**

 **accessible@le.ac.uk**

 **AccessAbility Centre**

SPORTS & SOCIETIES



Join Our Sports Clubs

At University of Leicester, we offer a wide variety of sports clubs and societies for you to join. Our competitive sports program, Team Leicester, participates in BUCS and other national competitions. Additionally, our sports societies provide opportunities to engage in various activities and connect with like-minded individuals.

Website: leicesterunion.com/opportunities/sports



Join our Societies

Our Students' Union is home to over 200 societies, offering a wide range of opportunities for you to explore. Whether you want to try something new or continue a hobby or interest, joining a society or sports club is a fantastic way to enrich your experience at Leicester.

Website: leicesterunion.com/opportunities/societies



For more details on our sports and societies, as well as a full list of clubs, please scan the QR code.



KEY CONTACTS



University Contacts

School of Chemistry

Phone: 0116 252 2100
Email: chemistry@le.ac.uk

School of Geography, Geology and the Environment

Phone: 0116 252 3933
Geography Email: geography@le.ac.uk
Geology Email: geology@le.ac.uk

School of Physics and Astronomy

Phone: 0116 252 3506
General enquiries: physug@le.ac.uk
Research Degrees: pgrphys@le.ac.uk

School of Engineering

Phone: 0116 252 2559
Email: engineeringadmin@le.ac.uk

School of Computing and Mathematical Sciences

Phone: 0116 252 5122/2871
General enquiries: CMSadmin@leicester.ac.uk
Research Degrees: CMSPGR@leicester.ac.uk



Students' Union Contacts

Union

hellosu@le.ac.uk

Executive Officers

su-exec@le.ac.uk

Advice

advice@le.ac.uk

Peer Mentoring

peermentoring@le.ac.uk

Training

su-training@le.ac.uk

Activities & Volunteering

unionactivities@le.ac.uk

Marketing

su-marketing@le.ac.uk

Voice

su-voice@le.ac.uk

Finance

su-finance@le.ac.uk



**LEICESTER
STUDENTS'
UNION**

**This Booklet was created by
Your Education Officer**