

**Welcome to York**

**School for Business and  
Society**

**POSTGRADUATE  
DEPARTMENT HANDBOOK**

**2023/24**

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# 1. Introduction

## Introduction to the department

Our new School is uniquely placed to lead business and public policy action to tackle complex social and environmental issues and deliver sustainable inclusive growth.

We're combining and amplifying strengths in responsible business management, social and public policy, social work and public management, to create an environment that will help develop the ethical leaders of tomorrow.

At the forefront of the University's mission to be a University for public good, our pioneering and impactful interdisciplinary research and teaching is designed to help public, private and third sector organisations deliver sustainable and inclusive growth in order to improve the economic, social and ecological wellbeing of people across the world.

## Together York

The University [Together York](#) community statement articulates our values, priorities and expectations, and invites all members of our community to join together in upholding and developing them.

- **We are a community of scholarship**, where independent critical thinkers explore their area of study with passion and diligence.
- **We are a community of respect**, fairness and compassion. We hold each other to these expectations and call out inappropriate behaviour.
- **We are a community of purpose** that cultivates personal growth and supports each student in developing a vision for their future.

## The purpose of this handbook

This handbook provides a comprehensive introduction to your department and information on all aspects of your degree programme. It outlines what you should expect of your department and what we expect from you, and clarifies the policies and procedures relevant to your area of study.

General information can also be found on the [student pages](#) of the website.

## Study

We offer a variety of courses at all levels, covering a broad range of disciplines across management, finance, accounting, human resource management, marketing, international business, social and public policy, criminal justice, public management and social work.

Our research informs your teaching. This means your lecturers bring real-world insights into the classroom, such as how to balance finance, social and environmental performance while tackling big societal issues.

## **Our People**

Over 250 people work at the School for Business and Society. You can use [this link](#) to explore who does what and find contact details.

## **Research**

The City of York has a long tradition as a leading voice for responsible business and social reform. Our School continues this historical legacy, ensuring York remains recognised internationally as a beacon for social progress. We place a strong emphasis on interdisciplinary research to address the most important challenges in policy, business and society.

[Research in the School for Business and Society](#)

## **External Engagement**

Our work is interdisciplinary and applied, addressing real-world challenges for public good. We place a high value on working collaboratively with external partners in this mission. We welcome meaningful and impactful collaborations with partners from across industry, public services, government, think tanks, the voluntary sector and with citizens.

[Impactful. Interdisciplinary. For public good](#)

## **Disclaimer**

We have tried to ensure that the information contained in this document is accurate as of July 2023. Please check our website for any changes to this information.

# **2. Your School**

## **Welcome to your School**

Your department is made up of staff who teach, supervise and undertake research, student services staff and other students like you.

- **Programme Directors** (Dr Bob Townley and Dr Natalie Paleothodoros) take overall responsibility for your engagement and progress on your programme. They are here to support you in any way that they can and to liaise with other members of the PG team in order to do so.

- **Academic teaching staff** are there as leaders in their field willing to share their expertise and experience to help you learn, grow and push the boundaries of your capabilities and knowledge.
- **Your personal supervisor** is there to help guide your studies and to monitor your progress over your degree programme.
- **Support staff** make the department run smoothly. They will communicate important information, provide technical assistance and help signpost you to other services and support you might need within the University.

You are now also part of the **student community** belonging to your department. **Course reps** are there to help represent your views to the department and to the University – so there is always a way to get your views heard.

## School office

Our Department reception area and support services offices are on the ground floor of Church Lane and are the main focus and source of information for all students. The address is as follows:

University of York  
Heslington  
York  
YO10 5DD  
United Kingdom

The Reception contact number is 01904 321231 and it is usually open 9am to 5pm, Monday to Friday. The Reception email address is [sbs@york.ac.uk](mailto:sbs@york.ac.uk)

Opening hours: <https://www.york.ac.uk/business-society/contact/>

## Staff contacts

Contact details for all staff in the Department are available at:

[www.york.ac.uk/business-society/people/](http://www.york.ac.uk/business-society/people/)

If you need to contact a particular member of staff it is best to make an appointment via email. If you need an appointment urgently and you are having difficulty contacting, for example, your personal supervisor, then call the Department office to see if it is possible for the support staff to contact them.

**During semester:** staff will reply to your email within 3 working days. If you have not received a reply within that time, please contact [sbs-pg@york.ac.uk](mailto:sbs-pg@york.ac.uk) Please note that other than in cases of

emergency, email and other communication takes place within working hours 08.00-18.00 Monday to Friday.

**During vacations/at the end of a module:** to support you with assessments, staff will provide advice for one week after the end of formal module teaching. This is usually during the vacation period and is in addition to any support and advice you will receive during the module itself. Please be aware that during the vacation, staff are also undertaking their own research and writing projects, so they might not be in the office as frequently as during each semester.

**Supervision and support hours:** teaching staff based in Alcuin C block and Church Lane building will advertise 'drop-in hours' when they are available each semester to discuss academic and non-academic issues. You can make appointments to speak with staff during these hours. We strongly advise you to make use of these hours for academic support.

**Research leave:** academic staff are entitled to take periods of leave when they undertake their own research. During these periods staff will not be available for teaching or supervision duties and you may need to contact other members of staff. You will be made aware of any changes to teaching or supervision arrangements in advance. If you have any queries about this, please contact [sbs-engagement@york.ac.uk](mailto:sbs-engagement@york.ac.uk)

**Graduate Teaching Assistants (GTAs):** we have a number of PhD candidates who undertake teaching duties as part of their postgraduate training. The GTAs have shared office space elsewhere on campus and do not have office hours. Where GTAs are available to support academic work in specific modules during their teaching hours this will be communicated via the module VLE pages.

## Communicating with you

Our main point of contact with you is through your University of York email address, so you must check this account regularly.

We will do our best to keep you informed of what you need to know at all times. You need to be aware of, and check regularly, the different lines of communication between you, the Department and the University.

There are two ways in which the Department contacts you:

- Your University of York Gmail account
- Announcements on the VLE

Email and the VLE are the most important methods of communication. You are strongly advised to check your University email account **on a daily basis** during each semester.

Further information about how to access the VLE and your University email account can be found in the University handbook.

If you need to contact the Department the following are the most effective ways:

- Via email [sbs-pg@york.ac.uk](mailto:sbs-pg@york.ac.uk)
- Visiting the departmental office/reception during open hours 9.00-17.00
- Telephone 01904 321231

If you are contacting staff via email it is important to remember that University is a professional working environment and therefore courteous communication is expected. If you are requesting information then it is also helpful if you provide details such as your full name, your programme and your student ID number. Please be reminded that you should include your Student ID number in the email subject line to help with electronic record management.

## Seminar rooms and offices

Taught classes are timetabled in rooms around the campus and most staff offices are located in Church Lane or Alcuin C Block. If you are unsure of the location of a particular building or office then you can check the [online interactive map](#).

## Departmental facilities

The modern, light filled building features bespoke teaching and learning spaces include:

- a lecture theatre
- multiple classrooms
- numerous break out and social spaces for more informal work
- shared and individual offices
- dedicated space for PhD students.

Church Lane building is also home to [The Link Café](#) providing a mix of indoor and outdoor seating - for students and staff to enjoy some well-deserved down time.

With additional permit parking spaces on site, there are also a number of Electric Vehicle charging points and bike storage too.

## Health, safety and security

It's important to look after your physical and mental health, so that you can get the most out of your studies and time here at York. We strongly encourage you to seek out appropriate support if your health is impacting your ability to study.

See more information about the [University's Health, Safety and Security policy](#) and the [School for Business and Society's Health and Safety Policy](#).

## Your supervisor

Your department will allocate you an academic supervisor who offers support and advice throughout your degree programme.

You will meet your supervisor two times per semester, plus two times in the summer period, to discuss your academic progress and to check that all is well with you and your studies. This is an important point of academic contact for all students. Your supervisor will encourage you to develop your academic and personal skills and can also act as a referee for any applications you might make in the future. They can advise what to do if things go wrong and refer you to the right people in the University for help with more personal matters.

If you hold a Student visa, you will need to attend at least **two** individual meetings per term with your supervisor.

For further areas of student support, see the student web pages and University handbook:

[york.ac.uk/students/new/postgraduate](http://york.ac.uk/students/new/postgraduate)

If you wish to change your personal supervisor then you are able to do this without having to provide a reason. A request to change supervisor will only be considered with good reason - these should be emailed to [sbs-pg@york.ac.uk](mailto:sbs-pg@york.ac.uk) in order for a new supervisor to be allocated.

If your supervisor is away from the University for an extended period of time then you will be allocated a temporary supervisor and details of temporary arrangements will be emailed to you in advance. You should meet with your temporary supervisor in the same way as your usual supervisor.

## School committees

The work of the Department is overseen by the following committees:

The **Board of Studies** (BoS) is responsible for all matters concerned with the curriculum, organisation and assessment of academic courses and associated policies. This includes the approval of new programmes and modules as well as revisions to existing programmes. The BoS also considers student feedback and monitors student admissions and achievement. The BoS consists of all full-time members of teaching staff, representatives from other academic staff categories and Course Representatives. The BoS normally meets once a semester. Agendas and minutes for the BoS are available through the Committees link on the SBS tab on the VLE.

The **Board of Examiners** (BoE) deals with matters relating to the examination of students' work and the awarding of degrees. The BoE consists of all members of teaching staff and its work is overseen by external examiners from other institutions. There is no student representation on the BoE.

The **Department Teaching Committee** (DTC) is a sub-committee of the BoS and is responsible for assuring the quality of taught courses and to monitor and promote the enhancement of the quality



of the academic experience of students on these programmes.

The **Exceptional Circumstances Committee (ECC)** considers student requests for extensions and re-assessment (see Assessment section below). The ECC consists of several members of teaching staff from across different programmes. There is no student representation on the ECC.

The **Student Staff Forum (SSF)** aims to promote open discussion between students and staff on School and Programme matters of mutual interest relating to the student experience, leading either to agreed resolutions or to the formulation of proposals to the BoS or other decision making groups. The SSF is chaired by a School Rep. Student membership comprises all existing School and Course Reps. The staff membership includes the PG Directors, Programme Leaders, Student Services Manager and/ or Student Experience and Outreach Manager, and other staff members upon request.

## Student Academic Representation

[Academic representation](#) is a partnership between the Student Unions and University Schools and Departments. Together, we aim to ensure that students contribute directly to the processes of reviewing, maintaining and enhancing the quality of the academic experience here. You can go to academic reps with any feedback about best practice, concerns or suggestions about how the department or aspects of your programme are run.

There are three types of academic reps:

- **Course Reps** act as the voice of their cohort and programme, and work with staff to make improvements to their course. By gathering student views, Course Reps become specialists in course-based issues, helping to identify and tackle problems that arise.
- **School Reps** take on a leadership role and support Course Reps in their roles, and to make positive change to the School as a whole. School Reps are also invaluable contacts at GSA and take part in University-wide projects that improve the student experience.
- **Faculty Reps** work behind the scenes ensuring that the student voice is heard at all levels. By sitting on high-level committees, they influence University-wide decisions as well as pushing forward their own manifesto projects.

You can apply to be a School or Course Rep to make a positive change to the student experience. Details on how to apply are shared during Induction activities and Teaching Week 1 lectures and seminars.

## Student evaluation of modules

Your feedback is important to us – it is the only way we can ensure that we are producing teaching of the highest standard. For this reason, you will be asked to complete module evaluation for every module you take. We also complete mid-year evaluations for modules that last more than one term.

All the module evaluation information is collected anonymously. Module convenors complete a summary of the evaluation and outline any actions they intend to take in response to your feedback.

## Equality, diversity and inclusion

We are committed to the creation of a fair, welcoming and inclusive environment for all, where everyone is treated with dignity and respect.

For more information about ED&I at the University see:

- [ED&I guidance and resources](#)
- [Digital Accessibility](#)
- Information about [inclusive facilities](#) on campus
- [Dignity at Work and Study Policy](#)
- Subscribe to our [Diversity events Google calendar](#)
- See our [Let's talk about race and racism webpage](#)
- See our [Gender Equality guidance and resources](#)
- [Athena Swan Charter, Principles and Awards](#)

See more information about [equality, diversity and inclusion at the University](#).

# 3. Your Programme of Study

## Studying Management, Social Policy or Social Work at York

At the forefront of the University's mission to be a [University for public good](#), our pioneering and impactful interdisciplinary research and teaching is designed to help public, private and third sector organisations deliver sustainable and inclusive growth in order to improve the economic, social and ecological wellbeing of people across the world.

Our work is applied and problem-focused, using cross-disciplinary knowledge to address real-world problems and working with non-academic partners to co-produce meaningful responses to societal challenges.

Our activity deliberately transcends conventional boundaries, reflecting our view that the most pressing issues facing the world today require responses that consider the roles of public, private and third sector organisations alongside each other.

We're drawing together activities that other universities normally locate in separate Schools of Business and Schools of Public Policy. Reflecting York's long-standing strengths in both of these areas we are the largest organisational unit at the University.

With scale comes a breadth of expertise and a diverse learning community. We offer degree programmes across a broad range of subjects. You can find your programme specification [here](#), and details of all our modules can be found on the [module catalogue](#).

### Business, Management and Finance Degrees

#### [MSc Management](#)

Approaching business and management as a social science will allow you to critically address the challenges affecting organisations, while considering corporate social responsibility, ethics and environmental sustainability.

Our emphasis on international context reflects the realities of the global economy in which organisations operate. Our staff and students are drawn from all over the world, and bring with them a panoply of perspectives which will inform and enrich your learning.

The course will provide you with the knowledge and skills needed for management roles in private and public sector organisations. It can complement your existing knowledge and skills, even if you have no prior experience of business studies, and will significantly enhance your prospects for employment and career development.

### [MSc International Business and Strategic Management](#)

This MSc looks in depth at issues which affect businesses operating internationally, from challenges of environmental sustainability and social responsibility to ethical management across cultures.

You'll develop your skills in critical analysis, information processing, and data presentation. You'll prepare for a range of careers in international business and management, with the skills and outlook to thrive in an increasingly interconnected global workplace.

### [MSc International Business](#)

This course covers some of the major issues which affect enterprises working in different countries, from local circumstances to international politics.

You'll develop your skills in critical analysis, information processing, and data presentation. You'll prepare for a range of careers in international business and management, with the skills and outlook to thrive in an increasingly interconnected global workplace

### [MSc International Strategic Management](#)

This course gives you the chance to look in-depth at how strategy is formulated, articulated and enacted in a global context.

You'll develop your skills in critical analysis, information processing, and data presentation. You'll prepare for a range of careers in international business and management, with the skills and outlook to thrive in an increasingly interconnected global workplace

### [MSc Human Resource Management](#)

Our research-led teaching gives you access to the latest thinking in business leadership, employment relations, organisational growth and sustainability, and the societal impacts of emerging employment practices. You'll consider global and local perspectives, with a particular focus on how organisations can manage their employee resources to gain a competitive advantage.

You'll gain internationally-relevant skills that create career opportunities in consultancy, recruitment, training and other HR roles which facilitate global business

#### **Accreditation**

This course is accredited by the [Chartered Institute of Personnel and Development \(CIPD\)](#). This is a guarantee of the quality of our programme.

While on this course you can register as a [student member of CIPD](#), which is the first step towards professional membership. A membership fee is payable if you choose to register.

### **[MSc Accounting and Finance](#)**

Accounting and Finance (MSc) is suitable for students aiming for a career as an equity or corporate bond analyst, as well as those wishing to develop an accounting career.

You'll study a range of core modules, consolidating your existing knowledge and introducing you to new concepts and techniques. You'll focus on the roles of accounting and finance, gaining the skills needed to address accounting and finance - and the interdependencies between them - in a grounded, real-world context.

You'll take a range of core and option modules that will develop your understanding of applied accounting and finance practices. You'll learn how to apply relevant mathematical and statistical methods in industry and academia, equipping you with the transferable skills for a career in finance and accounting.

#### **Accreditation**

This course is accredited by the Chartered Institute of Management Accountants.

#### **[Accreditation details](#)**

### **[MSc Corporate Finance](#)**

Our Corporate Finance (MSc) provides the solid foundations required for building a future in corporate finance.

You'll develop knowledge of corporate finance from theoretical, applied and professional perspectives, with a robust grounding in the quantitative tools and techniques essential for modern financial management. Our globally positioned syllabus will consider topics important now and beyond.

### **[MSc Finance and Investments](#)**

You'll develop a working knowledge of essential applied fields of finance, including investment banking, investment management and corporate finance. You'll also study advances in financial technology, modern investment management techniques applied by hedge funds, and the use of derivatives for managing portfolio risk.

Your individual research project will allow you to apply what you have learned to real-world investment scenarios, gaining a range of employability and personal transferable skills for an investment career.

### **MSc Finance and Management**

Our Finance and Management (MSc) course is designed for students who wish to pursue a career in general management either in an established business, the public sector, or as an entrepreneur, while gaining a detailed knowledge of the finance function of the organisation.

You'll develop confidence in organisational decision-making, and study a variety of relevant mathematical and statistical methods applicable to industry and academia.

In your final semester, you'll undertake an independent research project where you can apply your knowledge to a real-world finance-focused business problem.

### **MSc Global Marketing**

The course stands out from other marketing degrees with its global focus, its emphasis on ethical and sustainable marketing and its formal links with industry.

You'll study a range of contemporary topics based on our leading research, including global marketing, social and ethical marketing, Digital Marketing Strategy and Contemporary Consumer Behaviour. Our cohort-specific, research-informed teaching is delivered by leading academics and is updated year-on-year to reflect the latest thinking.

This course will provide you with the academic knowledge and practical skills to pursue marketing careers in private, public and not-for-profit sectors around the world. Our graduates have gone on to work for organisations such as Nestlé, Accenture, EPSON, and Coca-Cola.

### **Accreditation**

In recognition of the valuable skills our students gain, this course is accredited by the Chartered Institute of Marketing (CIM). Successfully completing the MSc Global Marketing confers Graduate Gateway status, taking you part way towards a [professional CIM qualification](#).

## **Social and public policy and criminal justice degrees**

### **[MA Social and Public Policy](#)**

This course will equip you with the skills to analyse social and public policy in a way that enables you to understand how policies are developed and the role they play in people's lives.

The course offers a combination of taught coursework and supervised independent study. You will develop the skills required to carry out your own research in an area of social or public policy that interests you.

This MA is especially suited to you if you are considering a career in social or public policy analysis, advocacy or research in the public sector or socially focused NGOs.

### **[MA Global Public Policy and International Business](#)**

This programme is now called Global Public Policy and International Business. The blurb should be as follows, or something similar:

This course is an innovative and outward looking programme that engages with the role of economic, political, and social factors in shaping the complex international environment facing businesses and governmental organisations today.

Interdisciplinary and research-informed, your studies will draw on theories, concepts and evidence from the disciplines of social and public policy and business and management that are housed in the School for Business and Society.

The programme connects to real world agendas in global public policy and international business and explores the growing role of supranational and regional governmental organisations in tackling global societal problems. You will study how corporations respond to the challenges of the global environment and how social and ethical responsibility plays a significant part in that response.

### **[MPA Comparative Applied Social and Public Policy, Evaluation and Research \(CASPPER\)](#)**

This Masters programme is ideal for mid-career professionals. You'll find the course useful if you work, or intend to work, with policy; either as an adviser, researcher, analyst or consultant.

You'll study a strongly international curriculum that is based around a combination of comparative social and public policy management and advanced research skills training. This course builds directly on our applied policy research expertise, both in the taught modules which draw heavily on our own research and in the practice-relevant activity that provides an opportunity to participate in ongoing policy research projects.

## Social Work Degrees

### [MA Social Work](#)

This course offers you both a Masters degree and a professional qualification. Our course lasts two years and will equip you with the skills and knowledge you'll need for effective professional practice as a social worker. It is suitable for graduates from a wide range of disciplines who are committed to a career helping people.

You'll focus on professional practice and take part in two placements in different areas of social work.

You will also gain skills and specialist knowledge that would be suitable for a wide range of careers

#### **Accreditation**

After completing this Masters degree you'll be eligible to register as a social worker with [Social Work England](#).

### [MA Social Research](#)

This course gives you the ideal platform to showcase your capabilities to future employers and PhD programmes alike – so you can break new ground in the worlds of professional and academic research.

Drawing on expertise from across the social sciences, you'll develop highly sought-after research skills to world-class standards. You can tailor your studies to your own interests from the social sciences, and you'll complete your final independent research project or dissertation in one of the following:

Economics  
Education  
Health Sciences  
History  
Language and Linguistic Science  
Politics  
Psychology  
School for Business and Society  
Sociology  
Environment  
York Law School  
Centre for Women's Studies

#### **Accreditation**

The MA is recognised by the UK Economic and Social Research Council (ESRC), so it's ideal if you are seeking ESRC funding for a PhD. This recognition also demonstrates the high quality of the training you'll receive.



## Programme aims and learning outcomes

The York Approach is a distinctive teaching framework, informed by research evidence on the best approaches to promote effective learning. It focuses clearly and consistently on students' experience of their programme as a whole rather than as a collection of modules. It defines the University's learning culture and is innovative because it constructs programmes around the notion of student work – all student activity, in and outside contact time with staff – with a focus on developing student capability within their subject.

## Programme structure and progression

[You can find details of your programme structures in the programme specifications webpages](#)

### Progression

Each Masters degree has a progression point at the end of the taught section of the programme. In order to progress, students must have been awarded all required credits for the taught section. Any programmes for more than one year also have a progression point at the end of the first year.

When we calculate your degree classification, different stages will be weighted differently. More information on this can be found under 'Your final degree classification' in the [Assessment, Progression and Award](#) section.

### Modules

Each stage is made up of modules. You study and are assessed on three modules each semester and each taught module you take is worth 20 credits. You will achieve the credit for a module by passing the module assessments. Modules are assessed by a range of methods which will result in a numerical module mark out of 100.

Unless a module is non-compensatable, if you fail the module there are two possible ways in which you might still be able to progress. These are compensation and reassessment, and are explained in more detail in the [Assessment, progression and award section](#) below.

[You can find details of our modules in your programme specification.](#)

To find more information on modules please look at the Module Catalogue and the VLE pages but please note these are subject to change. Please also use the VLE to find out more information on your module including announcements, reading lists, teaching and course documents.

More information on selecting optional modules will be relayed to students at the appropriate time.

## Independent Study Modules (ISM)/Dissertation/Project

Provide a brief summary of what this will entail, including an indicative word count (if relevant) and when students will need to start thinking about it. Also include the number of credits and how it is weighted.

In the final stages of your study you will complete an independent study module (ISM), which will be in the form of a dissertation, project or scoping review, depending on your programme. You will normally be required to pass all of the taught elements of your programme before being allowed to progress to the ISM

The ISM is designed to both enable students to integrate knowledge and skills acquired across the degree programme, and to assess their ability to analyse a complex issue or problem within a management/social policy/social work context. The ISM will be based upon primary research undertaken by yourself. It may either take the form of an analysis of a current issue in management/social policy/social work, and/or it may be in the form of an answer to an organisational problem. In both cases the dissertation will require the collection and analysis of primary empirical data. You will be allocated a specific ISM supervisor for this piece of work.

## Reading lists

There are no programme-wide reading lists, but all modules have a specific reading list which is available through the module site on the Yorkshire VLE. Reading forms a significant part of studying for a degree in the social sciences and most modules have a set of readings which are connected to each week's teaching as well as more general lists which can be consulted in order to deepen and broaden your knowledge and understanding. Many modules also have a small number of recommended texts which can either be purchased or accessed through the library.

Reading lists will typically include books, individual chapters from books, articles from academic journals as well as reports and a range of other written resources available in print and online. While it is not expected that students will read every item on a module reading list, teaching sessions are conducted in the expectation that students have read all materials that have been listed as preparation for that session (e.g. lecture, seminar or workshop).

You can find further information on your reading lists in the [Teaching and Learning](#) section below.

## Credit-weighting

Credit-weighting means that, in calculating your average mark, each module mark will be given more or less weighting in proportion to the volume of credit (i.e. workload) that is associated with it.

For further information on credit-weighting, including how you can use it to calculate your marks, consult the [Student Guide to Progression and Award](#).

Further information on calculating your final degree mark is available under 'Your final degree classification' in the [Assessment, Progression and Award section](#).

## **Professional, Statutory and Regulatory Body (PSRB)**

### **Accreditation**

Accreditation is a mark of a course's quality and relevance to employers. It also gives you a head start on professional qualifications which can enhance your career.

Many of our courses are accredited by professional bodies. You can find more details about our courses' accreditations on the [accreditation webpages](#).

### **Elective modules**

[Elective modules](#) are those offered by departments to students from outside that department. You can replace non-compulsory modules within your programme with elective modules. The number of modules that may be replaced in this way cannot normally amount to more than 40 credits.

Please note that it may not always be possible to grant your request to undertake an elective module because of timetabling or other constraints.

### **Global Programmes**

It may be possible to work, study or volunteer abroad during your course. We offer [postgraduate global opportunities](#) through the Global Programmes team.

### **Problems with your programme**

If you are having problems with your programme you should seek help and advice as soon as possible. In the first instance you may wish to talk to your supervisor.

### **Change your plan – leave of absence, transferring or withdrawal**

There are many occasions when personal circumstances may make it necessary for you to change aspects of your course. However, the decision to [make changes to your course](#) should not be taken lightly and it is essential that you understand the implications that any changes may have. You should discuss any proposed changes with your supervisor.

## Transferring to another programme of study

If you are unhappy with your programme of study, you should talk to your supervisor and discuss the options available to you. One option is to [transfer to a different programme of study](#) within the University. Transfers cannot be guaranteed, and are dependent on you meeting the academic requirements of the new programme and there being space on your preferred programme. If you are considering transferring, you should speak to your supervisor as soon as possible.

We can also advise you if you wish to transfer from York to a programme of study at another university.

## Leave of absence

A [leave of absence](#) allows you to take an authorised break in your studies for a maximum of one calendar year in the first instance. This can be on a variety of grounds including medical or compassionate grounds.

## Withdrawal

[Withdrawal](#) is the term used when a student decides to leave the University permanently prior to completion of the award for which they are registered, whether for personal or academic reasons. Students who withdraw any time after the end of their first year are often eligible for recognition of their earlier achievements through the award of a Certificate or Diploma of Higher Education. Details about these options are available at [york.ac.uk/students/studying/manage/plan](http://york.ac.uk/students/studying/manage/plan)

If you have any queries please contact [sbs-engagement@york.ac.uk](mailto:sbs-engagement@york.ac.uk)

For further support, visit the Student Hub: [york.ac.uk/students/support/](http://york.ac.uk/students/support/)

Also see the section on Assessment and Exceptional Circumstances affecting Assessment.

# 4. Teaching and Learning

## Studying at university

At university we expect you to take responsibility for your own learning. This means being self-motivated and independent when it comes to your studies and your personal development.

## Teaching methods

Teaching is normally delivered through a combination of:

**Lectures:** larger group sessions, usually lasting for one hour, that are led by an academic staff member. Lectures often provide the overview of, or introduction to topics or issues that are developed in more detail in small group teaching.

**Seminars and tutorials:** smaller group sessions that are participatory. They are normally convened by an academic staff member. You will usually be asked to undertake preparatory work for these sessions (for example compulsory reading) and should come prepared to discuss your ideas with the rest of the group. These sessions provide an opportunity for you to discuss your understanding of module content and will usually provide the main platform for advice about assessment.

**Workshops and practical sessions:** these can be organised on a small or large group basis and usually involve practical work, sometimes using the computer labs.

Details of preparatory work and reading materials for each module are available on the VLE and you should familiarise yourself with the content of each module and the teaching methods used at the start of every semester.

## Code of conduct – teaching sessions

We aim to provide a safe and respectful environment for all staff and students. Our teaching methods are built on a participatory model of learning that relies on students meeting their obligations to participate in the learning process. To achieve these aims we expect you to:

- Respect the views and ideas of others, even where these differ from your own.
- Arrive promptly at teaching sessions to avoid disrupting the class.
- Undertake preparatory work and be prepared to participate in discussions.
- Avoid disruptive behaviour such as talking over other people, using mobile phones in classes and so on.

## Attendance

You should attend all scheduled teaching sessions that we set for you, either in person or online, and use the student Check-In system. Regular attendance is vital to succeed in your degree programme.

[University Regulations](#) state that you should be present at any time at which teaching or other academic engagements have been arranged for your programme (including Saturdays).

## Absence

If you are ill during teaching weeks, please notify the University via your [e:Vision](#) account (in the "Your Support" section). You can self-certify for a maximum of ten days in any one academic year, with a maximum of seven days for any one period of illness.

An absence of more than seven days, but no longer than four weeks, can be approved by your Chair of the Board of Studies. Any longer absence requires the approval of the Special Cases Committee. See the information on taking a [Leave of Absence](#).

If you stop attending scheduled teaching sessions without saying you are withdrawing and do not respond to our efforts to make contact with you within a specified time-scale, the Board of Studies will assume that you have [withdrawn from your studies](#).

If you are unable to attend due to illness please see the section below on self-certification. If you are having problems with completing your studies please see the section on Assessment - Exceptional Circumstances affecting Assessment.

We are committed to enabling our students to engage with their studies and to following up any issues of non-attendance at scheduled teaching sessions. We monitor engagement during the terms. Where we identify that students do not seem to be engaged with their studies then we will follow a further follow-up process involving Academic Supervisors, Student Wellbeing Officers, the Programme Leader and ultimately the Chair of the Board of Studies.

## **What if I am ill and cannot attend scheduled teaching sessions?**

If you are unwell for up to seven consecutive days during term-time you should register your illness through your [e:Vision](#) account. For further info, see [york.ac.uk/students/health](http://york.ac.uk/students/health)

If your illness interferes with your ability to complete assessments, see the section on Exceptional Circumstances affecting Assessment under Assessment.

## **Seminar Group changes on timetable**

We are only able to consider requests to change an activity on your timetable if you have exceptional circumstances.

## **Feedback on Learning and Assessment**

Feedback at a University level can be understood as any part of the learning process which is designed to guide your progress through your programme by providing commentary on your work to date. We aim to help you to reflect on your own learning and help you feel clearer about your progress through clarifying what is expected of you in both formative and summative assessments.

The University guidelines for feedback are available in the [Guide to Assessment Standards, Marking and Feedback](#).

It is important that you read the feedback comments that are attached to and embedded in your assessment, as well as reviewing the mark itself. The comments will enable you to identify strengths and weaknesses in your work. You can also make an appointment to speak to your Academic Supervisor to discuss the feedback to help you to interpret your feedback if you are not sure about any issues. You cannot make an appeal against an academic mark, but you should always talk to a member of staff if you do not understand why you received the mark that you did. This will help you to identify areas you might need to work on, or check your understanding.

## What do I need to do to succeed in my programme?

The [Student Guide to Rules for Progression and Award](#) explains what you need to do to progress through your degree programme and how you can calculate your current classification marks along the way.

In order to learn well, students studying on SBS programmes need to engage with both the reading that is set for their classes and modules and the activities that are designed to add value to that reading. The more reading that students do, the better they are able to make intellectual connections, to deepen understanding of ideas and concepts and to see how they are used in discussion in different contexts. A more developed understanding gained from wider reading also enables students to optimise their work in class through informed discussion with peers and in applying knowledge to problem-solving activities undertaken in groups and individually.

In SBS, important reading is not just confined to books and journal articles though: students on these programmes learn well when they are able to gain knowledge from policy documents, reports and research findings from a variety of sources and use these to evidence and reflect on real-world outcomes.

## Academic integrity

[Academic integrity](#) represents a set of values and behaviours which members of the academic community abide by. To be a trusted member of this academic community you must understand and demonstrate academic integrity in your studies and the work you produce. Such values include honesty, trust, fairness, respect and responsibility.

### Online Academic Integrity Tutorial

**You are required to successfully complete the University Online Academic Integrity Tutorial**, preferably within the first few weeks of your programme. The tutorial relates to your individual programme so you must complete it even if you have studied at York before.

The tutorial is on the VLE and will take you through key principles around integrity and how to avoid things like plagiarism and collusion. If you do not uphold the values and conventions of academic integrity, you may be subject to the University's academic misconduct procedures.

## Referencing

Referencing is a key aspect of academic writing and is used to clearly identify information and ideas that come from source materials. It is essential to acknowledge other people's ideas in this way so that you can avoid committing plagiarism. Incorrect or non-existent referencing can constitute misconduct.

In SBS you are required to follow the Harvard referencing method. Training in using the Harvard referencing system will be provided throughout your degree, and especially in your first year. An online guide to using the Harvard referencing system can be found at:

<http://www.york.ac.uk/integrity/harvard.html>

## Turnitin

Turnitin is a text-matching software designed to help students integrate material into assignments correctly. All students can use Turnitin once you complete the online Turnitin tutorial on the VLE.

## Academic misconduct

Academic misconduct means breaking the rules of academic integrity and this is why we regard any form of academic misconduct as a very serious offence. See the University policy for what we consider to be [academic misconduct](#).

Our guidance on [Artificial Intelligence \(AI\) use in assessment](#) states that we expect you not to use AI to generate assessment answers, unless you have been explicitly told that you may or must do so.

Students facing academic misconduct issues can contact the [Graduate Students' Association Advice and Support](#) service for help.

## Ethics

All activities undertaken by staff and students as members of the University must comply with appropriate ethical standards. Any research that involves human subjects as participants (for example in interviews, surveys and so on) must comply with these ethical requirements which cover issues such as consent and the use and storage of the data collected by researchers.

The full policy and guidance about how to go about receiving ethical approval for research projects can be found in the School's Support Information.



# Study skills and support

## Managing your workload through independent study

You are responsible for researching, studying and managing your own learning. You will need to plan your time carefully and be aware of timescales and deadlines for assessments, projects and exams.

Your tutors and supervisor can advise and we have further support in place through the [Academic Skills Community](#) to help you gain any additional skills you might need with maths, academic writing, referencing, IT skills and languages.

## Online resources – IT facilities, VLE and others

The Department uses a [Virtual Learning Environment \(VLE\)](#) to communicate information to students, provide access to learning resources and facilitate learning activities.

For more information about using the VLE please refer to the Using the VLE section of your Preparing to Study site at: <http://vle/york.ac.uk>.

See information on the [facilities and services IT Services provides](#).

## Library

The University Library provides a vast array of high quality online resources, books, and spaces to work. Staff are here to help, whether that's in person at the Help Desk or via email, phone, chat or social media. Find out more about where to start with the [Library Essentials guide](#). This includes information on using the library catalogue, your library account, online induction resources and opening hours. For general help, contact the [Library Help Desk](#).

## Your reading list

Your online [reading lists](#) are designed to help you get started with reading for your module. Your lecturer might have structured your lists by topic or by week to help you navigate them more easily, and you'll find that items are tagged as essential, recommended or background so that you know which to read first.

The online system provides information about where items are in the Library and it also tells you if books are out on loan. If we have electronic resources they will link directly to the reading so it is really easy for you to access it.

## Your Academic Liaison Librarian

Your Academic Liaison Librarians are Martin Philip and David Brown. They can help you to search effectively for resources, understand how to use and evaluate these and how to reference your work correctly. They can be contacted at [lib-sbs@york.ac.uk](mailto:lib-sbs@york.ac.uk) Further details on your Academic Liaison Librarians and your subject guide can be found at:

SBS - Management - <https://subjectguides.york.ac.uk/management>

SBS - Social Policy, Social & Political Sciences and Social Work - <https://subjectguides.york.ac.uk/sbs>

You can also search #UoYTips across social media for more advice and tips on using the Library and IT.

## Study spaces

There are over 1000 places to work across the three sections of the Library: the Morrell, the Fairhurst and the Burton. These include a variety of quiet and silent areas, IT rooms, and bookable group and individual study rooms. There are study areas designed especially for postgraduate students in the Morrell and the Fairhurst; ask at the Library Help Desk to get access to these spaces. There is also library space on the 1st floor of Piazza Building on Campus East, and a 24/7 Library Study Area in Vanburgh (V/N/058).

Church Lane Building includes -

- numerous break out and social spaces for more informal work
- shared and individual offices
- dedicated space for PhD students
- Agile Working space

## Study skills

Our [Academic Skills Community](#), based in the Fairhurst Library, helps students develop their academic and communication skills to a high standard. Through online resources, workshops and one-to-one consultations, academic skills staff work with students to develop skills in:

- transitioning to a different learning culture
- planning academic assignments, dissertations and theses
- maths and statistics
- languages
- integrating sources and data effectively into their writing
- developing a more critical stance and developing academic argument.

## Skills guides

Learn how to follow good academic practice and develop your digital skills for effective reading, note-making, essay writing and problem solving. Consult our online [skills guides](#) to find tips and interactive resources.

## Digital skills training

We offer [workshops to help you enhance your academic and digital skills](#). Training includes reference management, critical skills, presentations and digital creativity.

## Writing Centre

The [Writing Centre](#) offers academic writing guidance and online resources for all students. They offer face-to-face and online appointments throughout the year.

## Maths Skills Centre

The [Maths Skills Centre](#) offers mathematics and statistics guidance and resources for all students. They offer drop-in sessions during semester or you can book an appointment for more in-depth guidance.

## Languages for All (LFA)

The University's [Languages for All](#) courses are a perfect opportunity to broaden your horizons and learn about a new culture. Courses are available in 14 different languages and at different levels so you can take part whether you are a beginner or nearly fluent. There may be a charge for these courses.

## Prizes

The Department offers a number of finalists' prizes for each programme which are awarded to students following the Summer Examination Board. For further information on financial support, bursaries and scholarships offered by the University, see the website: [york.ac.uk/students/finance/](http://york.ac.uk/students/finance/)

# 5. Assessment, progression and award

## Guide to assessment

The University's [Guide to Assessment Standards, Marking and Feedback](#) contains the University's formal procedures relating to the conduct of assessment. It provides clear and detailed information on each aspect of student assessment and is a useful resource if you want to know more about how your work is assessed.

## Assessment methods

You will encounter two types of assessment during your time at University: formative and summative.

**Formative assessment** is there to help you develop. While it does not contribute to your final degree mark, it will help you to learn more effectively – you will be provided with feedback which will help you to review and improve your performance.

**Summative assessment** indicates the extent of your success in meeting the assessment criteria and how well you have fulfilled the learning outcomes of a particular module or programme. The marks from this type of assessment will contribute to your final degree result or towards progression decisions.

Information about how each module is assessed can be found in the relevant module outline on the VLE.

Each module VLE site includes an Assessment area that contains the following information:

- Details of the assessment task, including the length of the assessment
- What you can expect in terms of support for completing the assessment (such as specific teaching sessions and when these will be held)
- How to contact your tutor for individual advice
- A general discussion area where you can share your questions with the rest of the class

If any of these elements is unclear, or not available, you should inform the module convenor.

## Formal examination requirements

See the [Students Guide to Examinations](#). Individual examination arrangements may be approved for students who are unable to sit formal University examination conditions as a result of a disability or other condition. It is important to note that such arrangements must be in place at least eight weeks prior to the exam in question, so it is essential that students requiring individual arrangements contact [Disability Services](#) as soon as possible to ensure that adjustments can be made.

## Assessment format and submission of work

## **Types of Assessment**

For both Management and Social Policy/Social Work students a variety of assessment tasks are used in our modules, including essays, exams, reports, portfolios, projects and presentations. Most modules are assessed through more than one piece of submitted work, and using different assessment formats that are designed to test different skills or knowledge across the module

Details of the task you need to complete will be available at least 6 weeks before the deadline for submission, unless there is an exception specified in the module outline (e.g. because the nature of the task prevents this from being possible).

## **Format**

All your work should be prepared using Word, with 1.5 line spacing and in font size 12. Handwritten work will not be accepted.

You must not exceed the word limit for any assignment. Any text that exceeds the word limit may be disregarded by the marker. The word length does NOT include the bibliography/list of references unless specified.

Printed copies of work will not be accepted unless the assignment is exempt from the online submission process (see below for exceptions).

## **Submission**

Information regarding submitting your assessments can be found in the sidebar for your individual modules on the VLE.

Some key reminders have been included below for your information:

- 1) Get your work ready
  - Anonymise your work
  - Check your programme handbook and the relevant module site for guidance on presentation, referencing, word limit, etc.
  - Make sure you save your work and close the application (especially Word) before submitting the file.
  - Make sure your file is less than 30MB.
  - Ensure you are submitting the correct type of file. Assignments must be submitted as Word or pdf files (.pdf, .docx or .doc).
  - DO NOT USE mobile apps for submission or any other assessment activity including checking assignment details or deadlines.
  
- 2) Submit on time

- The file must be completely submitted before the deadline; do not leave it until the last minute to submit - it may take longer to upload your file than you think, particularly if you are off-campus. There is no flexibility for late submissions.
- You may submit as many times as you like in the run-up to your deadline, but any new submissions will overwrite previous submissions. We will, therefore, only be able to mark the most recent submission made before the deadline. It is not possible to submit work to the submission point after the deadline..

### 3) Check your file after submission

- You will receive a timestamped email receipt if your submission has been successful. You should keep this receipt safe.
- You should check the file(s) you have submitted by returning to the submission point in the VLE.

If you have any questions regarding the submission of your assignment, please contact [sbs-pg@york.ac.uk](mailto:sbs-pg@york.ac.uk)

You may be asked to take an online examination. This means the paper will be uploaded to the VLE and emailed to you at a certain time and you upload your answers before a specified deadline. See our [guidance for online exams](#).

## Penalties

Knowing how to manage your time, write succinctly and provide a complete and comprehensive piece of work to a strict deadline are skills you will develop at university. In the interests of fairness, transparency and to be equitable we have strict rules around deadlines and the quality or quantity of work submitted, and have clear penalties where these rules are not followed.

All work submitted late, without an approved extension of [Exceptional Circumstances affecting Assessment](#), will have a percentage of the available marks deducted for each day (or part of each day) that the work is late, up to a total of five days, including weekends and bank holidays, e.g. if work is awarded a mark of 30 out of 50, and the work is up to one day late, the final mark is 25.

After five days, the work is marked at zero. The penalty cannot result in a mark less than zero.

Submitted	Penalty
Up to one hour late	5% deducted from mark

1 day	10% deducted from mark
2 days	20% deducted from mark
3 days	30% deducted from mark
4 days	40% deducted from mark
5 days	50% deducted from mark
Over 5 days	Work marked at zero

## Failure to submit

If you, with no approved claim of Exceptional Circumstances affecting Assessment, fail to submit an assessment by the deadline after five days or fail to attend an examination, a mark of zero will be awarded. You may be given the opportunity for reassessment – see ‘Feedback on Learning and Assessment’ in the [Teaching and Learning](#) section above. However, the zero will be used to calculate your degree classification, and if the examination or assessment missed is already a resit or re-assessment to redeem an initial failure, no further re-assessment opportunities will be available without proof of exceptional circumstances.

If you are struggling to meet deadlines, submit a piece of work or will miss an exam due to personal circumstances you will need to inform the University as soon as possible and apply for [Exceptional Circumstances affecting Assessment](#).

## How is my work marked?

All summative assessments are marked anonymously by a member of the teaching staff. A sample of assessment submissions is moderated by a second member of staff to ensure consistency and fairness. All dissertations are marked independently by two members of staff before a final mark is agreed.

## What happens if I fail a module?

There are two possible ways in which you may still be able to pass your taught modules and progress to the next stage.

### Compensation

For Masters level modules, the pass mark for module assessments is 50. However, if your mark for a module is in the 40 – 49 range, you may still be able to get the credits for the module if your performance in other modules is good enough to compensate. In other words, 'marginal' failure in one module may be compensated by achievement in others.

### Reassessment

If you get a module mark below 40, or if you have too many modules with failing marks to be allowed to compensate them all, you will have to be reassessed. However, there is a limit to the number of credits in which you can be reassessed.

If you need to be reassessed to pass a module, it is important to note that it will be your mark on your original attempt that will be used to calculate your degree classification. We will not use your resit mark.

For further information on compensation and reassessment, see the [Student Guide to Progression and Award](#).

## Resits, repeats and readmission

If you make a successful claim that an assessment is affected by medical or compassionate circumstances, you may be permitted to sit the assessment again 'as if for the first time'. This means that the original attempt will not be considered for progression decisions or your degree classification.

Repeat study will only be considered in cases where a student can show that they had truly exceptional circumstances which did not allow them to benefit from the teaching on their first attempt, and that there was a good reason why the student could not have informed the University of the circumstances at the time.

You will need to submit evidence of mitigating circumstances to qualify for resits and repeats. See further information on [resits, repeats and readmission](#).

## Programme extensions and termination

A programme extension can be recommended where a student cannot complete the programme within a normal timescale because of exceptional circumstances. If you find yourself in this situation, talk to your supervisor.



In some circumstances, the Board of Studies can recommend that your programme is ended before its normal end date. This may be due to reasons such as poor attendance (without good reason) or through having failed so much of the programme that it is no longer possible to graduate.

See further information on [programme termination, extensions and transfers](#).

## Exceptional Circumstances affecting Assessment

Sometimes things happen beyond your control that either have an impact on your performance during an assessment or prevent you from undertaking the assessment at the scheduled time. If these events are truly exceptional, i.e. serious, unusual and unpredictable, they may be classed as exceptional circumstances and you may be able to defer or resit an assessment.

There are three possible ways to claim exceptional circumstances:

1. Student Support Plans (for students with a disability) sometimes have the option to request an extension on a piece of work as part of their Plan's adjustments or to defer an examination attempt.
2. Self-certification can be used for short-term, acute illnesses or short-term unforeseen circumstances prior to submission of an open assessment or commencement of an examination. Students may use self-certification for a maximum of 3 assessments per academic year. (This is not to be confused with [self-certification of illness](#) if you are ill during semester and miss teaching).
3. You can apply to the Exceptional Circumstances Committee for assessments where the start time (exams) or deadline (open assessments) has passed or where the self-certification may not be possible due to the severity of the circumstances/impact on assessment.

If such exceptional circumstances do occur, you must seek support from your supervisor and provide evidence as soon as possible at the time they occur. You can find the [Exceptional Circumstances affecting Assessment](#) claim form online, along with further information on submitting a claim.

## Submitting an appeal

You can [submit an appeal](#) if you can establish there was a procedural error in arriving at an academic decision, or on the basis that you can provide evidence that you had exceptional circumstances which you could not have raised at the time. You cannot appeal against academic judgement of your work. Seek support from your supervisor and/or the [Graduate Students' Association \(GSA\) Advice and Support](#) service before deciding whether to submit an academic appeal.

For information on

making a complaint, see the [Rules and responsibilities](#) section below.

## External examiners

<b>MSc International Business</b> <b>MSc International Strategic Management</b> <b>MSc International Business &amp; Strategic Management</b> <b>MSc Accounting &amp; Financial Management</b> <b>MSc Management &amp; Business Finance</b> <b>MSc Global Marketing</b> <b>MSc Human Resource Management</b> <b>MSc Management</b>	<b>Anita Gill (Coventry University)</b> <b>Tom Buckley (University of Sussex)</b> <b>Uche Ogwude (Aston Business School)</b> <b>Vasileios Davvetas (University of Leeds)</b> <b>Nicholas Vasilakos (University of East Anglia)</b> <b>Hakeem Ajonbadi (Birmingham City University)</b>
<b>MA Social Policy</b> <b>MA Global Social Policy</b> <b>MA Global Crime &amp; Justice</b> <b>MA Comparative &amp; International Social Policy</b> <b>MPA Comparative Applied Social &amp; Public Policy, Evaluation &amp; Research</b> <b>MRes Social Policy</b>	<b>Sung-Hee Lee (University of Derby)</b>
<b>MA Social Work</b>	<b>Selwyn Stanley (Edge Hill University)</b>
<b>MA Social Research</b>	<b>Matthew Bennett (University of Birmingham)</b>

It is inappropriate to make direct contact with external examiners. If you have any issues or concerns you can register these through [appeal](#) or [complaint](#).

External examiners are experienced members of staff from other universities. External examiners monitor the standards of modules and the consistency of marking across individual modules and institutions. External examiners review a range of student work for this purpose and submit a report about the programmes for which they are responsible every year. These reports are discussed at the

Annual Programme Review meeting (APR), and student reps are invited to contribute to the departmental responses to any issues the external examiners identify.

[york.ac.uk/about/departments/support-and-admin/registry-services/guide/](http://york.ac.uk/about/departments/support-and-admin/registry-services/guide/)

## Your final degree classification

The University applies the following mark scale to postgraduate work:

- Distinction: 70-100
- Merit: 60-69
- Pass: 50-59
- Marginal fail (potential to compensate): 40-49
- Fail: 0-39

The pass mark for masters-level modules is 50. If you are on an Integrated Masters programme, you will have to undertake some masters-level modules in the later stages of your programme. Some modules at this level may also be available as options in some Bachelors programmes. You should be aware of the higher level and pass mark for such modules when deciding whether to take them as options.

For information on calculating your degree classification, see the [Student Guide to the University's Rules for Progression and Award](#).

## 6. Rules and responsibilities

### Regulations and student discipline

When you enrol, you agree to accept and abide by the [University Regulations](#). You should make sure you are familiar with [Regulation 7: Student Discipline](#), and the associated procedures, which details the sorts of behaviour which are unacceptable in our community and explain our procedure for taking disciplinary action. We aim to maintain a community of respect in which students and staff can study, work and live safely together. We hope that your time at the University will not be affected by problems of [student misconduct](#).

### Complaints

If you are dissatisfied with your experience of a service you have received as a student you should let us know. In the first instance you should speak to someone within the department or service where

the issue occurred. For informal complaints, please contact the School's Student Services Manager, Diane Atkinson - [diane.atkinson@york.ac.uk](mailto:diane.atkinson@york.ac.uk).

If you are dissatisfied with their response, you can find more information on [how to make a complaint](#) on our website.

## **Data protection**

The University collects, uses, stores and shares certain types of personal data, in various formats, about its current and past students in order to fulfil its functions as an education provider and to maintain its lifelong relationship with its alumni community. In doing so, it complies with the UK General Data Protection Regulation and Data Protection Act 2018. See further information on [how the University uses your data and the various rights you have](#) on our website.

## 7. Support and wellbeing

We offer a range of [help and support](#) so all students can get the most out of their university experience.

### Your department

In addition to your supervisor, your department has a Student Experience Coordinator to work with department staff, student societies and student reps in order to help build departmental learning communities.

For wellbeing the School has a dedicated team of Practitioners and Student Wellbeing Officers. Information on the support they provide can be found on the [webpage](#). You can find links to help and advice [here](#), including [Disability Support](#), information and contacts for [Faith and Religion](#) at the University, advice for [International Students](#), starting University as a [Mature Student](#) or [Carer](#), and [Students with Children](#). A full list of helpful links can also be found on the VLE.

### Your college

York is one of a handful of UK universities with a college system. Your [college](#) provides you with a support network and a calendar of events and activities to help you settle in, develop your skills and explore your interests.

Each college has College Life Coordinators and Advisers to provide confidential pastoral care. They are a team of trained students who live in college and help resolve issues or point you to specialists. Whether you are an on-campus resident or not, your college is ready to listen.

### Students' Unions

There are many opportunities at York to get involved with societies and extra-curricular activities both related and unrelated to your course. Those of interest to **our** students might include:

[Social Policy Society](#)

[Social Work Society](#)

[Business, Accounting and Management Society](#)

[Investment & Finance Society](#)

See a full list of [societies and activities provided by YUSU](#).

The Graduates Students' Association also runs various networks with regular events. Membership of Postgraduate Networks is free - see the [Graduate Students' Association \(GSA\) Network Guide](#).

## Student Hub

The [Student Hub](#) is a first point of contact for support and advice. Chat to our Student Support and Advice Team about issues regarding finance and money, private sector accommodation, health concerns, immigration advice, academic progress issues and more.

## Financial support

If you face financial difficulty, you may be eligible for [assistance funding](#) in the form of an emergency loan and/or a non-repayable award.

## Accessibility and disability support

[Disability Services](#) can provide support, advice and guidance for those with a diagnosed disability, including specific learning difficulties such as dyslexia, dyspraxia and ADHD, autism, visual and hearing impairment, physical disabilities, medical conditions and mental health difficulties, amongst others. All students with disabilities are encouraged to contact the service to discuss your individual needs and to recommend academic adjustments in a Student Support Plan (SSP). Contact Disability Services even if you have had a previous SSP at York or other university.

Please let your department know as soon as possible if you have a disability and may require support. You can discuss this with your supervisor.

The Disability Representative for the School is Heather Maslen, you can contact Heather at either, [heather.maslen@york.ac.uk](mailto:heather.maslen@york.ac.uk) or [sbs-engagement@york.ac.uk](mailto:sbs-engagement@york.ac.uk)

You may also require individual arrangements for formal examinations. See the information provided on formal examinations in the [Assessment, progression and award](#) section for further information.

## Support for international students

Our [International Student Support](#) team provides immigration advice as well as support for issues many international students can face when living and studying in the UK.

## Open Door

[Open Door](#) provides a range of self-help materials to aid your personal development and wellbeing as well as a professional confidential one-to-one service for students experiencing mental health issues.

## **24/7 support**

Download the [TalkCampus](#) app to talk with other students from around the world about the ups and downs of student life or if you're struggling and worried about your mental health.

## **Campus Safety**

[Campus Safety](#) staff are on duty 24 hours a day, 365 days a year and they are a first response for everyone on campus. All officers are first aid trained and part of the Mental Health First Contact network. They provide security advice, facilities management and aid the emergency services on campus.

## **Faith contacts**

Our chaplains will speak in confidence with any student, regardless of faith or belief. They have a [network of contacts](#) with other faiths and provide spaces for prayer and reflection on campus.

## **Sexual Violence Liaison Officers**

Our [Sexual Violence Liaison Officers \(SVLO\)](#) can work with you one-to-one to talk you through support options and reporting options, both within the University and externally. They will support you through whatever choices are right for you.

## **Report + Support**

[Report+Support](#) is the University's tool to report student misconduct and to find support both within and outside the University on issues such as bullying and harassment, discrimination, domestic abuse, hate crime, sexual harassment and sexual violence. You can choose to report anonymously.

## 8. Personal development and employability

### Careers

Our [Careers and Placements](#) team can help you with career planning, getting experience, developing your skills and strengths, job hunting and making applications, preparing for interviews and aptitude tests, as well as providing information about further study and funding.

Our [Career Journey](#) helps you build a portfolio of skills and experience by outlining a timeline of activities we offer. Our unique [York Strengths](#) programme helps you understand both what you are good at and what you enjoy doing, so that you can focus on a career that suits you. You can apply for the [York Award](#), the University's certificate of personal and professional development, to demonstrate that you have taken a proactive approach to your time at university.

We also organise careers fairs and events, [volunteering](#) opportunities, [internships](#) and support for [enterprise](#) to ensure you progress with a competitive edge.

Our SBS Careers Consultant and the SBS Placements Team are based in our Careers and Employability Office in Church Lane, CL/A/064. We offer virtual and face to-face appointments as well as workshops and employer visits throughout the year. Please contact [sbs-careers@york.ac.uk](mailto:sbs-careers@york.ac.uk) to book an appointment, or to ask for help by email.

Additionally, we have a weekly Drop-In Service. Any student can drop in without an appointment to get practical help and support with CVs, job search and interview practice:

Drop-in Service  
Wednesdays  
11am - 1pm  
Church Lane CL/A/064

### Working during your studies

Our [Careers and Placements](#) team can help you to find a part-time job and provide information on your legal rights and obligations. We advise that you work no more than 20 hours a week during the semester as anything over this may interfere with your studies and affect your health and wellbeing. If you are a [Student visa holder](#) you will need to be aware of any working restrictions placed on you by your visa.

## 9. Graduation and beyond

After you submit all your final assessments, your overall degree classification will be agreed and ratified by your departmental Examinations Board and then approved by University Senate. You will



receive an email from the University's Progression and Awards Team confirming that your results can be viewed on [e:Vision](#).

When the time comes, we will contact you with full information about [graduation](#), including ceremony dates and important deadlines. It is important to keep your information up to date on [e:Vision](#), including your personal email address.

## **Access to University services**

Your borrowing rights at the University Library end on the last day of your studies.

Access to most IT Services facilities (including email) are automatically withdrawn approximately 90 days after you finish your studies. The data in your University Google account and your files in your personal filestore are saved for one year after expiry. IT Services recommend you save or transfer account data before they close - see [IT information for student leavers](#).

## **References and transcripts**

If you require a reference, you should contact your Academic Supervisor or an academic member of staff who is familiar with you.

You can [purchase transcripts and other documents](#) from the Transcripts Office.

## **Keep in touch**

Join the [York Global Alumni Association](#) to connect with other graduates, stay in touch with York, access careers support and other services.