

# CAMPUS GUIDE

## OXFORD



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# 1. Welcome

## 1.1. Welcome from Manager

It's great to see you here.

Welcome to Oxford and thank you for choosing to study with SAE Oxford.

All of my staff are committed to helping you make the most of your time studying with SAE and this guide is to help you get started. We have done our best to include as much important information in it as possible but you are bound to have more questions that I am sure we can answer, so please just ask.

While you are here please take advantage of as many sessions outside your chosen field of study, for example, four of our students have received radio presentation and production training and now broadcast regularly on SAE 's own radio station - Energy Groove, and all of our students mix regularly with each other at live events.

We look forward to working with you.

Best wishes

Richard Peirson, Campus Manager

## 1.2. Welcome from Academic Coordinator

Welcome to SAE Institute Oxford and to the world of creative media higher education. I am sure that it will prove to be an intense, challenging and rewarding learning experience for you.

As Academic Coordinator, I will be your first 'port of call' for all issues and questions related to your academic life at SAE Oxford such as attendance, degree classification requirements, academic progression, curriculum, teaching, learning and assessment. Do not hesitate to stop by our office, or e-mail us for help or assistance with anything related to your academic career.

This guide is designed to support your programme of study, to provide you with key information about SAE Oxford, such as useful staff contacts, as well as information on services and facilities.

Your time at SAE Oxford will be packed with new opportunities and experiences and with staff who are committed to making your learning experience here enjoyable, fulfilling and successful.

As a student at SAE you will enjoy the best of both worlds; the spacious and creative atmosphere of our campus, and the outstandingly beautiful, and friendly university city of Oxford, offering its community of students a supportive and cosmopolitan environment.

Dean McCarthy, Academic Coordinator

## 1.3 Key Contacts

### 1.3.1 Campus Staff

Title	Name	Email
Campus Manager	Richard Peirson	r.peirson@sae.edu
Academic Coordinator	Dean McCarthy	d.mccarthy@sae.edu
Programme Coordinator Audio Production	Keith Hennigan	k.hennigan@sae.edu
Programme Coordinator Film and Animation	Dimitris Poteas	d.poteas@sae.edu
Programme Coordinator Music Business	Dean McCarthy	d.mccarthy@sae.edu
Student Experience Officer - Finance	Emma Smith	e.smith@sae.edu
Student Experience Officer - Academic	Jon Jang	j.jang@sae.edu

### 1.3.2. Regional Staff

Title	Name	Email
General Manager (UK)	Olivia McLaughlin	o.mclaughlin@sae.edu
Dean UK	Saad Qureshi	s.queshi@sae.edu
Admissions Manager	Jaysha Fernando	j.fernando@sae.edu
Alumni and Events Coordinator	Daniel Brzezinski	d.brzezinski@sae.edu

## 2. Getting Started at SAE Institute

### 2.1. Enrolment

All new students need to fully complete the enrolment process prior to attending classes – this normally takes place on the Registration Day as part of Induction. The programme of study of a student who fails to enrol is deemed to have lapsed. No student shall be entitled to commence a programme of study unless the prescribed fees have been paid, or satisfactory arrangements made to ensure that they will be paid. No student may be enrolled simultaneously on more than one full-time taught programme of study at Middlesex University.

For any queries regarding the enrolment process, contact Student Services at your local campus.

If you are an international student, please ensure you have received your student visa before enrolling.

#### Documents to bring to enrolment:

1. Your original certificates/qualifications, as proof of entry requirements.
2. Your Universities and Colleges Payment Advice slip from Student Finance.
3. Original Photographic ID, which must be one of the following documents:

#### UK / EU Students

- ID Card
- Driving Licence (photocard only)
- Home Office Immigration Status Document
- International Students
- Passport
- Your Visa. This may be in your passport or a separate biometrics card.
- A clear copy of your visa, showing the stamp issued when you arrived in the country (and your Biometric Card where available). We need this for our records.

## 2.2. Induction

In the week leading up to the start of your studies at SAE Institute, you will be invited to attend induction. During Induction, you will be introduced to SAE Institute, the programme, staff and student services. We will also take this opportunity to complete Enrolment (see chapter 2.1 above).

## 2.3. Induction Checklist

Your induction into SAE Institute will be an exciting and an extremely busy period. There will be a lot to see and a lot to do and it is important to keep track of everything. By the end of your first week you should have:

- Had a campus tour
- Met your Programme Coordinator, and noted the names of all your Module Coordinators/Lecturers
- Paid any fees due. See 'Your Fees' in this guide.
- Fully enrolled
- Received your SAE email account.
- Picked up your Student Identity Card.
- Logged on to the Student Portal AXIS.
- Updated your mobile phone number(s) and contact details so that we can keep in touch.
- Registered with the Library enabling you to access the learning resources.
- Be able to access and read your timetable and the Academic Calendar.
- Most importantly – know where you should go if you need assistance with any of the above.

Although the term 'Induction Days' or 'orientation' is often used, do not expect to become completely familiar with SAE Institute in just a couple of days. See these more as essential days which try to introduce you to life at SAE Institute and what is offered to you in order to make the most of your student experience here. Quite often it takes a number of weeks or even months to feel settled into campus life and to become aware of the various opportunities SAE Institute offers.

## 2.4. Late Starters

If for any reason you missed induction, SAE Institute will help you get up to speed. If you miss the first day of your programme induction, it is important that you act promptly. Contact Student Services as soon as possible and they will help you catch up with what you have missed. You will be given a checklist at the same time to ensure you catch up with the information you have missed.

## 2.5. Your Student ID

Your ID card is very important. It is used for much more than identification purposes, it allows you to enter buildings around campus, book equipment and borrow library books.

All students are required to carry a student ID card when on campus.

Your ID card carries a lot of important information, including:

- Your photo
- Your student number
- The date you joined
- The date you are expected to graduate

Once you have received your ID card, you should wear it around your neck or somewhere on your person where it is visible and easy to read whenever you are on campus. The card should begin working within 5-10 minutes after it has been issued, allowing you to access the Library and any other restricted areas where you have been granted access.

## 2.6. Your Timetable

Students will receive information on the teaching timetable and their schedule of classes prior to the commencement of each intake or module. The teaching timetable can be viewed electronically via the AXIS (the student portal). It is important that you regularly check the timetable for updates to the timetable.

AXIS Link:

<https://axis.navitas.com>

## 2.7. Your Fees

### How do I pay my fees?

If you are accessing a student loan, the student loan company (SLC) will pay some of your fees directly to SAE. Once you have started attending class we will advise the SLC that your loan can be activated. The remaining fees are due according to the schedule shown in your fee statement.

### If you have any questions about your fees, please contact:

Emma Smith, Student Experience Officer - Finance  
[e.smith@sae.edu](mailto:e.smith@sae.edu)

Course fee payments are accepted in the form of bank deposits, direct debit or card payments. You can make these in person or over the phone.

SAE Oxford Phone number: +44 (0) 1865 787 150

### Bank transfer details:

Account Name: SAE Education Limited

Account No: 13129527

Sort Code: 18-50-08

Swift: CITIGB2L

IBAN: GB93 CITI 1850 0813 1295 27

Bank: CitiBank NA London

Remember to always use your student ID number as a reference. If you do not know your ID number, please use your full name as reference and let us know the date the transfer went through.

Please do not include phrases like "Tuition Fee for...", "Mister..." or any other words if possible.

Please make sure to make payments in Pound Sterling as otherwise there may be shortfalls when non-Sterling currency is converted.

### Your liability:

Whether or not you are using a student loan, you have ultimate responsibility for paying your fees. If there is a problem with your loan, you are still liable for the full amount. We do not recommend that you use your maintenance loan to pay your fee instalments. Whichever payment plan you are using, you are liable for the fees at the beginning of each module. Once enrolled and attending, you will be liable for the entire module as per our fee policy. If you withdraw, defer or are cancelled at any point during a module, your liability is for the entirety of that module.

## Paying your fees on time:

It is very important that you pay your fees on time. Fee payment dates are shown on your fee statement. The payments will relate to your modules of study, but will generally be dated on the first day of your study period. Instalments for modular payment plans are generally due in September, January and May.

Please contact us if you think you will have problems paying your fees on time. If you have outstanding fees and do not pay after we have reminded you in an email, you will be asked to attend a meeting with the Campus Manager. If reminders continue to be ignored and you do not attend the meeting with the Campus Manager, you may be banned from lectures and access to campus facilities. Eventually you will be withdrawn from your programme of study if you do not pay your instalments. If you are late paying your fee instalments, credit control will send you a letter reminding you to pay your fees which will incur an administration charge for each letter we send. SAE will refer unpaid fees to debt collection agencies and may seek recovery through the courts.

## The 14-day cool-off period:

You have the legal right to cancel your contract with us after agreeing it, without giving any reason, and without any penalty. Your contract with us starts when you accept an offer of study (either by signing an acceptance of offer form or by accepting an offer of study on UCAS).

A 14-day "cool-off" period commences from the first day of enrolment. Students have 14 days where they can withdraw without liability for full fees. If SAE receives a written notice of their intention to withdraw from their programme of study, within the first 14 days of enrolment, the student will not be liable for payment of the full fees.

## Benefits / Tax Credits

Studying may affect your eligibility for and entitlement to state benefits, particularly if you study on a full-time course. Even if you remain eligible to claim, entitlement to certain elements of student funding may still reduce your (or your partner's) benefits (including if you are entitled to a student loan but decide not to take it or all of it).

We recommend that you seek advice about this as early as possible.

You have a duty to inform the relevant authorities about becoming a full-time student and being entitled to student funding. Studying should not affect your eligibility for child tax credit, and most student funding is ignored when calculating your (or your partner's) entitlement to this. However, a change to the number of hours that you are working may affect your eligibility for working tax credit. We recommend that you inform the relevant authorities if you become a student and if you are entitled to student funding.

## Cancelling or withdrawing:

If you change your mind before the start of the course, or within 14 days of agreeing your contract with us, please inform student services about your intention to cancel. After the start of the course, unless you are still within your 14-day cancellation period, you can only withdraw by completing and signing the online Cessation of Studies form available under policy/key forms on AXIS and sending it to SAE. If you do not send us the Cessation of Studies form, you will still be enrolled as a student, and will continue to be liable for fees. If communication is ignored after a period of 10 working days, you will be cancelled from your programme. You will still be liable to pay for modules even if you do not attend any classes, as you will still be enrolled on the programme. Please take advice from local student services staff and talk to your Programme Coordinator before making a decision.

## Who to talk to about fees:

You can talk to your local Student Services about fees and credit control.

For more detailed information, please also read the terms and conditions and fee policy, here:

<http://www.sae.edu/gbr/sae-regulations>

## 2.8. Your SAE email account

All SAE students benefit from an SAE email for life powered by Google Apps for Education. During induction you will be issued with an @saeinstitute.edu email address, along with Calendar, Contacts, Drive, and Google Docs.

### Supporting your studies

Our partnership with Google ensures you can:

- Easily manage official communications related to your studies
- Access unlimited storage\* to ensure assignments, videos, audio files and important emails are safely stored and backed up in the cloud
- Stay organised with Google Calendar and create additional calendars for your projects
- Collaborate with teams across multiple devices with Google Docs, Sheets and Slides.
- Take full advantage of Google Drive to access your files on every computer and mobile device in synchronisation.

\*You will need to abide by our Student Acceptable Usage Policy

### Access to discounts

Your @saeinstitute.edu email address gives you access to:

- The NUS Extra card with discounts across a variety of services including half price Spotify, free Amazon Prime for 6 months followed by half price access for the length of your studies. Additional benefits include money off your weekly shop at the Co-op, along with discounts on a range of student essentials, travel and eating out.
- Discounts and free versions of selected software from online providers when registering with an .edu account

### Long term benefits

Throughout your studies, after graduation and beyond you'll enjoy:

- A professional .edu mail account after graduation at no cost to you
- 99.9% guaranteed uptime and enhanced security features
- Zero advertising - Unlike with a regular Google account, your Google Apps for Education account will never be crawled by Google. Therefore, you will never see advertisements within any of the edu Google products.

## 3. Academic Life

### 3.1. Teaching & Learning

Each SAE campus is led by a Campus Manager and Academic Coordinator. Campuses are organised into Departments that are headed by Programme Coordinators. The Programme Coordinator, together with the Academic Coordinator, will ensure the effective delivery of your studies.

All the academic staff contribute to the content of your programme – but you will also be taught by a number of lecturers, visiting lecturers and industry practitioners who will bring your subject to life through their personal specialism and interest.

The Library and Learning Centre is headed by the Student Experience Officer - Academic who can assist you with academic writing and research as well as the borrowing of books and access to other library resources.

Studio and lab spaces are supported by Campus Support Technicians, who will help you apply and use the technologies available to produce the very best practical work.

#### 3.1.1. Lectures

A lecture is a talk or presentation delivered by a lecturer to teach you about your chosen subject. Lectures will often be interactive and lecturers may expect your participation - this could be as part of a discussion or group activity. Lectures are the starting point for your studies and it is important that you attend as seminars and tutorials will build on the material covered in the lectures.

What you need to do:

- Engage in 'active listening' during the lecture: take notes of the important themes of the lecture.
- Be punctual: you'll get a better understanding of the aims of the session if you hear the lecture in its entirety.
- Be courteous: don't interrupt the learning of others by talking or arriving late.

### 3.1.2. Seminars

Your timetable may also include seminars. Seminars are ways of teaching smaller groups through discussion. Sometimes the seminar leader will ask you to divide into groups of 3 and 4 and provide an activity to work through or questions to discuss. Time is given for the small groups to undertake the task and then feedback to the larger group at the end.

The emphasis of seminars is learning through discussion and all students are expected to attend, prepare and participate. The seminars are an excellent time to raise points that you have not understood. Seminars are a good way to get to know others and enhance your team working skills.

What you need to do:

- Complete any preparatory work in advance of the seminar.
- Play an active role in any group work or larger discussion.
- Try to read around your subject, think about how you are learning in this module in relation to your other modules and also to your experiences outside of SAE Institute.

### 3.1.3. Online Learning

Many of your modules will have an online component delivered via our Virtual Learning Environment, and you will be expected to use the materials and work through them. There will often be a range of materials including handouts, additional information, reading lists that will allow you to gain further knowledge about various subjects in each module, and there may be quizzes or other tasks that you will need to actively engage with.

You can access our Virtual Learning Environment through AXIS, here:

<https://axis.navitas.com>

### 3.1.4. Organising Your Studies

Having good organisational skills is essential to manage your coursework alongside the rest of your life. Here are a few handy tips to help you manage your time and develop your planning skills.

**Plan in advance.** You will be given your assignment dates in advance so use this to plan your time.

**Break it up.** Looking at an assignment as one large project can be daunting. Break it up into manageable sized chunks, i.e. producing a plan for the assignment, gathering materials or references etc. Then give each chunk a deadline to work through in good time. Leaving assignments to the last minute may mean that you cannot access the books and resources you want to deliver the best possible work.

**Be realistic.** If you know you have commitments, e.g. a birthday or an evening scheduled with friends during one of the weeks, it is likely to be difficult to get your allotted work done. Do not panic, just make sure you plan it in so you make up for it before or after.

Your local Student Experience Officer - Academic or Programme Coordinator will be happy to assist you with the organisation of your studies.

## 3.2. Assessments and Results

New students often ask 'how do I pass my modules?' To do this you must complete all specified assessments to the minimum standard required in the Programme Handbook. You will be assessed by various methods throughout your programme of study. Some modules are assessed by coursework only, some by examination and some by a mixture of both. Details of assessment tasks along with the grading scheme and requirements for submission of work are given in your Module Assessment Guidelines/Brief, and the Programme Handbook.

Many modules require all assessment components to be passed. At the beginning of each module you should ensure that you have a written statement of the assessment requirements from the lecturer, in the module narrative. Some modules have specific attendance requirements, which are generally 85% for all scheduled sessions but may be 100% in some cases, and are necessary to complete the module (see information on 'Attendance').

You will get feedback on your performance in your assessed work. You may see your lecturer about feedback on your coursework, it will be published in our Virtual Learning Environment and sent to you via email.

If you are unable to submit a coursework by its due date or attend a scheduled or re-sit examination, you should contact the Academic Coordinator or a nominated Programme Coordinator as soon as possible to apply for a deferral. For more information see 'Deferral of Assessment' in this section.

### 3.2.1. Coursework

Types of coursework include:

- Written coursework: essays, exercises, laboratory logbooks, projects, dissertations, portfolios of written work, in-class tests, etc.
- Practical coursework: recordings, short films, websites, games, etc.
- Other coursework: presentations, viva voce, performances, exhibitions etc.
- Online activities: through the VLE

#### Handing in Coursework

Deadlines for submission of coursework will be published within the Module Narratives available on the module site on the Virtual Learning Environment. SAE Institute requires all students to submit coursework via the relevant module site on the Virtual Learning Environment. You will be shown how to submit coursework on the VLE during induction. Do not give written assessed coursework directly to your tutor - coursework will not be accepted when submitted via e-mail, in person to the lecturer by any other means not specified by Student Services. You should always keep a back-up of your work - it is for your own protection.

Submitting Assignments in hardcopy if there are technical problems with the Virtual Learning Environment.

A 'Cover Sheet for Coursework' form must be completed and you will be given a receipt of submission. The following information must be CLEARLY PRINTED on the front cover sheet of the coursework:

- Student Name and Student Number
- Intake
- Module Number and Module Name
- Assignment Name
- Date of Submission

Student Services will not allow any amendments (including additional pages) to the coursework once it has been submitted. Students are advised to take a copy of all their work prior to submission. Student Services will not return coursework to the student to be changed under any circumstances. The coursework must be complete and final at the time of submission.

Please note that coursework of students with financial holds will be accepted, but not be graded until any outstanding fees have been settled. You must keep a copy of all your work (on personal data storage devices, etc) prior to submission.

#### Deadlines

It is important to meet deadlines for submitting coursework. The due dates will be confirmed at a time, no later than the date that the work is set (normally in the first week of the module). Sometimes deadlines from different modules will come at the same time, and it is important to plan your workload to meet these deadlines.

Coursework must be submitted on the Virtual Learning Environment no later than 6:00pm on the stipulated due date.

Your Programme Handbook may offer guidelines in the case of late submissions, and where extensions may be warranted these should be confirmed prior to the submission date.

Deferral of assessment of coursework is possible, but you should ensure that you are aware of the possible consequences of doing this. For more information see 'Deferral of Assessment' in this section.

### 3.2.2. Written Examinations

Written examinations are normally taken at the end of a module. Final timetables for examinations will be published via the Virtual Learning Environment or a central online calendar. Check regularly for updates.

Students who need Disability Support and special facilities to take examinations should contact the Programme Coordinator to make the proper arrangements at least one month before the start of the examination period.

Students are warned that any breach of examination regulations may result in severe penalties, including the risk of expulsion from SAE Institute.

Students who fail to attend an examination without good cause will be failed in the module with a grade 20, should the required learning outcomes not be met, subject to any other regulations covering deferral of assessment in the module (see Deferral of Assessment in this guide).

#### Overview of Examination Regulations

1. You must be on time for all examinations.
2. You must not become involved in any unfair or dishonest practice in any part of the examination.
3. If you attempt to use unfair practice, or break the rules in any way, you will be reported to the Academic Coordinator for investigation of Academic Misconduct.
4. You may take into the examination room only the materials and equipment which are allowed. You must not take into the examination room any unauthorised materials or equipment which might give you an unfair advantage such as notes, calculator cases/instruction leaflets, bags, personal TV's/stereos, electronic or radio communication devices, including mobile telephones, iPods and MP3 players. Possession of unauthorised material is breaking the rules, even if you do not intend to use it, and you will be subject to penalty.
5. If you leave unsupervised before the end of the examination you will not be allowed to return.
6. Do not read the question paper until instructed to do so by the Invigilator.
7. Please read the front cover first to ensure that you have the correct exam paper in front of you.
8. Coats and bags must be deposited as instructed by the Invigilator.
9. All mobile phones must be switched off and placed under your desk.
10. All personal belongings should be left under your desk.
11. You must place your student ID card on the desk.
12. You may not leave the examination room within thirty minutes from the start of the examination, nor during the last ten minutes. If you wish to leave before the last 10 minutes, you should raise your hand to notify the Invigilator and hand your work in. Having once left the room you will not be readmitted without the permission of the Invigilator.
13. Visits to the toilet are permitted after the first 30 minutes but will be accompanied by an Invigilator.
14. In the event of the examination room being evacuated, you are reminded that examination conditions will apply and you should not speak to another student.

#### Bring What You Need

- Take into the examination room the pens, pencils, erasers and any permitted instruments which you need for the examination. You will not be allowed to borrow items from another student.
- All items needed for your exam are to be placed on the desk in front of you.
- You may not take food/sweets or drink to your desk other than clear bottles of still water with no label. If your bottle has a label, please remove it before the exam starts. If you have medical reasons that require you to have food or other types of drink, please contact the Programme Coordinator in advance and consult an Invigilator before the start of the exam.

#### Laptops and mobile devices

- Laptops and other mobile devices may only be used during examinations when specifically required for use in that exam. Please check with your Programme Coordinator on any restrictions of use before every exam.

#### Further Advice and Assistance for Examinations

- If on the day of the examination you feel that your work may be affected by ill health or any other reason, inform Student Services by completing the online Extenuating Circumstances form available under Policy/Key Forms on AXIS.
- Put up your hand during the examination if:
  - You have a problem and are in doubt about what you should do;
  - You feel ill;
  - You need more paper.
- You must not ask for and will not be given any explanation of the questions unless you have reasons to believe that there is an unintentional ambiguity. In such cases, raise your hand and bring your concerns to the attention of the Invigilator who will respond as appropriate.

### 3.3. Grading System

SAE Institute uses Middlesex University's 1-20 grading scale with 1 being the highest mark and 20 being the lowest. A grade of 16 is the minimum required to achieve a pass. Full details are available at [www.mdx.ac.uk/regulations](http://www.mdx.ac.uk/regulations)

UK only: For level 4 modules (1st year of an Honours degree, which do not contribute to determine the class of honours degree) the grade Y (ungraded pass) may be used.

The numerical grades are detailed on the table below.

#### The 20-Point Scale

Grade	Class of Undergraduate Honours Degree	Postgraduate/ Other Qualification
1		
2	First class	Distinction
3		
4		
5		
6	Upper second class	Merit
7		
8		
9		
10	Lower second class	Pass
11		
12		
13		
14	Third class	Pass
15		
16		
17	Fail - Marginal Compensation allowed	Fail - Marginal Compensation allowed
18	Fail Compensation allowed	Fail Compensation allowed
19	Fail Compensation not allowed	Fail Compensation not allowed
20	Fail Incorporating failure to participate in assessment necessary to achieve all learning outcomes. Compensation not allowed	Fail Incorporating failure to participate in assessment necessary to achieve all learning outcomes. Compensation not allowed

In addition, the following administrative grades are used:

Grade	Definition	Comment
X	Ineligible for assessment due to inadequate participation in the learning process but may be retaken with permission.	This grade is applied if you fail to participate in the learning processes of a module (as specified in the module / programme handbook) for which you are registered. It is not a punishment for poor attendance but a recognition that you have not been able to prepare yourself for assessment in the content of the module. It is also given when you drop a module without formally removing it from your registered programme of study. The module may be taken again without penalty, provided re-registration is permitted. Additional tuition fees will be charged.
I	Incomplete with good reason. (May be assessed without penalty at the next available opportunity)	This grade is used for students who have had some or all of their assessment deferred due to illness or other circumstances outside their control.
U	Academic misconduct allegation being investigated.	May be reassessed on conditions laid down by the Assessment Board with penalty.
P	Fail - Academic misconduct proven	
Y	Ungraded pass (No numerical value for classification of qualifications)	Used particularly for modules at level 3 and 4 (foundation and 1st year of an Honours degree) which can be graded on a pass/ fail basis.
C	Compensated failure	For the purposes of degree classification a compensated grade counts as a 16.
S	Aegrotat	An ungraded pass when a student has been ill or subject to special circumstances here, in the opinion of the examiners, the student would have been expected to pass the module. Students are permitted, if they wish, to be assessed in the module if it is at level 5 or above at the next available opportunity as it can contribute to degree classification.
H	Not assessed	Students not following Middlesex qualifications only.

### 3.4. Assessment Boards and Progression Committees

Assessment Boards and Progression Committees ensure that marks and classifications are awarded fairly and consistently across SAE Institute in accordance with the University Regulations.

#### Language of Instruction Specialist Panel (LISP) – First Tier Board

Each Language of Instruction Specialist Panel has an assigned set of campuses according to its language of instruction. Key responsibilities:

- To recommend to the Content Specialist Panel, within the approved regulations, the form and nature of assessment and reassessment for all modules which comprise the programme(s).
- To determine the grade awarded to each student in respect of all modules which comprise the programme(s).
- To make recommendations to the Content Specialist Panel, where appropriate, on the classification of final qualifications awarded.
- To make recommendations to the programme progression committee, where appropriate, on the progression of all continuing students.

#### Content Specialist Panel (CSP) – Second Tier Board

A Content Specialist Panel is formed for each discipline area of SAE programmes as follows:

- Audio and Music Business: BA/BSc (Hons) Audio Production, BA/BSc (Hons) Music Business,
- Film and Animation: BA/BSc (Hons) Digital Film Production, BA/BSc (Hons) Game Art and Animation, BA/BSc (Hons) Visual Effects and Animation,
- Multimedia: BA/BSc (Hons) Web Development, BA/BSc (Hons) Media Production and Publishing, BSc (Hons) Games Programming

Key responsibilities:

- To discuss and monitor academic standards of all programmes across all campuses where they are taught, across all languages of teaching and assessment, and to make any recommendations arising to the Finalist Assessment Board via the Chief External Examiner.
- To recommend to the Dean, SAE Europe, within the approved regulations, the form and nature of assessment and reassessment for all modules which comprise a programme.
- To make recommendations to the Content Specialist Panel, where appropriate, on the classification of final qualifications awarded.

#### Programme Progression Committee

Key responsibilities:

- To receive all module grades determined by the Language of Instruction Specialist Panel for those students on programmes aligned to this committee who are not being considered for an exit qualification, and to decide on the academic standing of those students.
- To make recommendations to the Dean, SAE Europe on changes to the regulations and procedures governing the academic standing of students.

#### SAE Finalist Assessment Board

Key responsibilities:

- To award, in the light of recommendations from the first tier boards, qualifications on behalf of the Academic Board.
- To consider the implementation of assessment policy and related matters.
- To consider any matters brought forward from Content Specialist Panel via the Chief External Examiner.

### 3.5. Publication of Results

Module results will normally be published via the Virtual Learning Environment.

If any results are still provisional then they will be clearly labelled as such. Final qualification results will be published following the Assessment Board on the dates published in the Academic Calendar.

If you experience any problems with accessing your results, you should contact your Programme Coordinator. Note that we are not able to provide results over the telephone or assist students with 'Financial Holds' on their student records until financial dues are cleared.

### 3.6. Re-assessment

If you do not pass a module at the first attempt, you are eligible for re-assessment once. You will find the following grades in your grades overview in the Virtual Learning environment.

Code	-	Explanation
RE	-	Resit examination
RC	-	Resit coursework
RA	-	Resit all components
RO	-	Resit other
RW	-	Rework examination

Re-assessment must take place at the next available opportunity for assessment. A date will also be added alongside these codes showing when the assessment should take place.

The deadlines for re-assessment coursework will be given to you by the Programme Coordinator and will normally be on or before the deadlines mentioned in the academic calendar. You may have to resubmit your coursework or complete a new assignment. Contact your Programme Coordinator for information about this.

For modules at level 4 the overall grade following re-assessment will be the grade achieved at the second attempt. For example:

1st attempt - grade 17

2nd attempt - grade 12

Overall module - grade 12

This will be shown on the transcript as 12 (17).

For modules at level 5 and above, a maximum grade of 16 will be applied to the re-assessed component. For example:

	Component A (50%)	Component B (50%)	Overall Module Grade
1st attempt	8	17	17 RC
2nd attempt	8 (as before)	10 (capped at 16)	12 (17)

If you do not pass the re-assessment, you will need to repeat the module.

Modules can only be repeated once.

### 3.7. Progression

To receive your qualification you must achieve a minimum amount of academic credit. You do this by passing modules, each of which has been assigned a set credit value. Your module narratives will tell you how much credit is achieved by passing each module.

Middlesex University's Regulations specify the academic levels at which credit must be achieved. The table below summarises these requirements, however, full details are in the University Regulations which are available online at: [www.mdx.ac.uk/regulations](http://www.mdx.ac.uk/regulations)

Qualification	Number of credits that must be passed	ECTS Equivalent
Certificate of Higher Education	120	60
Diploma of Higher Education	240	120
BA Ordinary Degree	300	150
Honours Degree	360	180

In some cases, you may be allowed by an Assessment Panel to proceed with a 'credit deficit', provided it is not too large, and make up the deficit by reassessment, deferred assessment, or by taking up to an additional 30 credits. You may also be required to change your future modules choices and, in some cases, transfer to a different target qualification, if you have failed critical modules which are prerequisites to further study.

If you are not allowed to proceed this will result in:

- Moving from full-time to part-time study mode; or
- Interrupting study until re-assessment or deferred assessment takes place if you have failed vital modules; or
- Having to leave SAE Institute; this will normally occur if you fail, after reassessment, more than one-third of the requirements for your proposed qualification.

### 3.8. Deferral of Assessment

You must seek permission to defer part of the assessment in a module or the whole module to the next available opportunity, as shown on your student record. This can only be granted in exceptional circumstances and only when a reassessment opportunity will be available at a future point.

To obtain a deferral, you must apply to the Academic Coordinator in writing, completing the online Deferral Form and submitting the relevant supporting documentation, e.g. medical certificates.

The deadline for applying for a deferral is within two weeks of the date of the missed assessment. Processing of a deferral may take a maximum of 10 working days and the student will be informed by e-mail once a decision has been made.

A deferral is denoted by a grade 'I', followed by a code to show which part of the assessment is deferred:

DE - Deferred examination

DA - Deferred all

DC - Deferred coursework

DO - Deferred other

Students must take care in deciding to defer modules: if you are on an Honours degree programme you may be moved to an Ordinary degree track until you catch up. You will not be permitted to progress as a full-time student, if you fall more than 30 credit points behind the normal rate of progress. Please note that moving to part-time mode may have funding implications and you are advised to contact your funding agency for details.

Deferred examinations must be taken at the next available assessment opportunity and deferred coursework must be completed and handed in on or before the next final coursework deadline. Failure to do so will result in failure in that assessment.

### 3.9. Deferring Your Studies

If, for any reason (for example, serious illness), you need to interrupt your studies, you will need to receive permission from your Programme Coordinator to suspend

your studies, and complete the online Cessation of Studies Form available under Policy/Key Forms on AXIS. This will record your period of absence and a place will be reserved for you when you are able to return.

Students who interrupt their studies should be aware that their current academic programme cannot be guaranteed to resume following re-admission as if no interruption had occurred and that it is their responsibility to make themselves familiar with any changes in assessment policy or practice in the programme of study syllabus that may have taken place during their absence.

Where the length of temporary withdrawal from study is extensive, students must be aware of the maximum indicative length of a programme and the limit of time within which deferred assessment or reassessment is available.

The maximum indicative length of registration for an Honours degree is 6 years.

### 3.10. Withdrawal

We understand that everyone experiences difficulties at times, which may impact on their ability to study. If this happens to you, we hope that you do not decide to withdraw from or stop attending your course without talking to your Programme Coordinator or Student Services first. There may be alternatives available. If you still wish to withdraw, SAE Institute lays down formal regulations about withdrawal from SAE Institute. The main points are:

- If you are withdrawing from SAE Institute please inform your Academic Coordinator in writing or by completing the online Cessation of Studies Form, without delay.
- It is for you to decide whether it is more helpful for you to withdraw from SAE Institute temporarily (deferral) or permanently.
- We strongly advise that you discuss this decision with your Programme Coordinator and your Academic Coordinator as there may be other options available to you such as interrupting your studies for a period (see 'Deferring Your Studies' in this section). Also, there will be financial implications to withdrawing and it is important that you fully understand what these are before making the final decision to withdraw.
- It is important that you specify the date on which you are withdrawing as well as your last date of attendance, as this will impact on any financial liability that you may incur.

Students may return to SAE Institute up to one year of withdrawal (or transfer to another campus/institution). Students wishing to return will need to inform the Academic Coordinator in writing.

If you return more than one year after the date of withdrawal, interruption or transfer, you will need to complete a new application for admission via the Admissions Office.

### 3.11. Extenuating Circumstances

Students who wish the Assessment Panel / Board to take account of extenuating circumstances (including health and other problems) which have affected their performance must bring them to the attention of the Assessment Board by informing their Academic Coordinator in writing prior to an assessment deadline by completing the online extenuating circumstances form available under Policy/Key Forms on AXIS. This notification must be accompanied, where appropriate, by documentary evidence (e.g. a medical certificate). This should be presented as soon as possible and before the date of final assessments. Any such information will be treated confidentially.

Please note that reasons for Extenuating Circumstances are unforeseen circumstances such as ill health supported with a medical certificate, loss of accommodation or family bereavement.

Extenuating circumstances will not include:

- (a) proximity or number of examinations or other assessments
- (b) pressure of work
- (c) misreading of examination timetables
- (d) poor time management
- (e) scheduling of holidays or time abroad.

### 3.12. Attendance

Whilst SAE encourages students to achieve 100% attendance on their programme of study, we operate a 85% minimum attendance requirement for all classes and reserve the right to cancel a student's course. It is the student's responsibility to ensure that they meet all attendance requirements stipulated for each module of study.

Failure to meet the minimum attendance requirements may result in module failure, exclusion or programme cancellation. Exceptions will only be granted in the case of demonstrable extenuating circumstances and, should non-attendance have resulted for medical reasons, the student will be required to present the appropriate medical certificates. In certain circumstances, non-attendance of theory classes may result in a ban on the use of practical resources and facilities.

Online support material on the Virtual Learning Environment is provided as a guide to the content of the class but is no substitute for interaction with your lecturer and classmates.

The 'X' assessment grade is applied to your module if you fail to participate in the learning processes of a module (as specified in the programme handbook) for which you are registered. It is not a 'punishment' for poor attendance but a recognition that you have not been able to prepare yourself for assessment in the content of the module. It is also given when you drop a module without formally removing it from your registered programme of study.

You must be available to attend all formal assessments at the scheduled times, including viva voce examinations. Failure to attend an assessment or submit coursework by the deadline without having obtained a prior approval will result in failure in the module with a grade 20. Any resubmission or resit opportunities must be completed at the next available opportunity. Administrative fees may be applicable for each instance of resubmission or resit.

Students who have applied for funding should note that most lenders will monitor attendance and that financial support may not be on-going in the event of attendance falling below the stated minimum.

Where students are studying under country-specific student visas, SAE Institute is obliged to inform government authorities if attendance falls below the required minimum. Under these circumstances, a student could lose their right to hold a student visa and may be required, under immigration legislation, to leave their country of study.

#### Punctuality and Arriving Late to Class

You should arrive to your class on time. Students are expected to attend all scheduled classes and prescribed activities on time. Generally students who arrive more than 10 minutes late may not be permitted to enter the classroom until the next available opportunity, to ensure classes are not interrupted. Please remember that your late arrival diminishes your own learning experience and disturbs your fellow classmates.

Students arriving late for class will be marked as 'Late' for attendance. Students who arrive more than 10 minutes late may be marked as 'Absent' at the discretion of the lecturer.

#### Absence from SAE Institute

It is your responsibility to:

- a) Report any period of absence, in the case of unavoidable circumstances only, to Student Services within 7 calendar days of the absence period by filing the online 'Request for Authorised Absence' form available under policy/key forms on AXIS.
- b) Fill in the online 'Request for Authorised Absence' accurately and completely, and to attach valid evidence as proof of excused absence.
- c) Inform Student Services immediately in writing if you are withdrawing / interrupting from a programme of study by filling the online Cessation of Studies form on AXIS.

As a matter of courtesy, if you cannot attend a scheduled class for any reason you should email your lecturer to explain your absence.

If you do not attend the scheduled classes for your modules for 4 consecutive weeks at any time during an academic year, and are not able to provide a satisfactory explanation to your Academic Coordinator, SAE Institute has the right to withdraw you from your programme.

Prolonged absence may put your Student Visa at risk and you may be required to leave the country.

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- Fill in the online 'Request for Authorised Absence' accurately and completely, and to attach valid evidence as proof of excused absence.
- Inform Student Services immediately in writing if you are withdrawing / interrupting from a programme of study by filling the online Cessation of Studies form on AXIS.

As a matter of courtesy, if you cannot attend a scheduled class for any reason you should email your lecturer to explain your absence.

If you do not attend the scheduled classes for your modules for 4 consecutive weeks at any time during an academic year, and are not able to provide a satisfactory explanation to your Academic Coordinator, SAE Institute has the right to withdraw you from your programme.

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## 3.13. Academic Misconduct and Plagiarism

It is important that you are aware of what constitutes academic misconduct. The following are some examples but note that this is not an exhaustive list:

- Breaking of the Examination Room Rules
- Obtaining or trying to obtain access to the examination papers prior to the exam
- Failure to comply with instructions from the Invigilators
- Behaviour of a manner likely to prejudice the chances of other candidate(s)
- Plagiarism, including self-plagiarism
- Fraudulent reporting of source materials
- Fraudulent reporting of experimental results, research or other investigative work
- Colluding with others in the preparation or production of submitted work
- The use or attempted use, of ghost-writing services for any part of assessment

SAE Institute takes any case of Academic Misconduct seriously and you will face a penalty if found guilty regardless of whether it was unintentional or a first offence. We advise you to read policy A03 Academic Honesty carefully: <http://www.sae.edu/gbr/sae-regulations>

Plagiarism is the presentation by a student, as his or her own work, of a body of material (written, visual or oral), which is wholly or partly the work of another. In fact, plagiarism extends to cover one's own work previously assessed or published, which is also required to be properly referenced. Taking unfair advantage over other authors, students or oneself in this way is considered by SAE to be a serious offence. SAE Institute will take serious action against any student who plagiarises whether through negligence, foolishness or deliberate intent. Make sure written material, ideas, theories, formulae, etc. are acknowledged through the use of quotation marks, references and bibliographies.

Information on the correct way of acknowledging work from other sources is available from the campus Virtual Learning Environment.

Often it is an innocent mistake; a misunderstanding about what constitutes plagiarism or incorrect referencing. Sometimes, however, students are caught just plain cheating. Whether you deliberately cheated or accidentally failed to properly acknowledge the work of another, the penalty is the same.

By not acknowledging other people's work, you give yourself an unfair advantage over other students. SAE Institute has sophisticated technology (Turnitin) that will catch plagiarised work, so by doing it you may seriously affect the outcome of your degree.

## 3.14. Working in Groups and Teamwork

The ability to work in a team is an important skill for your future careers. And yet, even some of the brightest students dread assessment work that has to be completed in teams. Students feel that it is difficult to find a time when everyone is available to meet or that not all team-members put in the same amount of effort.

However, when managed successfully, group work can be, in fact, a highly effective, enjoyable and irreplaceable way of learning new ideas, testing your knowledge and producing high quality assignments.

During your programme of study at SAE Institute you will invariably have some assessment tasks that you will need to complete in groups and the following guidelines should be useful:

- Choose your group carefully and develop an understanding of the different learning styles and personality of your colleagues in the team.
- Working with people who share your views, like your friends, may not be the best way to gain a variety of perspectives and ideas.
- Assign specific roles to each team member such as team-leader, timekeeper, note-taker and so on.
- Consider a formalised structure for team meetings where a member of the team takes minutes and documents the outcomes of each meeting – including tasks to be completed and a specified timescale.
- Develop an understanding and appreciation of cultural differences. You have been provided with an opportunity to work with students from a wide range of countries in a rich diverse environment – use this opportunity to enhance your learning.

## 3.15. Academic Appeal

Circumstances may arise from time to time in which a student feels that the appropriate (published) examinations procedures were not followed and that an appeal against the grade/result may be possible.

You should always seek advice before submitting an appeal as there are certain grounds on which an appeal cannot be made and there are also strict deadlines in which an appeal should be submitted.

You cannot appeal against academic judgment and cannot appeal simply because you did not achieve the module mark or degree classification you were hoping for.

SAE Institute has adopted, for the purposes of the degree programmes, the conditions used by Middlesex University. A summary of the system is as follows:

- You may only appeal against an Assessment Board's formal published decision - not against an informal mark or grade which has yet to be approved by the Board.
- You cannot appeal against the academic judgement of an Assessment Board.
- You cannot make an appeal based on a claim that you did not know or fully appreciate the assessment regulations and procedures, or that you were unaware of the appeals procedure, or your rights and responsibilities which includes the process for presenting extenuating circumstances to the Assessment Board.
- You must ensure that any appeal is made in writing within 14 working days of the date of the results being published to the Chair of the Assessment Board.
- You may contact SAE Institute's Link Tutor for contact details.

### 3.16. Accessibility of Policies

All policies relevant to your studies with SAE Institute are available at:

<http://www.sae.edu/gbr/sae-regulations>

Middlesex University's regulations can be accessed here: <http://www.mdx.ac.uk/about-us/policies/university-regulations>

## 4. Quality Assurance

To ensure the high standards and quality of Middlesex University provision, all programmes are subject to the University's academic quality assurance procedures (which include procedures related to programme approval, monitoring and review). A key feature of these processes is the input from external subject experts (external examiners) who ensure that Middlesex awards are comparable to those of other UK higher education institutions, and that the programme curriculum, teaching, assessment and resources are appropriate.

You also have a very important role in enhancing our programmes by feeding back on a regular basis via student surveys, Boards of Study and other formal and informal mechanisms. Your feedback plays a major role in programme monitoring and review.

Middlesex University, and its programmes, are subject to periodic audit or review by external quality agencies such as the Quality Assurance Agency for Higher Education (QAA). These audits and reviews place confidence in the quality and standards of provision as operated at Middlesex University. The most recent QAA audit of Middlesex was conducted in November 2015. The outcomes were that confidence can reasonably be placed in the soundness of the University's current and likely future management of the academic standards of its provision, and, of the quality of the learning opportunities available to students. QAA review and audit reports of Middlesex can be viewed at:

<http://www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=10004351#.V8RpT4wrKLO>

The most recent QAA Higher Education Review was conducted at SAE UK in June 2016 of all programmes and the judgements about the Higher Education provision at SAE Education Ltd were as follows:

- The maintenance of the academic standards of awards offered on behalf of the degree awarding body meets UK expectations.
- The quality of student learning opportunities is commended.
- The quality of the information about learning opportunities meets UK expectations.
- The enhancement of student learning opportunities is commended.

The full report can be viewed here: [http://www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=10007839#.U\\_XrL7xdUbZ](http://www.qaa.ac.uk/reviews-and-reports/provider?UKPRN=10007839#.U_XrL7xdUbZ)

## 5. Communicating with SAE Institute

### 5.1. Communicating with Academic Staff

All staff will communicate with you via email in relation to most matters, which is why it is important that you check your email regularly. Changes to class schedules or specific information about your programme of study will be sent to you using your SAE email account.

SAE Institute operates an 'Open Door Policy' and encourages students to stop by whenever they feel the need to meet and ask questions, and address problems and concerns. Bear in mind, that Programme Coordinators and lecturers have a number of teaching and assessment commitments and that they may not always be able to see you right away. In such cases, you can send an email to arrange for a personal meeting.

### 5.2. Appointments for Parents and Guardians

If your parents or guardians would like to meet with your Programme Coordinators, to discuss any aspect of your academic studies or progress, you must make a prior appointment. This is done in person at the Student Services Office by completing the Consent Form. Please allow sufficient advance notice for such appointments especially if your parents or guardians are travelling from overseas; academic staff may not be able to meet them on-the-spot or at very short notice.

The student must be present at these meetings. Information regarding grades, academic performance, attendance, etc. will not be disclosed to any person(s) without the student's express authorisation.

### 5.3. Change of Student Name, Address and Contact Information

You must notify Student Services immediately of any changes in your name and/or address by filling out the 'Change of Name' or 'Change of Address' forms respectively. It is your responsibility to ensure that your most current contact information is available on your student record – SAE Institute cannot be responsible for any issues that you may face regarding your studies on account of staff members not being able to contact you.

Students must provide a valid local phone number in order for SAE Institute to be able to contact them as required.

### 5.3. Change of Student Name, Address and Contact Information

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Students must provide a valid local phone number in order for SAE Institute to be able to contact them as required.

## 6. Official Documents

### 6.1. Credit Statements

A Statement of General Credit may be awarded by the University to anyone whose prior learning or experience has been awarded credit by the University.

### 6.2. Diploma Supplement

A Diploma Supplement will be issued to a student currently or formerly enrolled at SAE on a Middlesex University programme who has either successfully completed a University qualification or completed validated modules on a programme leading to a University qualification but terminated the programme of study prior to the award of the final qualification.

A transcript or Diploma Supplement will list the student's programme and level of the qualification; the name of the institution responsible for delivering the programme; each module the student has taken stating the academic year in which the module was taken, the module credit rating and grade, and the language of instruction and assessment. Where appropriate, it will also state the qualification awarded and, where appropriate, the overall classification and subject.

### 6.3. Degree Certificate

Degree Certificates are provided by Middlesex University and issued by SAE. Once a student has graduated, it takes up to three months for the degree certificate to be issued. These are sent to the campus Student Services Office for collection by students.

### 6.4. Status Letters

Students may request a status letter from student services that confirms their enrolment status for the purpose of visa applications, opening a bank account, etc. A valid passport copy must be provided with the Status Letter form, available at the campus Student Services Office. The documentation required may differ, depending on the organisation requesting the letter.

### 6.5. Recommendation Letters

Students may apply for recommendation letters (academic reference) directly to academic faculty. Note that it is at the discretion of academic staff members to provide you with a letter of recommendation.

## 7. Student Support

### 7.1. Language Provisions and Support

SAE Institute delivers undergraduate degree programmes validated by Middlesex University in seven languages. Your local language of teaching and assessment is English.

Lectures and seminars will be delivered in English and you will be submitting all your coursework in English and feedback will be provided to you in the same language.

Handouts, reading materials and study support will all be available in English.

Documents provided to you at the start of your studies, including the programme handbook, module narratives and programme specifications, will be provided in English. Policy documents and regulations are also only available in English. As you are enrolled in a programme validated by a British university, you are expected to have at least a basic understanding of the language.

Your local campus will assist you with translations or interpreters should the need arise, e.g. in cases where appeals or complaints are dealt with by a member of staff who does not speak your local language of teaching and assessment. This includes appeals and complaints that are dealt with by Middlesex University.

### 7.2. Study Support

During your time at SAE, Study Support will be available from your Student Experience Officer - Academic.

A range of academic support is available throughout the year, ranging from face-to-face tutorials, workshops and seminars.

Workshop and seminar topics and dates will be published via email and on the notice boards at the start of each study period.

Contact your local Student Experience Officer - Academic for further information regarding the Study Support that is available at your campus.

### 7.3. Online Learning Systems

Many of your modules at SAE Institute will have an online component, and you will be expected to use the materials and work through them. There will often be handouts, additional information, reading lists and quizzes and other activities to engage with through the Virtual Learning Environment - Campus Online.

#### What you need to do:

- Get accustomed to navigating around our Virtual Learning Environment (VLE) and familiarise yourself with all the materials available for each module.
- Explore online resources available from the Library.
- Seek assistance if you require any support in relation to use of the VLE.

### 7.4. Counselling

During the course of your studies at SAE Institute, if you encounter problems concerning your coursework or personal or emotional difficulties, we can put you in contact with a professional counsellor confidentially.

Counselling involves one or more meetings with a counsellor in a safe and confidential setting. You will have the time and space to discuss difficulties in your life which may be interfering with your ability to study and enjoy your time as a student. Students attend counselling for all sorts of reasons but generally it is a good idea to seek help before things start to feel unmanageable.

Counselling can give you the opportunity to talk and think things through with someone from outside your social circle. This can feel both supportive and also offer the possibility of developing a fresh perspective on your difficulties.

The following organisations provide a range of confidential support services for well-being and welfare related issues:

#### Mental Health Services

Talking Space Plus  
[www.talkingspaceplus.org.uk/](http://www.talkingspaceplus.org.uk/) /  
01865 901222

MIND (Oxford office)  
[www.oxfordshiremind.org.uk/](http://www.oxfordshiremind.org.uk/)  
01865 247788

The British CBT & Counselling Service  
Oxford Therapy Clinic  
[www.thebritishcbtcounsellingservice.com/oxford-central-cbt-therapy/](http://www.thebritishcbtcounsellingservice.com/oxford-central-cbt-therapy/)  
0800 002 9068

Isis Counselling Centre  
01865 904552

Nightline  
[oxfordnightline.org/](http://oxfordnightline.org/) / 01865 724122

The Samaritans (Oxford)  
[www.samaritans.org/](http://www.samaritans.org/) / 01865  
722122

CALM (Campaign Against Living Miserably)  
[www.thecalmzone.net/](http://www.thecalmzone.net/) / 0800 58  
58 58

Mental Health Resource Centre  
[www.rethink.org/](http://www.rethink.org/) / 01865 728981

Rethink Oxford  
[www.rethink.org/](http://www.rethink.org/) / 0300 5000 927

ANXIETY UK  
[www.anxietyuk.org.uk/](http://www.anxietyuk.org.uk/) / Text  
Service 07537 416905 / National  
No. 0844 755 774

#### Sexual Health, Alcohol, Drugs & Crime

Oxfordshire Sexual Health Service  
[www.sexualhealthoxfordshire.nhs.uk](http://www.sexualhealthoxfordshire.nhs.uk)

Worth Talking About  
[www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx/](http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx/) / 0151 295 3000

Oxfordshire Sexual Abuse & Rape Centre  
[www.oxfordrapecrisis.net/](http://www.oxfordrapecrisis.net/)  
01865 726295

Oxford Friend  
<https://oxfordfriend1.wordpress.com/> /  
01865 726893

Talk to Frank  
[www.talktofrank.com/](http://www.talktofrank.com/) / 0800 7766  
00

Drug & Alcohol Problems Advice Line  
01865 226243

Luther Street Centre  
01865 726008

The Mix (under 25s)  
[www.themix.org.uk/](http://www.themix.org.uk/) /  
0808 808 4994

Crimestoppers  
<https://crimestoppers-uk.org/> /  
0800 555 111

Registering with a GP  
[www.nhs.uk](http://www.nhs.uk)

#### Finance & Housing Advice

Student Finance England /  
Student Finance Northern Ireland  
0300 100 0607 / 0300 100 0077

Turn2Us (Grant/benefit finder)  
[www.turn2us.org.uk](http://www.turn2us.org.uk)

Citizens Advice Bureau  
[www.caox.org.uk/](http://www.caox.org.uk/) / 08444 111 444

Save the Student  
[www.savethestudent.org](http://www.savethestudent.org)

UCAS Student Budget Calculator  
[www.ucas.com/ucas/undergraduate/finance-and-support/budget-calculator](http://www.ucas.com/ucas/undergraduate/finance-and-support/budget-calculator)

International Student Calculator  
Useful tool for International students worried about budgeting their studies abroad.  
[www.international.studentcalculat.or.org/](http://www.international.studentcalculat.or.org/) / 020 922 7800

Prepare for Success  
Guidance for International Students embarking on UK study.  
[www.prepareforsuccess.org.uk](http://www.prepareforsuccess.org.uk)

## 7.5. Support for Students with Disabilities and Learning Difficulties

Students are encouraged to disclose their disability at the earliest opportunity to ensure that your individual learning needs can be addressed effectively. When a student declares a disability to a member of staff at SAE, the disclosure will remain confidential.

In order for reasonable adjustments to be put in place, students need to disclose their disability, and comply with SAE's procedures for determining and implementing their support and adjustments. Reasonable adjustments cannot be implemented unless a disability is disclosed, and appropriate consent given for dissemination of necessary information for implementation to a limited number of individuals on a 'need to know basis'.

Students should notify their Student Experience Officer - Academic if there are any problems in receiving support or if their condition changes so as to give rise to the need for an alteration to their level of support. Although every effort to make reasonable adjustments will be made, students are also required to show reasonable diligence in their conduct, and programme of study.

### Disabled Students' Allowances (DSAs)

Disabled students on higher education courses may be able to obtain the Disabled Students Allowance, which helps provide for the cost of additional study support, or equipment a student requires as a result of the effect of their disability.

A student in higher education living in England can apply for a Disabled Students' Allowance (DSA) if he/she has:

- A disability.
- A long-term health condition.
- A mental health condition.
- A specific learning difficulty such as dyslexia.

The student must also:

- Be an undergraduate or postgraduate student (including Open University or distance learning).
- Have a condition that affects your ability to study.
- Qualify for student finance from Student Finance England.
- Be studying on a course that lasts at least a year.

The support a student receives will depend on their individual needs and not on their income. Disabled Students' Allowances are paid on top of a student's other student loans and do not have to be repaid.

Disabled Students' Allowances can be used to pay for:

- Specialist equipment, such as computer software.
- Non-medical helpers, such as a note-taker or reader.
- Extra travel costs incurred by the student's disability.
- Other costs, such as photocopying.

If a piece of equipment is purchased using the Disabled Students Allowance, it will remain the property of the individual disabled student once they have finished their course.

Disabled Students' Allowances do not cover disability-related costs a student would have if they were not attending a course, or costs that any student might have.

### 'Needs assessment'

Once a student's eligibility is confirmed by Student Finance England, the student will be asked to contact an assessment centre to book a Needs Assessment.

The Needs Assessment is an informal meeting with an experienced Needs Assessor to help to decide the kind of support that will help the student with their particular needs.

The Needs Assessor will write a Needs Assessment Report which will list and justify any recommended Assistive Technology and Specialist Support the student will need, how much it will cost, where to get it from, and any Specialist Training the student may need to make best use of the Assistive Technology.

The Needs Assessment Report will also outline any reasonable adjustments SAE should provide the student. Students are encouraged to supply the Student Experience Officer - Academic on campus with the Needs Assessment Report, which will then facilitate the implementation of a Student Support Plan outlining all the reasonable adjustments SAE will provide the student.

### Examples of reasonable adjustments are:

- Accessible lifts and lift buttons
- Flexible lighting (dimmer switches/blinds).
- Information available in different font sizes
- Use of laptops or hand-held devices for taking notes
- Use of digital recorders in lectures
- Additional learning support and tuition including essay writing or dissertation skills
- Additional time and flexible deadlines for assignments
- Comments on course work in alternative formats

For further information:

<http://www.yourdsa.com/>

<http://www.dsa-qag.org.uk/>

## 7.6. Careers and Employability Service (Alumni)

Careers and employability services form a vital component of SAE Institute's broad ranging student services provision. Achieving employment outcomes and the building of our global alumni network is a high priority for the Institute, which is directed within each campus via national student services working in concert with the local campus management.

The process of engaging students begins at open days and induction, where industry insights are provided, and students are encouraged to begin the process of envisioning possible employment pathways based on their talents, interests, chosen discipline of study and corresponding roles in Industry.

During their studies, students will then be provided with careers and employability education ranging from classroom seminars, workshops, guest lectures, self-directed learning. Throughout their studies students will also be advised of work placement opportunities, industry meet-ups, events and other forms of industry engagements that they may participate in.

### SAE Alumni Association

The alumni association is the global community of all SAE graduates and its core mission is to support all of its members in discovering job opportunities, linking them with the creative media industries, and improving their skills and employment prospects. The association works in local and international level, broadening the professional horizons of students and graduates alike.

A long-standing tradition our network extends its services not only to graduates, but also to current students, fostering communication between learner and professional.

The resulting network and interpersonal connections can be a driving force in an individual's studies and career. The unique SAE Alumni Association is the perfect platform to connect with lecturers, fellow students and the industry and to maintain and develop social and professional relationships. Our international community currently consists of 10,000+ members in Europe alone.

The SAE Alumni Association UK gives access to a wealth of opportunities from industry information, career advice, contacts, industry events and continued access to a vibrant creative industry network.

### Students have an access to exciting benefits:

**SAE Job Portal** – it's an online platform where members can find job offers, from internships to freelance jobs to full-time employment. After operating for many years in creative industry SAE has a huge amount of contacts everywhere in the world

Link to SAE Job Portal: <https://jobs.sae.edu>

**SAE Store** - SAE Institute has developed close contacts in the industry over the years, with partner companies offering substantial discounts to students and alumni to help build their professional brand. Manufacturers of software and hardware products, trying to appeal directly to young professionals of all departments, jump at this opportunity and offer discounts of up to 50%.

Link to SAE Store - <https://store.sae.edu>

Meet ups, workshops & events At SAE Institute UK campuses we organise two types of events:

**SAE Extra** – events such as workshops, guest talks, practical trainings

where all guests can socialize, network and develop their skills. These events feature experienced speakers and industry professionals who motivate and share knowledge with attendees.

**SAE Connect** – we invite industry professionals very often business owners to share information about potential job offers

**SAE Convention** – it is a networking event for creative-media development and technology enthusiasts. Socialising and connecting: the keys to the media industry. Bringing together like minds and sharing the know-how to succeed in the creative-media and entertainment industries, the SAE Alumni Convention offers a myriad of opportunities for research, education and business development – the perfect forum for networking and exchanging ideas.

The two-day event features a trade show, a series of industry seminars and master classes and a VIP party with a live band and DJs. In keeping with SAE Institute's educational mission, the trade show brings together over 50 exhibitors and more than 90 top brands of the music / pro audio, film, gaming and web industries showcasing their latest products and services. Visitors can attend over 50 seminars presented by international industry professionals revealing tips and tricks of the entertainment trade.

Link to SAE Convention - <http://alumni.sae.edu/convention/>

**SAE Awards** – it's an international competition for student, graduates and industry professionals. The annual SAE Alumni Awards honour outstanding media productions. The awards have become to stand as a springboard for participants, helping them establish their position in a professional environment.

Link to SAE Awards - <http://alumni.sae.edu/awards/>

The Alumni membership is free. This is our way of saying that we will always support learning and professional development regardless of where they are in the world or when they studies with us

More information about SAE Alumni Association please find on our official website - <http://alumni.sae.edu/>

## 8. Student Life

### 8.1. Events

From end of year parties to meet & greets, workshops, open days or guest lectures; SAE is always organising an event of some kind and students can get involved too. Look out for emails, posters or Facebook posts for further details.

### 8.2. Student Discounts

ISIC cards – full time students only: As a full time student you can apply for an International Student Identification Card which will give you discounts on travel, shopping and experiences world wide.

The ISIC card costs £12 (price as of April 2016) and is available from STA Travel;

[http://www.statravel.co.uk/cps/rde/xchg/uk\\_division\\_web\\_live/hs.xsl/ISIC-card.htm](http://www.statravel.co.uk/cps/rde/xchg/uk_division_web_live/hs.xsl/ISIC-card.htm)

International Youth Travel Card (IYTC): Part time students under 26 can apply for the International Youth Travel Card (IYTC) which offers similar benefits to the ISIC. Again details are available from:

[http://www.statravel.co.uk/cps/rde/xchg/uk\\_division\\_web\\_live/hs.xsl/ISIC-card.htm](http://www.statravel.co.uk/cps/rde/xchg/uk_division_web_live/hs.xsl/ISIC-card.htm)

### 8.3. NUS (UK students only)

As you are not attending a Middlesex University campus you are, unfortunately, not a member of Middlesex University Students' Union (MUSU). You are however still entitled to the NUS Extra Card – UK based campuses only.

This is a student discount card, which can be used at a very large number of retailers, please see the NUS website for further details: <http://www.nus.org.uk/en/NUS-Extra>

To apply for an NUS Extra Card you will need to contact MUSU who will confirm that you are a student member of Middlesex University. Please email [musuinfo@mdx.ac.uk](mailto:musuinfo@mdx.ac.uk) in the first instance.

## 9. Your Campus

### 9.1. Address and Opening Hours

SAE Oxford  
Littlemore Park  
Armstrong Road  
Oxford  
OX4 4FY  
United Kingdom

+44 (0) 1865 787150

Opening Hours

Monday - Saturday 10am - 12am

Sunday 10am - 10pm

#### Holidays

On bank holidays the campus is normally closed. Due to special circumstances, some lectures may be held during these periods. This is usually dealt with on a case-by-case basis, in consultation with the class. Students are advised to check with their lecturer in advance. Alterations to class timetables are normally communicated to students at least two weeks in advance. The dates of the twice annual, two-week holidays are published on the SAE UK Student Portal. Please refer to the your course calendar for specific dates.

### 9.2. Campus Rules

- Students are required to have their Student ID with them at all times when on campus. Your Student ID will allow you access to certain areas of the campus and will be needed in the event of a fire drill or genuine emergency.
- All guests are requested to sign in and out, obtain a visitors pass on entering the campus and must be accompanied by a registered SAE Institute Oxford student.
- Eating and drinking is not permitted in the studios, practical areas and classrooms.
- Please keep quiet in these areas so that your colleagues can focus on their studies.
- There are dustbins situated throughout the campus. Please use them and help us to keep the campus tidy. A clean environment is far more conducive to constructive work.
- Smoking is not permitted anywhere within the campus premises.
- The consumption of drugs and alcohol on or near the campus premises is not allowed and a contravention of this rule will be treated very seriously.
- Any violence on the campus premises will also be dealt with swiftly and may result in expulsion.
- Mobile phones must be switched off during all lectures and in communal work areas.
- Students are advised not to leave personal property unattended anywhere within the campus. The campus will not be held responsible for any loss or damage.
- Please give your classmates consideration. Everyone has a right to air their points of view but it is natural that these may not be shared by all. Students who persist with generally disruptive behaviour and who are unwilling to work constructively in a group environment spoil the learning experience for all and may be penalised as a result.
- Do not run inside the campus premises.
- The entrances of some rooms might have a small step. Please be aware of this and inform your guests in order to avoid any possibilities of a tripping accident.
- When connecting power supplies, ensure that the cable does not create a trip hazard.
- Prior to plugging electronic equipment, (such as amplifiers and power supply units), please carry out a visual inspection of the cables. Ensuring no fraying or inner cable exposure is visible. If in doubt please consult the on duty Supervisor. Should you find a cable to be damaged in any way you can book out a replacement power lead from the on duty Campus Support Technician
- Please keep the corridors, classroom, isles and pathways to emergency exits clear of any obstacles at all times.

- In the event of liquids or foods being spilt on the ground, please contact the on duty Campus Support Technician immediately who will assess the risk and/or damage and take appropriate action.
- Students may be denied access to the campus in case of outstanding unpaid fees or pending disciplinary action.

### 9.3. Booking Facilities and Equipment

#### Online Booking System

All resources on campus must be booked before they can be used. This is necessary in order to ensure availability of the resources and to log the amount of time spent on a project/assignment and usage of the different facilities.

For further information regarding the online booking system and how to access the online booking system please follow this link:

<http://axis.navitas.com>

#### Equipment Booking Rules

All practical resources at SAE Institute must be booked prior to use, either by booking in advance or at short-notice. These rules have been created to allow the fairest possible distribution of practical time. Not following these rules correctly is unfair to your fellow students. Individuals not following these regulations will have their sessions cancelled without further warning. Students losing sessions as a result of not adhering to the regulations will not have their time made up and no extensions to assignment deadlines will be given.

Each student may book a number of hours per week in advance. The number of hours is dependent on the facility being booked and the module of the course being attended. Students should take into account that equipment and studio availability may decrease as deadlines approach and they are advised to start every assignment at the earliest opportunity.

### 9.4. Health and Safety

SAE is committed to providing a work environment and systems of work, which comply with all relevant Legislation. It is the intention of SAE to ensure, so far as reasonably practical, that all employees, students, contractors and visitors are safe from injury and risk of health while at workplace and/or while undertaking work-related activities.

Students are responsible for following directions from their lecturers and other staff, which will include acting safely and complying with reasonable directions, including company rules.

#### Academic practical activities and events

Please be aware that every activity/event that involves one of the following:

- High presence of external guests
- Unconventional use of the premises and/or equipment and/or locations
- Use of equipment that does not belong to SAE Liverpool
- Working at heights
- Lifting weights
- Soldering - if not supervised by lecturer or other competent member of the staff
- Use of flames or combustible materials
- Use of substances hazardous to health
- Use of fog machines or other kind of equipment that - however safe - could set off the fire alarm
- In general, every activity that constitutes a breach to the Health and Safety of the premises, students, staff and guests.

The above activities must be discussed and authorised well in advance with the OHS Coordinator.

Every unauthorised activity involving one of the above will be stopped at the earliest possible stage and the student(s) involved will undergo disciplinary action.

#### Fire Safety Information

Smoke detectors are fitted in all rooms and studios at SAE Institute Oxford. Every room of these premises is equipped with a map of the floor layout with the shortest path to the nearest emergency exit shown by a red line and the location of the fire extinguishers. Please familiarise yourself with these maps every time you enter a room.

#### Emergency Exits

All Emergency Exits on campus are clearly highlighted with a green sign. There are 14 emergency exits on the ground floor and 4 emergency exits on the first floor.

Please refer to the Oxford Campus Facilities Guide for further details of campus facilities and resources.

#### First Aid

In the event of an accident or injury please refer to the signage located on each floor in order to identify the nearest First Aider.

First Aid Kits are located in the following places:

- Academic Office – 1st floor
- Staff kitchen – 1st floor
- Reception – Ground floor
- Campus Support Technician office
- – Ground floor

A first aider will always be present on site.

### 9.5. Insurance

Students attending SAE Institute Oxford are insured against accidents whilst on campus. The Institute has a comprehensive insurance programme, which covers accidental damage to property and equipment. However, students should be aware that they are liable to pay for any damage caused to Campus property either through theft or negligence on their part in their failure to observe correct operating procedures.

Failure to report breakage that occurs during a student's session may also result in that student being held liable for repair/ replacement costs. Any guests at the Campus are not covered by the current insurance policy and attend entirely at their own risk.

### 9.6. Map



SAE Oxford  
Littlemore Park  
Armstrong Road  
Oxford  
OX4 4FY  
United Kingdom

#### Campus and Student Services:

+44 (0) 1865 787150

Email: [oxford@sae.edu](mailto:oxford@sae.edu)

### 9.7. Your Local Area

The nearest supermarket to SAE Oxford is Sainsbury, which is a 10-minute walk away. Go up Sandford Road in the direction of Oxford, turn left on Railway Lane just before the mini-roundabout, and take the first right on Chapel Lane.

If you turn right at the mini-roundabout on Sandford Road, after a further few minutes walk, there is also a local Post Office and a few other shops. Other local shops can be found at Rose Hill, across the Ring Road into Oxford.

Other nearby areas of interest to students include Cowley Road, which hosts Oxford's largest live-music venue (the O2 Academy) as well as its most intimate open-mike performance space, the Catweazle Club, and a wide variety of other pubs, clubs, cafes and restaurants. You can reach Cowley Road from the City centre on the number 1 or number 5 bus.

Further local information can be found in the student-focused online newsletter <http://www.dailyinfo.co.uk/>

## 9.8 Travel and Transport

### Getting to the Campus - By Train

Oxford Station (approx. 4 miles from Littlemore Park), a frequent direct train service operates from London Paddington and Oxford (approx. every 30 minutes) and between Birmingham New Street via Banbury and Coventry <http://www.visitoxfordandoxfordshire.com/travel-information/Travel.aspx>

If you need more information about travel options, including rail and bus passes, timetables or general information. <http://www.oxfordcityguide.com/GetHere.html>

### Getting to the Campus - By Bus

The Oxford bus company and Thames travel both provide services to Littlemore park and surrounding areas. <http://www.stagecoachbus.com/GetUpload.ashx?Id=689>

[http://assets.goaheadbus.com/media/cms\\_page\\_media/472/TT\\_%20T3\\_WEB.pdf](http://assets.goaheadbus.com/media/cms_page_media/472/TT_%20T3_WEB.pdf)

Free parking is available on SAE campus grounds.

We also have bike racks at the back of the building.

For bicycle routes please see here:

<http://www.cycle-route.com/routes/Oxfordshire-Routes-97.html>

## 9.9. Campus Facilities

Following is a brief description of SAE Oxford's campus facilities. Please refer to the Oxford Campus Facilities Guide for further details of campus facilities and resources.

### 9.9.1. Classrooms

There are 3 classrooms, a lecture theatre and 2 computer labs at SAE Institute Oxford. Most of your lectures will take place in one of these classrooms. Classrooms 1-3 and the Lecture Theatre can be found on the 1st floor of the North Wing. Please note that no food or drinks are allowed in these rooms.

### 9.9.2. Audio Facilities

Studios are made available to students via the online Booking System once they have reached the relevant parts of the programme and have completed the relevant practical examination (e.g. Signal Flow Exams) where necessary. Please note that no food or drinks are allowed in these rooms.

### 9.9.3. Film Facilities

There is a large Green Screen room on the 1st floor. The Film Editing Suite is located on the 1st floor. Students have access to a Mac lab and a PC lab located on the same floor. These stations are available to all students and are equipped with relevant software and hardware for Web, Games, Animation and Film work. Please note that no food or drinks are allowed in these rooms.

### 9.9.4. Web Facilities

Students have access to a Mac lab located on the 1st floor of the North Wing. These stations are available to all students and are equipped with relevant software and hardware for Web, Games, Animation and Film work. Please note that no food or drinks are allowed in this room.

### 9.9.5. Animation Facilities

There is a large Green Screen room on the 1st floor that and the Film Editing Suite is located on the 1st floor. Students have access to a PC lab located on the 1st floor of the North Wing. These stations are available to all students and are equipped with relevant software and hardware for Web, Games, Animation and Film work. Please note that no food or drinks are allowed in these rooms.

### 9.9.6. Game Art Facilities

Students have access to a PC lab located on the 1st floor of the North Wing. These stations are available to all students and are equipped with relevant software and hardware for Web, Games, Animation and Film work. Please note that no food or drinks are allowed in this room.

## 9.9.7. Music Business Facilities

Students have access to a Mac lab located on the 1st floor of the North Wing. These stations are available to all students and are equipped with relevant software and hardware for Web, Games, Animation and Film work. Please note that no food or drinks are allowed in this room.

## 9.10. IT Resources

### 9.10.1 Accessing the Internet

Students can access Wi-Fi throughout the campus. From your computer, locate the network called "SAE-Wifi-Oxford" when prompted with the password. Passwords can be obtained from Student Services or the Campus Support Technician's office.

#### Online Student Services

SAE students have access to several online resources. You are advised to check these on a regular basis. Additional guidance on how to access these sites can be obtained from your lecturer or the Student Services or by emailing [service.desk@navitas.com](mailto:service.desk@navitas.com)

#### UK Student Portal:

The SAE UK Student Portal is the main online resource available to our students to access information, documentation, calendars, policies and news about the campus, programmes, events, etc. Information with regard to specific courses (e.g. Programme Handbooks, assignments guidelines, submission procedures and deadlines, module resources, etc.) can be found on this portal.

<http://axis.navitas.com>

#### Online Booking System:

All resources on campus must be booked before they can be used. This is necessary in order to ensure availability of the resources and to log the amount of time spent on a project/assignment and usage of the different facilities.

For further information regarding the online booking system and how to access the online booking system please follow this link:

<http://axis.navitas.com>

#### SAE Central Login:

<https://login.sae.edu>

In addition to the UK wide and Campus specific online services, students can access our online international services via the SAE Central Login page. This page gives you access to the SAE Institute Online Store, the SAE Job Portal and the SAE Alumni Association. This service has a separate central administration for your username, password, email settings and password recovery options. If you have problems with the password recovery process please check the help page.

#### Activating your SAE Oxford Student Account

In order to access the SAE UK Student Portal you are required to activate your Student Account.

Please note - this account is not the same as the account you will use to access the Booking System, and the SAE Central Login. Details of those accounts are supplied in the relevant section of this guide.

Follow these simple steps:

- Step 1. Open a browser, and enter the address <https://auth.saeuk.com/> (make sure to use https).
- Step 2. Enter your Student Number as User Name and Password. The first time you login you will be prompted to change your password. This is effectively activating your account. (The "old" password is your student number).

Note: Please choose a password you are likely to remember.

## 9.10.4 IT Support

If you have a problem with your MacBook, studio computer, or any course related software then you can see a Campus Support Technician or lecturer who would be happy to help.

If you have trouble with any of the online website resources then please email [service.desk@navitas.com](mailto:service.desk@navitas.com) to log a ticket. When logging a ticket please mention which campus you are from to ensure you get the best possible service.

## 9.10.2 IT Rules

The computer equipment can only be used by authorised users (staff and students)

No person shall, by any wilful or deliberate act (e.g. introduction of viruses) or by the failure to act with due regard and reasonable care, jeopardise the integrity of the computing equipment, its operating systems, system programmes or other stored information, or the work of other users, or attempt to access, copy, modify or disseminate information which is not intended for their use.

No person shall display, store or send to other users, offensive or obscene messages or images.

No person shall copy any software, data, audio, images or video without written permission as contained in the license or in other written form from the copyright holder. This specifically includes the use of file sharing software. Students found using such software may be excluded from the use of campus computing facilities.

Students are not permitted to install any software on campus computers.

## 9.10.3 Data Storage

It is not the Institute's responsibility to back-up or store student's data. Data storage on digital devices is routinely erased.

Any work left on the Desktop will be deleted without warning.

We strongly urge you to implement your own back-up system as extensions cannot be given for bad file management.

## 9.10.4 IT Support

If you have a problem with your MacBook, studio computer, or any course related software then you can see a supervisor or lecturer who would be happy to help.

If you have trouble with any of the online website resources then please email [service.desk@navitas.com](mailto:service.desk@navitas.com) to log a ticket. When logging a ticket please mention which campus you are from to ensure you get the best possible service.

## 9.11. Library Resources

The library environment is to be respected, and kept calm, quiet, and tidy at all times.

Conduct Guidelines:

- No food, chewing gum, or drinks (other than bottled water) should be taken into the library.
- Conversations are permitted, but at a reasonable volume.
- Mobile phones must be switched to silent mode.
- If using headphones, ensure that the volume is low enough for no sounds to be heard by others.

Students who do not respect the guidelines will be asked to leave the Library.

### 9.11.1. Opening Hours

Open hours for the SAE Oxford Library are as follows:

Monday – Saturday

10am – 11.30pm

Sunday 10am – 10pm

## 9.11.2. Borrowing Procedure

Some library materials are for reference only, and these are not for loan. These can be used within the library only.

Most library materials are for loan. These items may be checked out to students and staff members by the librarian, or by a Campus Support Technician on duty.

a. Books

i) Students:

Students may borrow 3 books at a given time, for a period of one week.

- Books can be renewed 3 times. After this, they must be brought back to the library, and handed in to the librarian. They can then be borrowed again.
- If another student or staff member has requested a borrowed book, it cannot be renewed, but must be returned to the library by the due date.

ii) Staff:

- Staff members may borrow 5 books at a given time, for a period of one month.
- Books can be renewed 3 times. After this, they must be brought back to the library, and handed in to the librarian. They can then be borrowed again.
- If another student or staff member has requested a borrowed book, it cannot be renewed, but must be returned to the library by the due date. The librarian will also email the member of staff who has the book, and check if it is in use or if it could be returned and checked out to the student who is interested in it.

iii) Holidays

Staff and students may borrow books over the holidays. To do this, they must check out or renew the book on the last 2 days of the term. Books will be due on the first day back after the holiday.

b. DVDs

- Staff and students may borrow 1 DVD at a given time, for a period of two days.
- DVDs cannot be borrowed over the holidays.

### 9.11.3. Renewing and Returning Borrowed Items to the Library

On weekdays between the hours of 9am and 5pm, borrowed materials should be brought to the library and returned to the librarian. If the librarian is not in, they can be returned to a Campus Support Technician on duty.

The librarian will check the items for damage, and check them back into the library system. Once the librarian has checked an item back into the system, responsibility for the item is no longer on the borrower.

#### To a Campus Support Technician

Out of the librarian's office hours, or when the librarian is not at the library, materials can be returned to an on duty Campus Support Technician.

The Campus Support Technicians will collect returned items, and hand them to the librarian at the next opportunity. Responsibility for the item remains with the borrower until the librarian has checked it.

### 9.11.4. Overdue Items

Students will receive an email when they have overdue items. They will then be prohibited from borrowing any further items until they have returned those that are overdue.

If a student has an item that remains overdue for over 2 days, they will be banned from the booking system and thus unable to use any SAE studios or equipment.

If a student has an item that remains overdue for over 2 weeks, they will be banned from the SAE campus building.

All bans will be lifted when the overdue items are returned.

### 9.11.6. Lost Item and Replacement Charges

Responsibility for a borrowed item is on the person who checked it out from the library. Even if the item is then passed on to somebody else, it is the staff member or student in whose name the item has been borrowed who retains responsibility.

A record is kept of the condition of all library items. If a student borrows an item, and returns it with damage, they may be asked to replace the item (depending on the severity of the damage). In this case they may keep the damaged item, once a new one has been provided. Damage will be judged by the librarian.

If an item has been lost, the student must replace it.

### 9.11.7. Suggesting a Item

We welcome suggestions for library resources from students. Items can be suggested through the online library catalogue, or by emailing your Library and Learning Centre Coordinator.

### 9.11.8. Online Learning Resources

We currently have access to the following digital libraries, which are accessible through the student portal:

- AES: The Audio Engineering Society
- A collection of journal articles on all things audio.
- ACM: The Association for Computing Machinery
- This is a collection of journal articles to do with computer sciences.
- This will be useful for anyone working on audio programming, games, web development.
- JSTOR: We have access to Arts and Sciences III, a part of JSTOR.
- This is a collection of articles and books on the arts, film, music, social sciences etc.
- ProQuest: This is a collection of journal articles, eBooks and critical writings on the arts, film, music, social sciences etc.

This is a collection of journal articles, eBooks and critical writings on the arts, film, music, social sciences etc.

## 9.12. International Students

### T4 Visa students

If you are studying in the UK on a T4 study visa, you have the following responsibilities:

- To study full time (apart from during the end of module study breaks, and during the Winter and Summer breaks)
- To inform us immediately if you will be absent from your classes for any reason
- To maintain contact with us, and tell us immediately if you change your address or contact details
- To do no paid work
- Some students may be required to register at a police station. If this is the case for you, it will say on your visa
- To leave the UK when your visa expires

Please see your induction notes for more detailed information. If you have any questions, please contact, Jayesha Fernando, SAE Admissions Manager, [j.fernando@sae.edu](mailto:j.fernando@sae.edu)

## 10. Student Feedback

### 10.1. Expressing Your Views

At SAE Institute we are always working to improve the student experience. Making your thoughts and opinions known is very important to us as they play a major part in developing the decisions made by SAE Institute. We aim to ensure that you have a fantastic journey with us starting from the day you apply to come to SAE Institute, all the way through your course and even after you graduate.

The best way for you to make the most of your time at SAE Institute is to get involved, an important element of which is to communicate with us. Whether it is a compliment or a complaint, we are equally keen to hear from you. We will make every effort to act on your feedback, which will not only help improve things for you but also for other current and future SAE students.

There are a number of ways in which you can communicate with us and give us your feedback:

- Programme feedback surveys
- Module feedback surveys
- Boards of Study Meetings
- Student Representative Meetings
- Other surveys

### Programme Feedback Survey

Programme feedback surveys are annually and are completely anonymous. This survey seeks your views on your programme experience including comments on the organisation and management of the programme, academic support, learning resources and your personal development. You can expect to receive updates on any issues that have been identified and the measures taken to resolve any problems.

Programme feedback survey results will be an item for discussion during Boards of Study and will, where necessary, be reported upon during the quality/annual monitoring process. The whole feedback process will also be reviewed on a regular basis, to ensure that it is effective in helping provide a good quality experience for students.

### Module Feedback Surveys

Module feedback forms are distributed towards the end of each module. The forms are completely anonymous. The aim of this feedback process is to elicit your views on the quality of modules taken. Module forms examine each module in some detail and invite comment on your module in general. You can expect to receive updates on any issues that have been identified and the measures taken to resolve any problems.

### Boards of Study

The purpose of the Boards of Study is to provide a forum for discussion between you and the staff members involved in all aspects of your studies. Each Campus holds regular Boards of Study three times each academic year, during week 7 of each trimester.

Membership for each of board of study includes:

- Student Representatives
- Academic Coordinator
- Programme Coordinator
- Academic Manager UK
- Campus Manager
- Academic Staff aligned to the delivery of the programme or modules
- Support Services Representatives

Every intake at SAE Institute has the provision for having a student representative. As a 'Student Rep' you help improve communication between SAE Institute and the students on the module and programme you are representing. Student Reps are responsible for notifying the Board of issues, which have been brought to them by fellow students. Similarly, SAE Institute also regularly contacts and consults with the Reps regarding its activities and decisions that affect students. You should be aware of the function of the Boards of Study, and should ensure that representatives are alerted in good time to matters of concern, or to suggest initiatives.

Formal minutes are kept of the discussion and decisions of each Board meeting. The minutes are included with the Programme Quality/ Annual Monitoring Report for consideration by SAE Institute. The points raised at the meeting are carefully recorded for issues arising, and the action taken upon them, are available through the Virtual Learning Environment.

## **Becoming a Student Representative**

As a student representative your role will be to gather the views and opinions of the students you represent and to outline these opinions at the relevant Board of Study meetings. You will be able to feedback the decisions made and progress updates to other students following the meeting.

As a representative you can receive a certificate that recognises your representational achievement. For the certificate you will have to attend the training sessions and be present at the Board of Study each term. This is a great opportunity to add value to your CV.

### **Student Representative Meetings**

The Programme Coordinators for each discipline area hold regular meetings with all the elected students representatives during each study period. Meetings are normally held in weeks 3 and 11 of each study period.

These meetings may address day-to-day matters within each programme, seeking to resolve issues at the earliest opportunity, and are a means for ensuring that a continuous feedback cycle is maintained with the wider student body, through the student representatives. The student representative meetings may also identify matters that will be referred to the Boards of Study for further consideration.

### **Other Surveys**

From time to time SAE Institute will distribute surveys to elicit your views on the quality of the services offered by SAE Institute and your student experience on areas other than your programme of study. These surveys will be completely anonymous. We will try not to send you too many surveys, but if you do receive one then please remember that your responses do count and they do make a difference.

## **10.2 SAE Complaint Procedure**

If there is something you are unhappy with at SAE Institute, we have plenty of ways we can resolve it. You should always speak with your lecturer or Programme Coordinator first to find out how they can help you. If after using the various channels you are still not satisfied, you can make a formal complaint. You can find the complaints form and guidance on SAE's non-academic and academic grievance procedures on the student portal (AXIS) under Policy/Key Forms/Complaints and Appeals.

<http://axis.navitas.com>

SAE Institute strives to resolve issues quickly and informally, wherever possible.