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1. Welcome

Welcome to the Department of Psychosocial Studies at Birkbeck, University of London. We hope you will enjoy your time with us.

Our staff
Please refer to our website to an update list of our academic and teaching staff

http://www.bbk.ac.uk/psychosocial/our-staff

Student contact details

It is very important that the college has your correct and up to date contact details. If you change your address/email address/phone number at any point during the course, please update that on your student profile via www.bbk.ac.uk/mybirkbeck

The course administrator often sends important information via email and may also need to contact you by phone if a class has to be cancelled.

Email is the main method by which we will contact you, so it's important that we get your email address right.

You are welcome to use your own email address for communications from Birkbeck, or you may opt to have a Birkbeck email address (in the form username@mail.bbk.ac.uk) as well as or instead of another email address. To set that up login to your profile on the My Birkbeck site at http://www.bbk.ac.uk/mybirkbeck/. Once logged in you can request a Birkbeck email.

2. Getting Started

Enrolment

Enrolment and paying your fees

- Login to My Birkbeck Profile to complete your enrolment and organise your fee payment.
- Find out how to enrol (if you're new to Birkbeck, you will also need to register)

Your ID Card

You will need a Birkbeck College ID Card which is used to access the main Birkbeck College Library at Malet Street. You should also carry your card around with you at all times when attending classes or visiting Birkbeck. Continuing students should keep their old cards safe as new cards are not issued for each year of study.
Once you have enrolled, the weblink: 
http://www.bbk.ac.uk/mybirkbeck/services/you/cards gives you instructions and the form you need to obtain your Birkbeck College ID Card. Alternatively, you may go in person to the My Birkbeck Helpdesk at the main Birkbeck College building in Malet Street (entrance in Torrington Square), where an advisor will help you get your ID Card.

**Computer Log-in**

Once you have accepted a place on a Birkbeck course, you will be sent your Birkbeck username and password. This will be sent to the email address you provided when you applied. (If you did not provide details of a personal email account with your application, your Birkbeck username and password will be sent to you by post.)

If there are any problems with your username or password, contact the ITS Helpdesk:

**Tel:** 020 7631 6543  **Email:** its@bbk.ac.uk

Note: the Service desk is open during the same hours as the Student centre. If the centre closes early, so does the Service desk. The My Birkbeck site has information about the Student Centre's opening hours.

This weblink is also helpful for any computer questions:

http://www.bbk.ac.uk/its/help

### 3. Equalities Statement

Birkbeck is committed to providing the highest quality academic and working environment where all staff, students, visitors and contractors are welcomed, respected and treated in a consistent and non-discriminatory manner. This approach will be applied irrespective of race, gender, disability, age, sexual orientation, religion/faith, political belief and social status. We underpin this by ensuring our policies, procedures, academic courses, and training and development programmes are consistently applied, monitored regularly and all breaches treated seriously.
4. Student Support

Student Services at Birkbeck encompass a wide range of services within Birkbeck, aimed at supporting students' learning experience and personal development.

Advice Service
Our trained advisors are on hand to provide information and advice about many aspects of your studies at Birkbeck including but not limited to: application and enrolment process, applying for government loans and financial support from the College, and payment options. Where we cannot answer questions immediately, we will either get back to you with an answer or refer your query to a specialist team who can.

Ask us a question, call us on 020 3907 0700 or come along to our drop-in sessions for help and support. Alternatively, please visit our website for further information.

Careers and Employability Service
We provide comprehensive careers advice, events and information services both in person and online. The service is free and available to all Birkbeck students and recent graduates. To find out how we can help you to enhance your career development and employability ask us a question or visit the Students' Employability Space. Alternatively, please visit our website for further information.

Counselling Service
We offer a free, non-judgmental and confidential counselling service to support you with emotional or psychological difficulties during your time at university. To make an appointment for an initial consultation, please email counselling-services@bbk.ac.uk with your name, student ID, gender and telephone number. Alternatively, please visit our website for information about the service including a comprehensive selection of self-help resources which may be useful in gaining a greater
understanding of the personal challenges you are facing and the ways in which you can think about addressing them.

**Disability and Dyslexia Service**
At Birkbeck we welcome students with disabilities and we are committed to helping you seize the opportunities that studying here presents. Regardless of your condition, our experienced, understanding and welcoming staff are here to support you during your studies.
To make an appointment, please contact the Wellbeing Team from your My Birkbeck profile by clicking on ‘Ask us’ and selecting ‘New Ask’ or call us on 020 3907 0700. Alternatively, please visit our [website](#) for information about a Study Support Plan, Disabled Students’ Allowance, free dyslexia screening and more.

**Study Skills**
Through a range of workshops, accessible learning materials, and one-to-one meetings, our Learning Development Service is here to help you to fulfil your potential in a number of ways while studying at Birkbeck. Visit our Learning Skills module on Moodle for resources that will help you build academic skills and increase academic performance.
[Ask us a question](#), call us on 020 3907 0700 or visit our [website](#) for advice and support with study skills.

**Mental Health Advisory Service**
We provide specialist advice and support in a safe, non-judgemental environment. Like the Counselling Service, we are here to help you when you are going through emotional or psychological difficulties. The main difference between our services is that the emphasis of our work is on practical support, rather than therapeutic interventions, to enable you to progress through your studies.
To make an appointment, please contact the Wellbeing Team from your My Birkbeck profile by clicking on ‘Ask us’ and selecting ‘New Ask’ or call us on 020 3907 0700. For further information about the service, please visit our [website](#).

**Nursery Service**
We understand that studying while caring for a child or children can be especially challenging and so we offer an affordable, professional evening nursery service, based in our central London campus, for children aged from two to six years.
For further information and contact details, please visit our [website](#).

**5. Personal Support**

Birkbeck subscribes to the Gower Street Practice, located just around the corner from the Malet Street main building at 20 Gower Street. Students living in central London can register with the doctors for full NHS general practitioner services, but other students can also benefit from the facilities. Consultations are free and completely confidential. In addition to normal GP services, the Gower Street Practice offers psychotherapy and cognitive behaviour therapy, and is experienced in helping students. Call the health centre on 020
There is also a free Counselling Service offered by Birkbeck for students. For details of this visit the counselling service website at:

http://www.bbk.ac.uk/mybirkbeck/services/facilities/well-being-service/counselling-service/

The Learning Development Tutor – School of Social Sciences, History and Philosophy
The Learning Development Tutor for the School of Social Sciences, History and Philosophy is Rose Raymond. http://www.bbk.ac.uk/sshp/activities/learningdevelopment

6. Student Union

Students are automatically members of the Students’ Union. There are no costs associated with being a member. For further information about the students’ Union, please visit their website: www.bbk.ac.uk/su

- help students to develop skills for self reflection as a way of enhancing self awareness and to plan for their own personal education and careers development.
- show how counselling skills and attitudes can usefully be applied in various helping relationships.

7. Timetable for Coursework

Timetables for coursework can be found in Course Handbooks

8. Computers and Electronic Resources including ‘Moodle’

How to log in: Birkbeck will email to you your ITS username and password once you have accepted a place on a Birkbeck course. They will use the email address you provided when you applied. (If you did not provide details of your personal email account with your application, they will send your login details to you by post.) If there are any problems with this contact the ITS Servicedesk:

Tel: 020 7631 6543

Email: its@bbk.ac.uk

or go in person to the ITS Servicedesk, ground floor, Birkbeck Main Building at Malet Street. Note: the Service desk is open during the same hours as the Student centre. If the centre
closes early, so does the Service desk. The Student Advice Service [http://www.bbk.ac.uk/student-services/student-advice-service](http://www.bbk.ac.uk/student-services/student-advice-service) has information about the Student Centre’s opening hours.

The following weblink is also helpful for any computer questions: [http://www.bbk.ac.uk/mybirkbeck/services/facilities/computing](http://www.bbk.ac.uk/mybirkbeck/services/facilities/computing).

You can use the computers in the Library and also access the Library’s electronic resources from outside College by using your ITS username and password from any computer. This means for example that you can access the Library Catalogue from home and reserve books to collect later.

**Important information if you use an iPhone, tablet or mobile device**

Please be aware that some BBK services and resources are accessible only via a PC or Mac. If you are having access difficulty from your mobile device, please log in via a PC or Mac and try again. It is most important that you use a PC or Mac to upload any assignments to Turnitin, the college on-line submission service. If you try to do so using a mobile device your work may not upload. All coursework should be submitted in ‘Word’ or ‘PDF’ format. If you are using a Mac please convert your file before uploading.

**Photocopying and Networked printing facilities**

You have a Photocopy/Print account associated with your username, this can be topped-up by on-line (minimum payment of £5), or using coins in the machines on the first floor of the library and the fourth Floor by the computer rooms. Alternatively you can top-up with cash at the ITS Helpdesk.

**Other facilities**

From your MyBirkbeck Profile ([www.bbk.ac.uk/mybirkbeck](http://www.bbk.ac.uk/mybirkbeck)) you can check your timetable, update your contact details and obtain a web-based Birkbeck email address.

**Moodle**

Lecturers may use Moodle – the course virtual learning environment - to provide course-related on-line resources for you. On enrolment you are automatically given access to your course on Moodle. The Moodle site is located at:

[http://moodle.bbk.ac.uk/](http://moodle.bbk.ac.uk/)

This link takes you to the Moodle site where you can log in using your Birkbeck IT Services username and password (for information about obtaining your Birkbeck username and password see [Section 2](#)).
On this Moodle page, click on ‘My Home’ to find a list of the courses on which you are enrolled; then select from the list the course you wish to access:

These images are used as an example

This will take you into the course Moodle site. Scroll down the page to find and access course resources.
Click on the resources to access them.

**Access to Moodle using an iPhone, tablet or mobile device**

The **Birkbeck App** has been developed to provide access to Moodle resources from an iPhone, tablet or mobile device. You downloaded this from the App Store / Play store (androids). However, please be aware that some BBK services and resources are accessible only via a PC or Mac. If you are having access difficulty from your mobile device, please log in via a PC or Mac and try again.

**How to contribute to an on-line discussion forum**

As you progress in your studies in higher education you are expected to develop your understanding and ideas about the topics presented on your courses, and to come to your own conclusions about them. For this you will need to be able to state clearly your view, back it up with evidence and examples, and consider alternative viewpoints before arriving at your own position on the subject.

The on-line Discussion Forum provides an excellent opportunity for you to develop these skills and your understanding towards demonstrating summatively your learning in the module assignments.
You should aim to submit a posting to the forum which keeps within any word-count restrictions – often you can add attachments and links to other resources if applicable. Aim to re-visit the discussion forum once or twice during the week to review the comments of fellow students and respond to these if you wish. Check out and aim to follow the guidance on good Netiquette (net-etiquette - e.g. see guidance on educatorstechnology.com) to support an inclusive and respectful learning environment.

Participating on an on-line forum is a collaborative exercise which will involve your student peers, so it's important to try and work to the same time frame, so please aim to contribute to the forum in a timely fashion to enable others to read, consider and respond to your comments before class.

On the Moodle Main Course page click on the link to the On-Line Discussion Forum:

This takes you into the forum, as shown below.
Click on the discussion forum topic to enter the forum. Then click on ‘Reply’.

Type your forum posting in the ‘Message’ box, as shown below:

Scroll further down the page to add attachments if required.
You can submit your posting to the forum immediately if you select the 'no-editing' box. Otherwise post to the forum leaving this box unselected – this will allow you a 30 minute window within which to edit your forum contribution if you want to do so before it is submitted.

What is Psychoanalysis?
by ANNE ATTWOOD - Sunday, 3 September 2017, 4:06 PM

Dear Student

Please post your thoughts here to the readings from week 1 of the course:

What is Psychoanalysis?

Max 300 words.

Re: What is Psychoanalysis?
by MELANIE KLEIN Sunday, 3 September 2017, 3:56 PM

Good question! ....... what is psychoanalysis ????

5 words
9. Birkbeck College Library Facilities

There are a series of guides especially for Students, which will answer your questions about using the main Birkbeck College Library (at Malet Street). Go to this weblink:

http://www.bbk.ac.uk/lib/about/library-guides

To use the main Library at Malet Street, you need a Birkbeck College ID Card. See Section 2 ‘Getting Started’ for information about how to obtain your ID card.

The College Library provides books, journals, CD-ROMs and networked information services. The Library website is www.bbk.ac.uk/lib and from here you can access:

- Library catalogue
- Over 20,000 full text electronic journals
- Databases to help you find out what articles have been written about the subject you are researching
- Online reference books including dictionaries and encyclopedias
- ePrints - a full text database of research papers written by Birkbeck staff
- Other useful web sites for your subject

You might also be interested in the following library links:

Birkbeck Library blog
Follow Birkbeck Library on Twitter
Birkbeck Library on Facebook

E-library books and how to find them

Some books on the reading list are available as e-library books. The following is an example of how to access from outside college the e-library book John McLeod (2013) 5th edit, ‘An Introduction to Counselling’.

Go to the Birkbeck library homepage at: http://www.bbk.ac.uk/lib
This will take you to details of all e-copies of the McLeod book held by Birkbeck library. Scroll down the page and look for the most recent edition which is available as an electronic resource – here it is the 2013 5th Edition:

Click on the link to access the e-book.
Enter your Birkbeck username and password when prompted, and submit:

\[\text{Welcome to the Birkbeck Library EZproxy login page}\]

For help with using resources please contact the Library Help Desk (020 7631 6063 or library-help@bbk.ac.uk)

Birkbeck Library Web

This takes you to the repository for the e-book (a repository is like a virtual library), the repository may be different for different books you wish to access. You may be prompted to read and accept the site ‘Terms and Conditions of Use’ to gain access to some books, if so click on the ‘Accept’ button.

For the McLeod book you are taken to the ‘Ingram’ MyILibrary site and the e-book:
To read the book on line you can:

A. Click on a menu item to access that item – e.g. ‘section 1’

B. Enter a specific page number in the search box to find that page.

C. Click on the arrows to move on from one page to the next, or to move back to a previous page.

D. Click on the arrows to move on from one chapter to the next, or to move back to a previous chapter.

Your selection will open as a single page adobe pdf document. Scroll down the page to read it. You will then need to select one of the above options to read the next page/s / chapter.

**University of London Library (Senate House Library)**

The University of London Library is on the fourth floor of Senate House, next door to Birkbeck.

Please follow sign postings within the building as it is a bit difficult to find the entrance to the library.

Birkbeck students are entitled to join Senate House Library. This is one of the best university libraries in the UK. For more information, visit: [http://www.bbk.ac.uk/lib/otherlibs/shl](http://www.bbk.ac.uk/lib/otherlibs/shl)

You can consult their online catalogue at [www.ull.ac.uk](http://www.ull.ac.uk).

**10. Plagiarism**

Using the work of others without acknowledging it is known as plagiarism. This applies to printed sources, electronic sources (e.g. web-sites`) or getting someone else to write your coursework for you. **Academic institutions treat plagiarism very seriously and it can result in a loss of marks or work not being marked.**

In essays or reports, any reference to information from a book, journal or website, whether it is a literal quotation or a paraphrase of the theory or idea, must be attributed to the original author, using the methods described above.

My Birkbeck has a number of resources to help students understand and avoid plagiarism. Please see:

[http://www.bbk.ac.uk/mybirkbeck/services/facilities/support/plagiarism/](http://www.bbk.ac.uk/mybirkbeck/services/facilities/support/plagiarism/)

For the College Policy on Assessment Offences see:
Birkbeck uses the on-line assignment submission service ‘Turnitin’ to help students and tutors avoid and address plagiarism in written assignments.

11. How to format your assignment document

Document Format

Please present your assignment document in either WORD or PDF format.

Warning! Other file formats (eg Microsoft Works; RTF or Mac files) cannot be read on Turnitin – your work cannot be assessed or marked if it is not in a Word or PDF format!

Document Headers

Please give your student number, course and assignment details in a header (as shown above). This information then appears automatically on every page, as in the header at the top of this and following pages, and is not included in your essay word count.

Please consult your course handbook and your tutor if you need to submit your essay anonymously (meaning your name should not appear anywhere in the document). If this is the case please only use your student number or candidate number as advised.

Here is how to do it in Word:

From the ‘Insert’ tab select and click on ‘Header’:

From the drop-down menu, select and click on the first option for a basic header (which is given the title ‘blank’ as shown below):
Type in your student number and assignment details etc when prompted by the label [type text].:
Then close the Header tool from the tab on the right of the screen:

Your student and assignment details will now automatically appear on the top of every page of your essay document

**Page Numbers**

To add page numbers to your document, from the ‘insert’ tab select and click on the ‘page numbering tool’.
Next select where you would like the page number to be displayed – top or bottom of page, in the margin etc. Click on this:

Chose the position of your page numbering – for example in the picture a centrally positioned page number is set.

Finally close the page number tool from the tab on the right of the screen.

You can edit either the header or the page number by double-clicking on your document in the header or page number area. Make any changes then close the header / page number tool as shown to the left.

Double Line Spacing

Here is how to present work as indicated in the course handbook – many assignments require students to use double line spacing. To do this in a ‘Word’ document - select the line spacing icon on the menu: This paragraph is written in single line spacing. The next is written in double line spacing. Note the difference.
Here is how to present work as indicated in the course handbook – many assignments require students to use double line spacing. To do this in a ‘Word’ document - select the line spacing icon on the menu: The previous paragraph is written in single line spacing. This one is written in double line spacing. Note the difference.

To format your assignment document in double line spacing, click on the line spacing icon in the ‘paragraph’ section and choose 2.0

Word Count

Meeting word count requirements is important when writing at a university level and will be taken into account when marking your assignments. ‘Academic writing’ requires forward planning, designing a structure, prioritising, and being concise.

You should aim to stay within the word limit for a given assignment by about 5% above or below.

Your bibliography / reference section is excluded from the word count, but any footnotes and endnotes are included.
If your assignment exceeds the word count by more than 10% your writing beyond this point will not be read or taken into account in assessing your work, and 5 marks will automatically be deducted (i.e. if your final mark is 60% and you have gone over the word count, you will only receive 55%).

If the word count for your assignment is 10% or more below the requirement, you might not have fully answered the assignment brief and this could be reflected by a low mark or failing your work.

At the end of your assignment text (before the reference section) you should give the word count for your assignment. Your word count should include your whole essay text and any footnotes, but exclude the essay title, headers and reference / bibliography section. You can do this on a Word by highlighting the essay text, as shown below. The text is highlighted in blue, and the word count for the text given as a proportion of the whole assignment (including references) is shown on the lower left of the page.

Word count 228
12. How to submit your assignment using Moodle and Turnitin.

1. In the Assessment folder, scroll down to the Turnitin icon and click on this:

You are asked to please submit as a 'Word' or PDF document an exact transcript of your selected post.
If you submit your assignment in a different file format it may be accepted by Turnitin but your tutor will be unable to open and mark it.

Please submit your Forum Posting Assessment in the Turnitin folder below by midnight Sunday November 26th 2017.

2. You will see the following field, with a little cloud icon, telling you where to ‘click’ to upload your assignment document:

3. Click on:

4. Drag and drop your assignment into the identified box, then click on ‘Add submission’:
5. You will see the following field which will confirm which document you have uploaded:

6. Click on 'View Digital Receipt' to get an acknowledgement of your successful assignment upload:
7. Click on Print for a confirmation of receipt of your assignment.

If you have any problems in submitting your assignments, please let your tutor know at the earliest opportunity.

Please note your assignment must be received on Turnitin by the deadline, otherwise your mark will be capped as a late submission. In case of unexpected problems with your internet connection or computer etc, you are strongly advised not to leave submitting your assignment to the last minute!
13. Accessing your Assignment mark and feedback

Click on the *Turnitin* link for the assignment to view your mark and feedback.

**Further information:**

**Submission Date:** The date and time that your essay assignment was submitted to Turnitin is shown in the ‘Submitted’ column.

**Late submissions:** If your essay assignment was submitted after the deadline, this will show as the date submitted being *written in red*.

**Similarity:** This is the % of your essay which Turnitin identifies as being the same as internet sources. In the example above it is 5% and the little box is coloured blue which is acceptable, and is a sign that you are referencing your assignments correctly. The higher the % the more likely your referencing inaccurate. When students copy lots of material from the internet and either don’t reference it or pass it off as their own work, this % can be very high. There is a ‘traffic light’ system for identifying problems, blue is ok; green is a warning that something is going awry with your referencing; amber indicates a problem exists; and red is a very serious problem and suggests that plagiarism could be an issue. (See course handbook for further information on plagiarism).

**Grade:** This is the mark your tutor has awarded your essay – in the above example it is 75%.

**Feedback:** To read the feedback comments your tutor has made on your essay, click on the little pencil icon next to the essay grade. Your essay and the tutor comments will open in a new window.
The Moodle 'support for students' page tells you how to access your marked assignment and receive your mark and tutor feedback.

Hover over the blue comment boxes to read feedback / feedforward from your tutor:

Click on the 'Print' icon on the lower left hand side of the screen to download a copy of your assignment and feedback marks:

Scroll down the PDF copy of your assignment. At the end of the document you will find your mark and general comments from your tutor:
Why is self-awareness important when helping in a counselling way? Show how participation on the Introduction to counselling course helped you develop this.

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**14. Criteria for Marking and Grading Course Work**

You can find information regarding the marking of your work in your course handbook or the following link:

http://www.bbk.ac.uk/student-services/exams/marking
15. Late work / Mitigating Circumstances

Students must submit work by the set deadline. Individual lecturers are not able to grant extensions.

Any work submitted after the published deadline is considered to be late and subject to penalty. Late submitted coursework are given capped pass mark (40% for undergraduate programmes and 50% for postgraduate programmes), assuming it is of a pass standard unless mitigating circumstances request has been accepted by the exam board panel.

If you submit late work and wish mitigating circumstances to be taken into account you should submit a Mitigating Circumstances form to the administrator within one week of the essay deadline, which you can download from:

http://www.bbk.ac.uk/mybirkbeck/central-pages/mitigating

Your completed Mitigating Circumstances form and supporting evidence must be submitted to your administrator. Your claim will be considered by the Mitigation Sub-board of the Examiners. If your claim is upheld you will be awarded the ‘real’ mark.

Further information on mitigating circumstances, including guidance on what grounds might constitute mitigating circumstances and what is acceptable supporting evidence, can be found at

www.bbk.ac.uk/reg/regs

16. Student Dispute Resolution

The Department is committed to the highest professional standards in all aspects of our teaching. This section tells you how you can help us maintain those standards and explains what you can do in those rare circumstances when things go wrong.

Disputes: Informal resolution

The Department will always try to resolve any problems informally in the first instance. If you have a specific concern about your course you should, in the first instance, speak to your course tutor. If between you the issue cannot be resolved then further advice can be obtained from the Programme Director.

Three things to bear in mind:
• Be polite.
• Don’t leave a problem until it’s too late for your tutor to address it with you.
• Do other students share your concerns?

**Disputes: Formal complaints proceedings**

Informal representations solve most problems. However, students who are dissatisfied with the response can make a formal complaint to the Programme Director. Complaints must be made in a timely fashion and you must show that you made attempts to resolve the issue informally. In your letter, you must stipulate clearly and accurately:

• The date and nature of any incident giving rise to a complaint
• The date(s) and nature of the steps taken to raise the complaint and seek its resolution
• The date(s) and nature of any responses given

In very serious cases, or where all other attempts at resolution have failed, students can make a formal complaint to or request mediation by the College. Representations, in the same terms as those made to the Programme Director should be made to Fraser Keir, the Academic Registrar, Academic Services Unit, Registry. Complaints must be made in a timely fashion: College recommends that complaints should normally be made within six weeks of the events in question.

A formal complaint to the Registrar is taken very seriously and, therefore, students should think carefully before taking this step. Have all the alternatives been exhausted? In cases where the Registrar rules that a complaint is vexatious or frivolous, disciplinary proceedings may be undertaken. Should you wish to embark on this course of action, you must read the College regulations on dispute resolutions: see the guide to Dispute Resolution Policy and Procedure at

[http://www.bbk.ac.uk/mybirkbeck/services/rules/](http://www.bbk.ac.uk/mybirkbeck/services/rules/)

**Can I appeal my assignment marks?**

Students who wish to appeal marks must do so according to our regulations for taught programmes of study. See Clause 38: Representations from Candidates Concerning Assessment Results:

[http://www.bbk.ac.uk/mybirkbeck/services/rules/casregs.pdf](http://www.bbk.ac.uk/mybirkbeck/services/rules/casregs.pdf)

Our regulations stipulate that appeals will be accepted where there has been an administrative error, or where assessment appears not to have been conducted in accordance with our regulations. Appeals on academic grounds will not be accepted – we have robust quality assurance procedures that are recognised by national bodies (see Section 24: Quality Assurance).
What happens if someone makes a complaint against me?

The College has a duty of care not only towards our students but also towards our staff. Students are expected to be familiar with the Student Code of Discipline and to behave towards all members of the Birkbeck community – academic, administrative and support staff, and other students – with courtesy and respect. Behaviour by any student that is considered inappropriate will be taken seriously by the Department and the College.

If a complaint is made against you, you will be notified by your tutor and asked, in the first instance, to attend a tutorial to discuss how to resolve the matter informally. If together with your tutor the matter cannot be resolved, you will be invited to attend an interview with the Programme Director.

More serious cases may be referred to the Academic Registrar. You are entitled to know who has made the complaint, on what grounds it was made, and to give a reply. If you choose to waive this right, proceedings will continue in your absence. In the event that a complaint is made against you, we strongly recommend that you seek the advice of the Student Support Officer. You should also familiarise yourself with the Student Code of Discipline:

[http://www.bbk.ac.uk/mybirkbeck/services/rules/discipline.pdf](http://www.bbk.ac.uk/mybirkbeck/services/rules/discipline.pdf)

The Student Union

Birkbeck was one of the first London Colleges to provide for student representation. As well as being an important social forum, the Union provides a wider range of services run by and for the student body. They can also be of assistance in cases involving dispute resolution or disciplinary proceedings. You are encouraged to find out more about the Student Union and its activities:

[http://www.bbk.ac.uk/su](http://www.bbk.ac.uk/su)