



**SOAS**  
University of London



# Student Handbook

2022/23

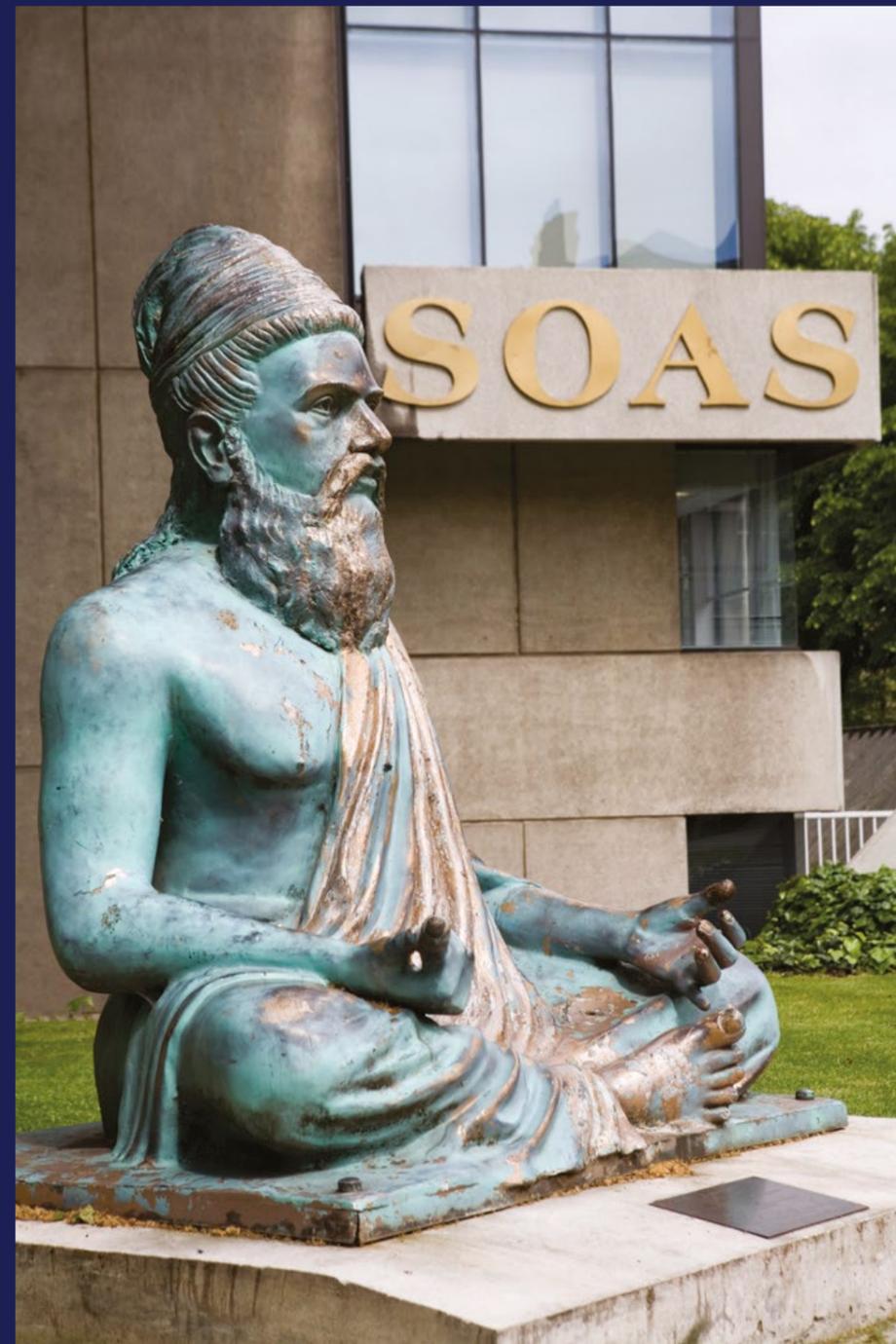


# Contents

Please note that this table of contents is hyperlinked. To quickly access any section of this Handbook click on the relevant heading.

<b>Welcome to SOAS</b> .....	01
<b>Student Handbook</b> .....	02
<b>Your Education, Your School</b>	
Mission and Values .....	03
Student Charter .....	04
Student Code of Conduct .....	05
Dignity@SOAS Policy .....	05
Report and Support .....	05
Faith, Spiritual Practice and Prayer Rooms .....	06
Your Contact Details .....	06
<b>Your Studies</b>	
SOAS Moodle .....	07
Timetabling .....	07
Types of Teaching and Learning .....	07
Feedback and Evaluation .....	08
Study Abroad .....	09
Language Centre .....	09
<b>Activities to help you succeed</b>	
Student Ambassador Scheme .....	10
Peer Support .....	10
<b>How SOAS supports you</b>	
Academic Support .....	11
Learning and Teaching Enhancement .....	11
Study Skills .....	11
Academic Advisers .....	11
Support to Study Policy .....	11
<b>Student Services</b>	
The Student Hub .....	12
Student Support and Guidance .....	13
Identifying Problems, and Pathways of Student Support .....	13
Fees and Scholarships .....	14
Student Advice and Wellbeing (SAaW) .....	15
The Careers Service .....	17
Healthcare .....	18

<b>Emergency Contacts &amp; Useful Resources</b> .....	19
<b>IT Services</b>	
Connecting to the Wi-Fi .....	20
Printing and Scanning .....	21
The IT Service Desk .....	21
MySOAS .....	21
<b>Student Voice @ SOAS</b>	
What is Student Feedback and why is it important? .....	22
Academic Representation - Student Representatives .....	22
<b>The SOAS Students' Union</b>	
How Does the SU Work? .....	23
Campaigns and Liberation .....	23
Sports and Societies .....	23
Advice and Support .....	23
<b>Finding your way around @SOAS</b>	
Campus Map .....	24
Finding Your Room .....	24
<b>The Library</b> .....	25
The Brunei Gallery .....	25
<b>Rules and Regulations</b> .....	26
<b>Student Data Protection Statement</b> .....	28
Appendix A: Useful Contacts .....	29
Appendix B: External Support and Contacts .....	30



# Welcome to SOAS

We're glad you're here! SOAS welcomes over 5000 new and returning students through our doors every year, and our community of students and alumni come from over 130 countries. From day one you will be encouraged to think globally, studying an interdisciplinary curriculum in a dynamic, supportive and diverse learning environment led by our world-leading academics. SOAS is a truly unique institution, and we're excited to help you make the most of your time with us.

At SOAS, there are so many opportunities available to you, both inside and outside the classroom. Join one of over 150 student societies to connect with your peers, become a student representative and help shape your education, attend a study skills workshop, explore the local area and see what London has to offer you – the list is endless. You are surrounded by an incredibly vibrant community of people who are curious about the world we live in, about their subjects of study or research, about how things can change for the better. We encourage you to explore our community and grab opportunities available to you – our community can help you to become the person you want to be.

We hope you'll have an incredible time with us at SOAS, and we want you to know that we are here to support you if you need advice or if things become difficult. Perhaps you have everything you need now, but it's important that if you need support in future, you know where to find it as early as possible, so we can help you stay on track to achieving your goals. Keep reading to find out about everything we have to offer you.

At SOAS, we want you to succeed, and we hope you'll have a beneficial and transformative experience during your time with us. I wish you all the best for your time at SOAS, and look forward to seeing how you shape our community moving forward.

Kirsten Johnson  
Head of Student Experience, Engagement & Retention

# Student Handbook

This handbook contains important information to help you succeed in your undergraduate, postgraduate taught or postgraduate research programme at SOAS. Taking the time to read through everything carefully now will save you time in the future and help you make the most of your time with us.

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

If you have any questions regarding any of the information included in this Handbook, please contact a member of the Student Hub team, who are located on the Lower Ground Floor of the Paul Webley Wing in Senate House. If you have a question pertaining to your programme of study, please contact your Departmental Student Support Officer, whose details can be found on the relevant department pages of the SOAS website, available here: [www.soas.ac.uk/academic/](http://www.soas.ac.uk/academic/)

# Your Education Your School

## Mission and Values

### Mission

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

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

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

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

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



### Values

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

- Promoting equality and celebrating diversity;
- Freedom of speech and tolerance;
- Promoting cultural understanding;
- Ethical standards of openness, honesty, tolerance, fairness and responsibility;
- Excellence;
- Community;
- Evaluation and self-reflection;
- Transparency and accountability;
- Environmental sustainability.

## Student Charter

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

### Respect

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

### Engagement

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

### Support

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

### Communication

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

## Student Code of Conduct

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

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

All students should ensure that they have completed the School's consent workshop at the start of term.

## Dignity@SOAS Policy

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

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

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

## Report and Support

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

<https://reportandsupport.soas.ac.uk/>

## Faith, Spiritual Practice and Prayer Rooms

The SOAS community is one where its members are free to live out their faith in an open and encouraging environment. There are prayer rooms available at multiple locations on the SOAS campus. SOAS students can also use the multi-faith prayer room in the Institute of Education, which is right next to SOAS Main Building.

The prayer rooms in Russell Square are dedicated to Muslims only, segregated into Room L65 in the basement of Main Building for male Muslim prayer and the Brunei Gallery Prayer Room for female Muslim prayer.

If you need help in finding the nearest place of worship for you, or if you are interested in exploring faith, then please access the SOAS Faith and Spiritual Practice webpage available here:

<https://www.soas.ac.uk/worship/> which also links to information on the SOAS Chaplaincy and multi-faith resources.

The SOAS Multi-faith Advisor can be contacted at [mutlifaith@soas.ac.uk](mailto:mutlifaith@soas.ac.uk)

## Your Contact Details

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

<https://studentsonline.soas.ac.uk/WebSite/OnlineServices/adlogin.aspx>



# Your Studies

## SOAS Moodle

SOAS Moodle (also referred to as BLE, which stands for the Bloomsbury Learning Environment) is our virtual learning environment (VLE), which serves to support and enhance teaching, learning and research within the SOAS community and beyond. SOAS Moodle is our collaborative learning environment which brings together students and staff to communicate ideas and exchange knowledge, wherever you are in the world. All your SOAS modules can be found within the SOAS Moodle site ([ble.soas.ac.uk](https://ble.soas.ac.uk)) which supports a wide range of activities and resources during your studies, facilitating both synchronous and asynchronous learning in a meaningful way. SOAS Moodle is available to everyone at SOAS enabling you to interact with your course online, anytime. On Moodle, you can catch-up on recorded lectures, post on forum discussions to share ideas with your peers and teacher, consult module specific reading materials, submit assignments to Turnitin or one of our alternative submission portals specific to your assignment task and view feedback.

You can find out more information on the team and our projects on the Learning and Teaching Enhancement homepage.

## Timetabling

You can access your personal study timetable at MyTimetable or by visiting <https://www.soas.ac.uk/timetable/policies/my-timetable.html>. This service is dynamic, so if the schedule or room of a class changes, the latest information shall be shown on MyTimetable. Once you have logged in you can use the 'Connect to calendar app' option via the Main Menu (three horizontal lines in the top left corner), or the 'Connect Calendar' icon in the top right corner below 'Log Out' of the Desktop site, to export this information to your phone/tablet calendar app of choice.

If you encounter a problem or need assistance with your study timetable during your time here at SOAS, please contact the Student Support Officer for your academic Department, which can be found using the following link: <https://www.soas.ac.uk/departments/>

## Types of teaching and learning

Study methods typically include the formal lecture, which sets out the main themes, issues and critiques of the topic, normally supported with a reading list for other course material. This provides the framework for more detailed exploration and analysis which takes place in seminars and tutorials. Seminars and tutorials offer the opportunity for groups of students and a teacher to discuss the issues and to share ideas. These sessions may be delivered on campus, or using a hybrid format, with some lectures being recorded and online with other asynchronous activities. Private study, either in the library or on your own, will play an important part in your learning experience at university. This may also be supported through online asynchronous activities. In this way you will become familiar with the research and problem-solving skills which are essential in many careers. Other forms of learning are likely to include essay and or report writing, presentations in seminars, computer-aided learning, and studying abroad (for most language students). All delivery will be in compliance with government guidelines.



## Feedback and Evaluation

### Coursework Feedback

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

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

Students should familiarise themselves with the Marking Criteria that are used to assess work, which can be found in this Handbook.

### Examinations Feedback

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

they wish.

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

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

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

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



Image © Akino Suzuki-Layhe

## Study Abroad

SOAS offers degree programmes that include a year abroad. The programmes provide students with an opportunity to develop their language skills, whilst absorbing and further developing an understanding of a culture. It also provides the ideal opportunity for students to begin planning their Independent Study Project (ISP) should they need to undertake one in their final year.

The Year Abroad programme is usually for a full year during the second or third year (depending on the degree programme) of a four-year degree. In all cases, students spend their time at a partner institution and return to SOAS in time for the beginning of the following academic year (late September).

Please visit the Study Abroad web pages – available [here](#) - to find out about the degree programmes that include a Year Abroad. Here you will also find information on specific requirements and further details on the opportunities available to you.

## SOAS Language Centre

SOAS Language Centre offers lively, interactive, and collaborative non-degree language programmes and bespoke language training for diverse organisations in Asian, African and Middle Eastern languages.

There are over 20 languages to choose from. The classes run in the evening or Saturday, online or face-to-face.

Our courses are offered to SOAS students and the general public. SOAS students and staff receive a 25% discount, and SOAS Alumni (UG/PG Degrees & Diplomas) receive a 10% discount. University of London Staff and Students also receive a 10% discount.

To find out more, please visit the [Language Centre](#) or email: [languages@soas.ac.uk](mailto:languages@soas.ac.uk)

## Activities to Help You Succeed

Our mission in respect of Access and Participation is to increase the participation of students from a variety of underrepresented backgrounds and to ensure that the transformative nature of a SOAS education can be experienced by all. As a student, you can get involved in realising this mission in a variety of ways.

To support your learning experience at SOAS, we work closely with academic departments and other support services to provide exciting opportunities for you to succeed. These include activities such as peer mentoring, the student social action fund, metacognitive skills workshops and decolonising the curriculum programmes. You find out about the programmes as they are devised in your department so look out for our emails and communications!

## Student Ambassador Scheme

The Access, Participation and Student Success (APSS) department is responsible for the School's Student Ambassador programme. As a SOAS Student Ambassador, you can get involved in a wide range of exciting and rewarding activities. These include working at large, public-facing events, delivering workshops and talks to younger students in schools and colleges and contributing to projects and initiatives that positively impact the SOAS community. The Ambassador Scheme also provides the opportunity for some Student Ambassadors to receive specialised training for projects designed to improve access, participation, and success in higher education and to promote language studies. These experiences add a unique and varied dimension to your university life, whilst also providing interesting, paid work opportunities.

Please visit the [Student Ambassador Scheme webpage](#) - or email [ambassadors@soas.ac.uk](mailto:ambassadors@soas.ac.uk) to find out more information about becoming a SOAS Student Ambassador.

## Peer Support

The Collaborative Student Learning scheme (CSL) at SOAS is a great way to further your knowledge of your chosen degree subject and to meet new people. A trained student CSL Facilitator from your department will run subject-specific discussion sessions each week. As a small group you will be able to recap the week's teaching and learn new study tips and techniques. To find out more, [click here](#) to visit the CSL webpages.

Alongside CSL, the SOAS Peer Mentoring scheme (SPM) is a student-led initiative that helps new first-year students to settle in at university. Trained Peer Mentors from your department are there to answer any questions you may have and to point you in the right direction for further support. The scheme allows students to benefit from the advice and guidance of students who have faced the same challenges and offers a great chance to make a new group of friends. There is also specific support for students starting a Foundation Year programme through the Foundation Year Mentoring scheme. To find out more about both schemes, [click here](#) to visit the Peer Mentoring webpages.



# How SOAS Supports You

## Academic Support

### Learning and Teaching Enhancement (LTE)

The Department for Learning and Teaching Enhancement (LTE) is part of the Library, Learning, Research Directorate and provides a wide range of services to support students and staff. LTE offers a comprehensive programme of academic and study skills training for undergraduate and postgraduate taught students, educational teaching development for staff within the UK Professional Standards Framework (UKPSF) and manages the Virtual Learning Environment (BLE) for SOAS. We work in close collaboration with the other University of London colleges in the Bloomsbury Consortium.

### Study Skills

The Department for Learning and Teaching Enhancement (LTE) offers to students a series of workshops, one-to-one tutorials, drop-in sessions and online resources to help develop academic skills. Our Skills for Success study skills resources include: avoiding plagiarism; critical thinking; effective listening; essay planning and structure; improving your academic writing; preparing for exams; presentation skills; reading and note-taking; referencing issues; understanding your feedback; and, your dissertation. All of our study skills resources, tutorials and workshops, can be accessed via the online [Student Learning Centre](#) portal or you can email [academicdevelopment@soas.ac.uk](mailto:academicdevelopment@soas.ac.uk) for more information.

### Academic Advisers

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

the first person to provide a reference for the student in their applications for further study or employment.

The academic adviser acts as the first point of contact between the student and the School. Together with the relevant Student Support Officer in the department office, they should be a student's go-to for any questions they may have about academic or nonacademic issues. As a minimum requirement, each student should meet their academic adviser three times a year, at the beginning of the academic year, the end of term 1 and towards the end of term 2, prior to exams (and module sign-up, for continuing UG students and part-time PGT students).

### Support to Study Policy

The Support to Study Policy – [available here](#) - is intended as a supportive and protective procedure which can be used when a student's health, wellbeing and/or behaviour has a detrimental impact on their ability to progress academically and manage university life. This procedure should be used for any student whose ability to cope with university life, to study or progress on their course is significantly compromised as the result of their health, wellbeing or a disability and where intervention beyond normal support mechanisms is deemed necessary and/or where the student has not engaged with support mechanisms offered.

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

# Student Services



## The Student Hub

### What is the Student Hub?

The Hub is your first point of call for any enquiries you may have during your studies at SOAS. Come and speak to our friendly team who can advise on a range of matters and help you where to find specialist advice. In particular we can assist with:

- Student letters
- Completing forms
- Mitigating circumstances advice
- Enrolment queries
- How to access support from other teams

Please see the information here for more details regarding these services. (<https://mysoas.sharepoint.com/sites/student/teams/rec/Pages/What-Services-We-Offer.aspx>)

### Where is the Hub?

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

### Opening Hours

The Hub is open from 9am to 5pm, Monday to Friday. If you cannot visit the Hub in person there are a number of other ways to get in touch:

### Contact Information

- Call us on +44 (0)207 074 5100
- Submit your query via the [Student Information Desk \(SID\)](#)
- Book a virtual appointment (available Monday, Wednesday and Friday)

### How to Access Support from other Teams

Not sure who to speak to about your query? Please visit us at the Student Hub and we would be

happy to assist. We can advise you on the best way to access support from various teams such as Fees, Student Advice and Wellbeing, Careers, and your academic department.

# Student Services

## Student Support and Guidance

A range of student services exist to help you during your time at SOAS. They provide an invaluable source of advice and support and are available to all students across the School. For general information on the types of support available to students please access the Getting Support page available here:

<https://www.soas.ac.uk/support/>

For more detailed information regarding the support available to you please refer to the relevant sections of this Handbook below.

## Identifying problems and pathways of Student Support

There are many different avenues that students can use to seek support. For a quick signposting guide to common student concerns and the suitable pathways of support, please consult the following information.

Do you have a particular problem with your studies? For example:

- Study skills
- Revision techniques
- Time management

Are you stressed about exams or workload?

**Contact: Department for Learning and Teaching Experience**

W [www.soas.ac.uk/cilt/](http://www.soas.ac.uk/cilt/)  
E [cilt@soas.ac.uk](mailto:cilt@soas.ac.uk)

Is the problem related to a Disability or Neurodiverse condition? For example:

- Hearing impairment
- Dyslexia/dyspraxia/ADHD
- Long-term condition
- Physical disability/mobility difficulties

**Contact: Disability & Neurodiversity Team (SAAW)**

W [www.soas.ac.uk/disability/](http://www.soas.ac.uk/disability/)  
E [disabilities@soas.ac.uk](mailto:disabilities@soas.ac.uk)

Is it a mental health or emotional wellbeing issue? For example:

- Bereavement
- Relationship difficulties
- Eating disorder

Are you concerned about your use of alcohol or drugs?

Are you experiencing panic attacks or severe anxiety? For example:

- Working unrealistic hours
- Avoiding starting or finishing work
- Feeling too anxious for normal activities

Are you experiencing a loss of motivation or difficulty concentrating, or are you feeling depressed? For example:

- Low mood/low energy
- Difficulty sleeping
- General loss of interest
- Loss of self-confidence or low self-esteem

**Contact: Student Advice and Wellbeing (SAAW)**

W [www.soas.ac.uk/studentadviceandwellbeing/](http://www.soas.ac.uk/studentadviceandwellbeing/)  
E [studentadviceandwellbeing@soas.ac.uk](mailto:studentadviceandwellbeing@soas.ac.uk)

Tel: 0207 074 5015

Do you have a safeguarding concern? For example:

- Sexual or financial exploitation
- Forced marriage
- Pressure from any kind of cult or extremist group

**Contact:**  
Email [safeguarding@soas.ac.uk](mailto:safeguarding@soas.ac.uk)

Do you need support with anything relating to your faith/religious beliefs or someone else's faith/religious beliefs?

**Contact: Multi Faith Advisor (SAAW)**

W [www.soas.ac.uk/worship/](http://www.soas.ac.uk/worship/)  
E [multifaith@soas.ac.uk](mailto:multifaith@soas.ac.uk)

Is there a practical problem? For example:

- Accommodation
- Finance
- Visas, immigration etc

**Contact: Advice Team (SAAW)**

W [www.soas.ac.uk/studentadviceandwellbeing/students/](http://www.soas.ac.uk/studentadviceandwellbeing/students/)

E [advice@soas.ac.uk](mailto:advice@soas.ac.uk) /  
E [accommodation@soas.ac.uk](mailto:accommodation@soas.ac.uk)

Do you need to hand in an assignment late or apply for mitigating circumstances?

**Contact: Department Student Officer or Student Hub**

W <https://www.soas.ac.uk/exams/absence-from-exams-and-coursework-late-or-non-submission/>

E [studenthub@soas.ac.uk](mailto:studenthub@soas.ac.uk)

Are you preparing for an academic appeal?

(N.B. Queries relating to the University's complaints' procedures should normally be referred to the Head of Department.)

**Contact:**  
SOAS Students' Union

W [www.soasunion.org](http://www.soasunion.org)  
E [soassu@soas.ac.uk](mailto:soassu@soas.ac.uk)

## Fees and Scholarships

### Tuition Fees

Tuition Fees are payable either in full before or at enrolment at the beginning of the academic year. Alternatively, for the majority of courses, tuition fees can be paid in two equal instalments of 50% with the first due at enrolment and the second in term 2. Fee payments can be made by credit/debit card online or by bank transfer. For more information regarding tuition fees, please consult the following links:

- [Payment of tuition Fees](#)
- [Tuition Fees 2022/23 Undergraduate](#)
- [Undergraduate Student Finance](#)
- [Tuition Fees 2022/23 Postgraduate](#)
- [Postgraduate Student Finance](#)
- [Paying the Postgraduate Deposit](#)
- [Tuition Fees 2022/23 Research](#)
- [SOAS Tuition Fee Discounts for SOAS Graduates](#)
- [SOAS Family Bursary](#)
- [Funding Your Studies](#)
- [Fee Status](#)

### Scholarships

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

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

## Student Advice and Wellbeing (SAaW)

The Student Advice and Wellbeing team offers integrated student support, based in SL41 in the Paul Webley Wing. The professional and specialist staff offering advice, information and wellbeing support are there for you if you need guidance or someone to talk to about issues that are affecting you. We also send a weekly email to all students with updates and relevant information. You can follow us on Twitter @SOASWellbeing for up-to-date information about the service. There are lots of resources and more information about all our services available on the SOAS website, which can be accessed by visiting <https://www.soas.ac.uk/studentadviceandwellbeing/>

### Contact Information

Telephone: +44(0)20 7074 5015

Email: [studentadviceandwellbeing@soas.ac.uk](mailto:studentadviceandwellbeing@soas.ac.uk)

Website: [www.soas.ac.uk/studentadviceandwellbeing](http://www.soas.ac.uk/studentadviceandwellbeing)

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

Twitter: [@SOASWellbeing](https://twitter.com/SOASWellbeing)

## Student Advice and Wellbeing (SAaW) Services

### Mental Health Support

Any student who has concerns about their psychological or emotional wellbeing can access confidential support here at SOAS. We offer counselling and professional mentoring appointments for students struggling with their mental health and its impact.

The Student Advice and Wellbeing section of the SOAS website contains a number of self-help pages along with a directory on external organisations providing support on a number of topics. To access these, please visit: <https://www.soas.ac.uk/studentadviceandwellbeing/students/selfhelp/>

### Student Counselling Service

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

### Additional Support

During the year the Wellbeing service will offer groups and workshops on relevant topics. These will be publicised in the weekly all-student email newsletter, so do read the email when you get it. We can provide information on other counselling or psychotherapy options outside SOAS, which can provide longer term or specialised counselling.

We also have a partnership with Talk Campus which connects students from various locations across the globe to support each other with their mental health and to share the ups and downs of life, through the use of an app! It is an anonymous and safe platform based around peer support; you can use it if you need some help yourself or you can go on there and listen

and support others. To download the app, please visit: <https://www.students.talkcampus.io/soas-university-of-london>

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

The Specialist Sexual Harassment Advice Service is hosted by the London Black Women's Project for BME women, providing support with specialist advice & advocacy around sexual harassment. Our free clinic operates by appointment. Contact the LBWP and they will assess your case and provide help and support; phone 0208 4720528 or email [studentadviceandwellbeing@soas.ac.uk](mailto:studentadviceandwellbeing@soas.ac.uk) or [iitoje@lbwp.online](mailto:iitoje@lbwp.online) to book an appointment. Confidentiality is guaranteed.

### Student Advice Service

The Student Advice Service offers information and advice on practical problems or issues that might be affecting your studies, such as financial matters, accommodation, immigration, childcare, and welfare benefits. Information and advice is provided impartially and confidentiality in line with our Conditions of Service, which can be found by visiting: <https://www.soas.ac.uk/studentadviceandwellbeing/students/immigration/>. You can contact the Student Advice Service by emailing [advice@soas.ac.uk](mailto:advice@soas.ac.uk)

You can also meet with the Student Advice Service by booked appointment. The Student Advice Service also provides information and advice on student housing issues. To speak to an advisor about your accommodation please email [accommodation@soas.ac.uk](mailto:accommodation@soas.ac.uk) or visit the accommodation webpage for further information at: <https://www.soas.ac.uk/accommodation/>



### Multi Faith Advice

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

### Safeguarding

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

### Disability and Neurodiversity

'Disability' is a broad term. If you experience difficulties but are not sure if you are covered, please contact the Disability and Neurodiversity team on [disabilities@soas.ac.uk](mailto:disabilities@soas.ac.uk) to arrange an on-the-day

brief chat or an appointment in advance with either our Disability or Learning advisor. Our Learning advisor offers screenings for Specific Learning Differences (SpLDs) such as dyslexia, dyspraxia and ADHD, referrals for full diagnostic assessments and one to one study skills support sessions and workshops in collaboration with other departments.

The Disability advisor can advise on the facilities available for disabled and neurodiverse students. This can include a range of reasonable adjustments to assist you to access your studies e.g., exams, library, and campus accessibility and reasonable adjustments recommendations via our study inclusion plans to academic/teaching staff. We encourage and support students to apply early for any disability-related funding for studies such as the Disabled Student Allowances. For more info on the types of support visit the Disability & Neurodiversity section of the SOAS website at <https://www.soas.ac.uk/disability/>. Our team also helps SOAS to plan anticipatory adjustments to make SOAS a more accessible and inclusive learning environment. You can contact us early on so that we can support you to get the best out of your studies.

# Careers Service

While it may feel like a long time off, it is never too early or late to think about your career and where you want to go after you graduate from SOAS. Whether you are still deciding what might suit you, or you have a firm career in mind; whether this is the very beginning of your undergraduate degree, postgraduate study, or the start of a complete career change, the SOAS Careers Service is here to help you have the most fulfilling time during and after your degree at SOAS.

## Contact Information

We will be offering a blend of on-campus and off-campus careers support. For up to date information about our events, workshops and for some great ideas to help your career thinking, please visit the Careers pages on MySOAS Student. For physical events, the Careers Service is in SL62, on the Lower Ground Floor of Senate House (to the right of the Atrium stairs). Do contact us on [careers@soas.ac.uk](mailto:careers@soas.ac.uk), and follow our Instagram account for updates on our events, resources, and great vacancies. We will also send you a weekly newsletter with great resources during term time.

## Opening Hours

**Term Time:**  
Monday - Thursday, 10am - 5pm and  
Friday, 10am - 4pm

**Vacation:**  
Monday - Friday, 1-4pm

## Careers Services

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

- **CareersZONE** is our online platform for all our live vacancies and opportunities, and our workshops and employer-led events. You will need to log in with



your SOAS email address and password, so be sure to visit and have a look around.

- Our online information resources are available on MySOAS Student and we have split this up into the stages of career thinking, so you can choose the stage that suits you. This includes information about career decision-making, planning your job search, writing a great application, succeeding at interviews, finding internships and volunteering opportunities, and information about different employment sectors you might be interested in, as well as information about possible careers suitable for your degree subject in different parts of the world.
- Throughout the year, we run short Guidance appointments, Application Advice drop-ins, Careers Discussion and Practice Interview sessions as well as Internship and Volunteering appointments. For more information on what is available and how to book an appointment, please check out [our website](#).
- Our events calendar is rich and varied and caters to a wide range of students. From Careers Fairs to skills workshops, employer presentations and alumni panels, we have something for everyone throughout the year. Events are a great opportunity for developing your personal networks, your career thinking, commercial awareness and sector knowledge. Our events calendar is available on CareersZONE and we promote all of our events on Instagram and through the weekly newsletter we send you.

## After You Have Graduated

Our careers resources and CareersZONE are all accessible to you for information once you leave SOAS. SOAS Connect is also a great network for graduates to share and receive support from the SOAS alumni community. Fifteen months after you graduate, you will be contacted for the Graduate Outcomes Survey which will ask about what work you are doing (including further study), and how SOAS has helped you along the way.

# Healthcare

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

## General Health

The UK operates a government-funded National Health Service (NHS), which provides medical and healthcare services that everyone living in the UK and EEA nationals can use without being asked to pay the full cost of the service. From 6 April 2015, non-EEA nationals need to pay a health surcharge when applying for a visa to stay in the UK for over 6 months, unless they are exempt. To find out more please visit: <https://www.gov.uk/healthcare-immigration-application>

Those who have paid the surcharge (or who are exempt from having to pay it or have had the requirement waived) can use the NHS on a similar same basis as an UK and EEA national while their visa remains valid, although they still need to pay for certain services, including prescriptions, dental treatment, and assisted conception services. The surcharge is £470 per year for students and those on Youth Mobility visas and £624 per year for all other visa and immigration applications. Dependents have to pay the same amount. To find out more, please visit: <https://www.nhs.uk/nhs-services/help-with-health-costs/when-you-need-to-pay-towards-nhs-care/>

Individuals who have a visitor visa and those with a visa for under 6 months need to pay for any healthcare at the point of use unless an exemption from charge category applies. To find out more, please head to <https://www.gov.uk/healthcare-immigration-application>

All students should register with a doctor (commonly referred to as a GP – General Practitioner) on arrival to the UK. To register, find your local GP Practice at [www.nhs.uk](http://www.nhs.uk).

For further advice and guidance on NHS entitlements for individuals visiting or temporarily living in the UK please search under 'How to access NHS services in England if you're visiting from abroad' on the NHS website: <https://www.nhs.uk>

## Sexual Health

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

# Emergency Contacts & Useful Resources

## Emergency Service Numbers:

### 999 – The main emergency Number

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

### 112 – Another emergency number

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

### 101 – The non-emergency number for the police

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

### 111 – The non-emergency medical number

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

### What if I require multiple emergency services?

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

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

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

# IT Services

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

## Connecting to the Wi-Fi

SOAS maintains an eduroam enabled network for wireless and wired internet connectivity. This network can be used by students and staff at SOAS as well as at other educational institutions that have an eduroam enabled network. For step-by-step instructions on how to connect a number of different devices to the eduroam network, please visit the Connecting to WiFi at SOAS webpage available here: <https://www.soas.ac.uk/itsupport/personal-equipment/>.

## Signing into the Computers

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

## Using Your Email Account

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

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

You can access your email from the SOAS homepage by clicking on the SOAS Email login link at the bottom left-hand corner or at [mail.soas.ac.uk](mailto:mail.soas.ac.uk). Only after you have completed enrolment (including paying your fees), will you be able to access your SOAS account and email address. For further information regarding managing your email account and the other IT services, please access the Quick Guide to IT Services for Students webpage by visiting <https://mysoas.sharepoint.com/sites/student/teams/its/Pages/home.aspx>. Or, alternatively, email [itservicedesk@soas.ac.uk](mailto:itservicedesk@soas.ac.uk)



## Printing and Scanning at SOAS

SOAS has a variety of touch-card Canon multi-function devices (MFDs) for staff, students and external members to use, which are available throughout the School. All the Canon devices print, photocopy and scan to e-mail. We operate a 'pull' printing system. This means you send a print job to the system (PAPERCUT – Follow Me), then scan your ID card across the card reader or log-in (by manually entering your username and password) and retrieve/pull your print job. For further information on printing, photocopying, and scanning at SOAS, please access the Printing, Photocopying and Scanning webpage available here: <https://www.soas.ac.uk/itsupport/printing/>

## The IT Service Desk

SOAS operates an IT Service Desk, which provides support and guidance for students and staff on the School's IT systems. For more information on the services, support, IT security and Computer Usage Policy, please contact the Service Desk at [itservicedesk@soas.ac.uk](mailto:itservicedesk@soas.ac.uk) or access the IT Service Desk webpage by visiting: <https://www.soas.ac.uk/it/servicedesk/services/>

## Contact Information

The IT Service Desk can be contacted by emailing [itservicedesk@soas.ac.uk](mailto:itservicedesk@soas.ac.uk) or found on Floor E of the Library. For up to date opening times please visit the Service Desk webpage, available here <https://www.soas.ac.uk/it/servicedesk/services/>.

## MySOAS

MySOAS provides a single gateway to all the information and online services you might need as a student. The site is split into sections around studies, student support, careers, news and events, and student life. To access MySOAS please visit <https://mysoas.sharepoint.com/sites/student/Pages/home.aspx> and login with your SOAS ID and password.

# Student Voice @ SOAS

## What is student feedback and why is it important?

At SOAS we engage, listen, and respond to the student voice as a priority for our mission to Include – Support – Empower our students as partners in their educational experience. We recognise that Student Voice and Feedback opportunities happen at all levels of SOAS. So, There are many ways for you to give feedback to us at all levels.

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

### Academic Representation

Elected student representatives play an important role in raising the student voice in every academic programme. Student Reps make sure that your experience as students is heard within your departments, and that students are involved in the decisions made about your education, including how you are taught and what you are taught. Student Reps receive training and ongoing support in their work, gaining knowledge and skills whilst contributing to the SOAS student community. It's an important role and does not require any previous experience. If this sounds interesting find out more on the SU Reps webpage (available here: <https://soasunion.org/reps/>) and our Twitter @soasREPS Alternatively, you can get in touch via [reps@soas.ac.uk](mailto:reps@soas.ac.uk)

### Student Evaluation of Modules (SEM)

A short, anonymous survey facilitated by your Module Convenor that is run on all undergraduate and postgraduate taught modules once teaching has been completed. SEM seeks to assess the quality of your student experience over the duration of a given module and the results are used to make enhancements for when the module is next run.

### Student Rep Network

Student Representatives work on behalf of the Student's Union and in partnership with the school, representing your voice and the views of the SOAS community working to bring about positive changes for all the students that they represent.

### Department Meetings

Held twice a term, departmental meetings are attended by the academic and professional services staff and Student Representatives within each academic department. These meetings are held to discuss important items and space is always made for student

representatives on the agenda to present the opinions and views of their cohort

### Department Student Committees

Ahead of or just after a department meeting, these Committees will be attended by academic staff, students, and the Students' Union, student/staff forums provide an open space for discussion between students and staff from all areas of SOAS.

### National Student Satisfaction and Experience Surveys

A few national student surveys are run at SOAS that seek to gauge your opinions on and experience of your studies during your time here with us. These are:

- **The National Student Survey (NSS):** The National Student Survey (NSS): An anonymous annual survey run by Ipsos Mori on behalf of the Office for Students (OfS).The NSS is sent to all undergraduate students in their third year of study, asking them to provide feedback on their entire undergraduate experience.
- **Postgraduate Taught Experience Survey (PTES):** An anonymous annual survey of students on taught postgraduate degree programmes. The PTES is the only survey to gather insights on the taught postgraduate learning and teaching experience.
- **Postgraduate Research Experience Survey (PRES):** The PRES is a biannual anonymous survey of the postgraduate research learning and supervision experience.
- **The Graduate Outcomes Survey:** A survey of all university graduates conducted by the Higher Education Statistical Agency (HESA). The Graduate Outcomes survey collects data on the destinations of graduates approximately 15 months after completing their studies.



# The Students' Union



## Sports and Societies

The SU has around 150 student groups that take your experience at SOAS beyond the lecture hall. There are groups that cover sports, religion, culture, the arts, music, politics, education and more. All the groups are set up and led by students, and provide opportunities to meet people, try new experiences and develop skills. You can find out what groups there are on the SU website by visiting: <https://soasunion.org/activities/societies/>. There is also a site for our competitive Sports Clubs, which can be accessed by heading to <https://soasunion.org/activities/sports/>. You can join student groups via our website, and if you do not see a society you're interested in, it's easy to start a new society. Keep a look out for the SU Welcome Events and Freshers Fair where you can find out more!

## Advice and Support

The Students' Union offers advice and support to students throughout the year and facilitates networks for mutual support and community building. When things are not going right, personally or academically, and you want to talk through what to do with someone confidentially, you can contact our team for help, we have professional and experienced caseworkers and peer support from students on offer. As an independent organisation led by students we are always on your side. Find out more on the SU website advice pages by visiting <https://soasunion.org/welfare/advice/> or email our Advice Caseworker at [suadvice@soas.ac.uk](mailto:suadvice@soas.ac.uk)

## Contact the Students' Union

To stay updated on the SU, please visit:

**Facebook:** @soas.su

**Twitter:** @soassu

**Instagram:** @soassu

**Website:** <https://soasunion.org/>

Alternatively, you can also contact your elected co-presidents, part-time officers, and SU staff team via email. For more information, please visit our Executive Committee webpage at: <https://soasunion.org/democracy/executivecommittee/> and our SU Staff webpage at <https://soasunion.org/contact/>

## How does the SU work?

The SU is a student-led charity. It is run by elected students supported by a team of SU staff to help you during your time studying at SOAS. There's lots we do to make your time studying the best it can be: from running sports, societies and events, to providing help with any issues which might impact your studies. The Union is led by four full-time Co-Presidents and fifteen volunteer executive officers, who are elected by the student body to steer the direction of the SU, shaping and influencing their activities and campaigns as well as the services they provide for students.

The SU runs services and events for students. We have the Junior Common Room (JCR), the Bar, the Senior Common Room (SCR), a bar and a snack shop selling food, hot drinks and SOAS merch, as well as a coffee and sandwich bar in the Paul Webley Wing of Senate House. Our services are staffed by students and the money we make powers the SU so that we can run student groups, events, and support services.

## Campaigns and Liberation

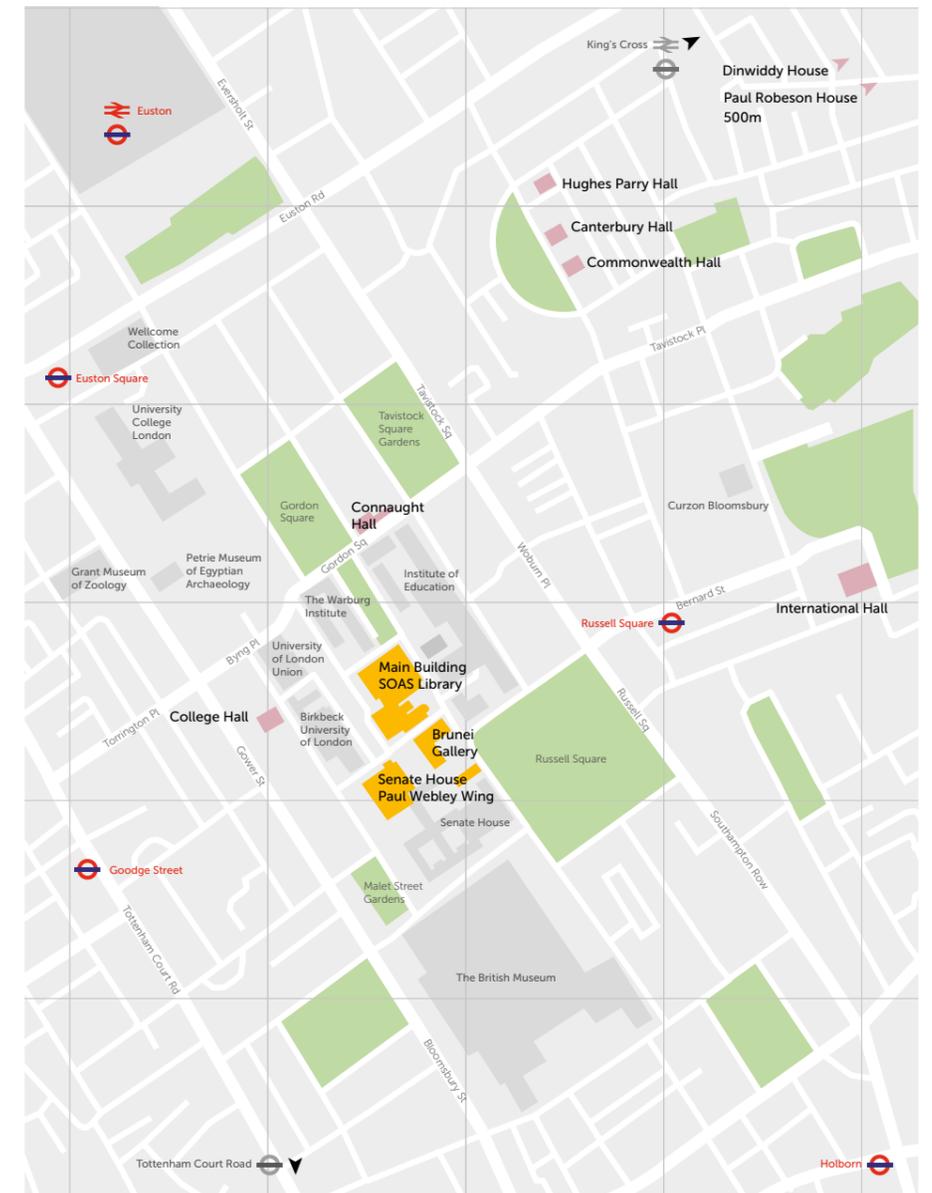
Social justice and liberation are at the heart of everything we do as the Students' Union. SOAS' student body has a long history of activism and political engagement and because of this SOAS students have a strong voice when collectively campaigning at local, national, and international levels. These initiatives are completely student-led and are usually inspired by students' own lived experiences as well as solidarity movements across institutions and borders. If there is a cause you care about, the SU is the place to organise with others who care and make your voices heard.

# Finding Your Way Around SOAS

## Finding SOAS

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

## Campus map



## Finding Your Room

A guide to the room numbers at SOAS is available [here](#).

# Rules & Regulations



## The Library

Come and visit us at SOAS Library and on the library webpage and MYSOAS

Study spaces - (silent study and group work)

A large collection of e-resources, including electronic journals, eBooks and research databases;

Hundreds of DVD's, Blu-rays, music and language CD's, CD-ROM's, and streaming films;

A range of skills training sessions throughout the academic year, delivered by subject and regional experts.

Helpful subject guides at <https://www.soas.ac.uk/library/subjects/>

Learn more about our accessibility services at <https://www.soas.ac.uk/library/accessibility/> and take some time to learn how we make sure our books are available for everyone to enjoy (video)

You can also find us on Twitter [@SOASLibrary](https://twitter.com/SOASLibrary) and Facebook [@SOASLib](https://www.facebook.com/SOASLib).

Our Special Collections and Archives re-open in October: Extensive collections of manuscripts and rare books relating to Asia, Africa, the Middle East, the South Pacific and Australasia.

## The Brunei Gallery

SOAS has its very own gallery right here on campus that for over 25 years has presented an exciting programme of international exhibitions and associated events that reflect the many diverse subjects and regions studied by the School and that seek to promote a better understanding of the art, culture, history and contemporary contexts of Africa, Asia and the Middle East.

## Student Complaints Procedure

We want you to have a pleasant time studying with us, but we understand there might be occasions where you are not as satisfied as you could be. That is what our complaints procedure (available here: <https://www.soas.ac.uk/student-complaints/>) is for. This procedure should be followed if you want to make a complaint about a service provided by the School (e.g. the Library or Registry) or issues such as teaching or supervision. There are other procedures that you should follow if you want to complain about harassment or appeal an academic decision. Full instructions on how to make a complaint can be found in the Student Complaints Procedure available here: <https://www.soas.ac.uk/student-complaints/file136280.pdf>

If you wish to complain about a service, you should in the first instance write to your Head of Department or the relevant Director of Professional Services to which the complaint relates. If you are not satisfied with the proposed resolution at Stage 1, you can proceed to Stage 2 by completing the Stage 2 Complaint form which is available here. The Student Casework Team will assess the complaint form and where a complaint meets the grounds for investigation will assign an investigator to look into the issues raised. If you want to discuss your complaint before submitting a form or would like help, assistance or guidance the Student Casework Team is able to provide independent advice.

## Academic Appeals Procedure

The Academic Appeals Procedure (available here: <https://www.soas.ac.uk/registry/degreeregulations/file149591.pdf>) applies to all current students registered for programmes or modules at SOAS University of London, who want to appeal against an assessment, progression or withdrawal decision made by an academic body at SOAS (known as the "decision-making body"). Before you consider making an appeal or querying any result, please read the information included in the Grounds for an Appeal section of the Appeals webpage, which can be found by visiting: <https://www.soas.ac.uk/exams/appeals/#Groundsforanappeal>

## Attendance and Engagement

In order to benefit fully from their studies, students are expected to attend all classes for the modules on which they are enrolled, which may include lectures, tutorials, seminars, language classes, practical classes and any other taught sessions as set out in the School's Attendance and Engagement Policy, available here: <https://www.soas.ac.uk/registry/degreeregulations/>. Exceptions to attendance requirements will be made where a student can demonstrate that they have mitigating circumstances in line with the School's Mitigating Circumstances Policy, available here: <https://www.soas.ac.uk/registry/degreeregulations/>

## Plagiarism and Academic Misconduct

All work you submit for assessment at SOAS should be in your own words and incorporate your own ideas and judgements. If you fail to do this it could be seen as plagiarism. Plagiarism is an assessment offence and could result in an allegation of cheating. Please read the School's Statement on Plagiarism available here <https://www.soas.ac.uk/exams/plagiarism-statement/>. For information on how the School deals with plagiarism allegations please see SOAS' Academic Misconduct Policy by visiting <https://www.soas.ac.uk/registry/degreeregulations/file149590.pdf>

## Degree Regulations Policies and Procedures

There are a number of regulations, policies and procedures that govern SOAS' degree programmes. General and Degree Regulations form part of our contract with you, so cohorts will normally be governed by the regulations that apply at the time they first register for their programme. Regulations can be found at the SOAS degree regulations, policies, and procedures repository, available here: <https://www.soas.ac.uk/registry/degreeregulations/>. When referring to these documents, please ensure that you are looking at the correct tab, i.e., the one that reflects your start year.

The same page also includes a number of academic policies and procedures, which support the regulations and which may change from year to year. You should refer to the version for the current year. Several of these policies are referred to elsewhere in this Handbook. If you're not sure which one relates to a particular situation, or how to interpret them, you should ask your Academic Advisor or departmental team.

## Student Health and Safety Guidelines

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

### Health and Safety Responsibilities for Students

- To take reasonable care of your own safety, health and welfare and that of others;
- To co-operate with the School to enable the institution to comply with health, safety and welfare obligations in accordance with The Health and Safety at Work Act 1974 (section 2) and The Management of Health and Safety at Work Regulations 1999 legislation;
- To not interfere with or misuse anything provided for safety, health and welfare purposes;
- To report any health, safety and welfare problems using the [Online Health and Safety Incident Report Form](#);
- To be aware of and familiarise yourself with SOAS' [Health and Safety Policies](#)
- If you want to speak to someone at SOAS regarding health and safety advice and guidance for COVID-19, please email [advice@soas.ac.uk](mailto:advice@soas.ac.uk)

# Student Data Protection Statement



When you enrol as a student at SOAS we will need to collect personal data to support your student experience, learning and research activities, personal welfare and your access to services. In addition to the personal data you give us directly, we will also obtain personal data from third parties where necessary, such as UCAS, and we will generate some personal data ourselves (i.e. records of attendance, estate access logs, student IDs etc.)

The laws which govern personal data in the UK are the Data Protection Act (2018) and the UK General Data Protection Regulation (UK GDPR). These laws give you a set of rights over your data which you can exercise at any time, and regulate how that data shall be gathered, used, retained and shared, and the security measures that should be put in place to protect your data. SOAS is committed to protecting the rights of individuals under the data protection laws.

Please read the SOAS Student Privacy Notice on our website by visiting <https://www.soas.ac.uk/infocomp/dpa/student/> for information on the personal data we will process, how and why we are processing it, who it will be shared with, how long it is kept for and what your rights are in relation to your personal data as a student at SOAS. Additionally, for all of SOAS' information, guidance and policies on data protection, including the guide on how to request a copy of your personal data, please visit the Data Protection at SOAS webpage at <https://www.soas.ac.uk/infocomp/dpa/>

# Appendix A: Useful Contacts

## SOAS Contact Number

Telephone: +44(0)20 7637 2388

## SOAS Social Media:

Facebook – [soasunioflondon](#)

Twitter – [@soas](#)

YouTube – [soasuniversity](#)

Instagram – [soasuni](#)

LinkedIn – [SOAS University of London](#)

Snapchat – SOAS University of London

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

Google+ – [SoasAcUk](#)

Weibo – [SOASLondon](#)

Learning and Teaching Development

Telephone: +44(0)20 7898 4554

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

## The Weston Student Hub

Telephone: +44 (0)20 7074 5100

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

## Student Advice and Wellbeing

Telephone: +44(0)20 7074 5015

Email: [studentadviceandwellbeing@soas.ac.uk](mailto:studentadviceandwellbeing@soas.ac.uk)

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

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

London WC1H 0XG

Twitter: [@SOASWellbeing](#)

## Academic Departments

[Website](#)

## Disability Services

Email: [disabilities@soas.ac.uk](mailto:disabilities@soas.ac.uk)

## Equality and Diversity

Email: [diversity@soas.ac.uk](mailto:diversity@soas.ac.uk)

## Finance, immigration and accommodation advice

Telephone: +44 (0)20 7074 5015

Email: [welfare@soas.ac.uk](mailto:welfare@soas.ac.uk)

## SOAS Careers Service

Telephone: +44(0)20 7898 4115

Email: [careers@soas.ac.uk](mailto:careers@soas.ac.uk)

Twitter: [@soascareers](#)

## The Language Centre

Telephone: +44 (0)20 7898 4888

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

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

## Distance Learning

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

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

## The Students' Union

Website: [soasunion.org](#)

Facebook: [facebook.com/soas.su](#)

Twitter: [twitter.com/soassu](#)

Women's Officer: [women@soas.ac.uk](mailto:women@soas.ac.uk)

Disabled Students and Carer's Officer(s):

[sudisabilities@soas.ac.uk](mailto:sudisabilities@soas.ac.uk)

Trans and Gender Identity Officer: [trans@soas.ac.uk](mailto:trans@soas.ac.uk)

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

LGBTQIA+ Officer: [lgbtq@soas.ac.uk](mailto:lgbtq@soas.ac.uk)

Anti-Racism Officer: [anti-racism@soas.ac.uk](mailto:anti-racism@soas.ac.uk)

Mature Students' Officer: [mature@soas.ac.uk](mailto:mature@soas.ac.uk)

Accommodation Officer: [accommodation@soas.ac.uk](mailto:accommodation@soas.ac.uk)

International Officer: [international@soas.ac.uk](mailto:international@soas.ac.uk)

Entertainment Officer: [entertainment@soas.ac.uk](mailto:entertainment@soas.ac.uk)

Campaigns Officer: [campaigns@soas.ac.uk](mailto:campaigns@soas.ac.uk)

Sports Officer: [sports@soas.ac.uk](mailto:sports@soas.ac.uk)

Environment Officer: [environment@soas.ac.uk](mailto:environment@soas.ac.uk)

# Appendix B: External Support and Contacts

## Camden Safeguarding Children Partnership

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

Website: [cscp.org.uk](#)

## Depression Alliance

Telephone: +44(0)20 7633 0557

Website: [www.mind.org.uk/about-us/what-we-do/depression-alliance](#)

## Disclosure and Barring Service (DBS) Checks

Website: [www.gov.uk/dbs-check-applicant-criminal-record](#)

## Domestic Violence helpline

Telephone: 0808 200 0247 or 0808 802 9999

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

## Health Centre (Gower Street Practice)

Telephone: +44(0)20 7636 7628

## Local mental health crisis teams

Telephone: If you are already cared for by their mental health services call 020 3317 6333. This number is available 24 hours a day, 7 days a week.

Website: [www.candi.nhs.uk/service-users-and-carers/crisis-care](#)

## MIND – mental health charity

Telephone: 08457660163

## Muslim Women's helpline

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

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

## Nightline

London-based student phone support

Telephone: +44(0)20 7631 0101

Website: [www.nightline.org.uk](#)

## The Naz Project

sexuality and sexual health advice for South Asian, Middle Eastern, African and Turkish communities

Telephone: +44(0)20 8741 1879

Website: [www.naz.org.uk](#)

## Non-emergency Police number

Telephone: 101

Website: [www.police.uk/contact/101](#)

## NSPCC

Telephone: 0808 800 5000

Website: [www.nspcc.org.uk](#)

## Rape Crisis Centre

Website: [rapecrisis.org.uk](#)

## Samaritans

Telephone: 116123

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Website: [www.samaritans.org](#)

## Sexual Health Line -

Free and confidential

Telephone: 0800567123

