PROGRAMME HANDBOOK

**INSERT PROGRAMME TITLE**

**INSERT ACADEMIC YEAR**

Please delete and/or replace the red guidance text throughout the handbook with your latest information in black font.

Once the handbook has been completed and the red text has been removed, the Contents page should be updated to reflect the correct page numbers. This can be actioned using the following steps:

1. Hover over the contents section
2. Right click, in the drop-down menu select “update field”, a pop-up box will appear
3. The pop-up box will ask whether you want to Update page numbers only or update the entire table.
4. Select update the entire table, select OK.
5. The table numbers should now be correct.
6. This action can be repeated any time a change is made to the document which impacts on the page numbers.

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# Section A: Introductory Information

### 1. Welcome to the University

Once you have updated all sections within this programme handbook template, you should ensure you update the page numbers on the table of contents to ensure they match up. This section should welcome students to the University and to the specific partner institution or programme as well as introduce the purpose of the student handbook. It should also include the disclaimer relating to programme changes.

Dear Student,

A person walking down a street

Description automatically generated

photo

Welcome to the University of Greenwich and [Partner institution]. As Vice-Chancellor, I very much hope that you will enjoy your chosen programme of study.

This Student Handbook provides you with generic information about the University, and about academic services that are here to support you. It also provides a lot of information specifically about your programme. Do take time to read the handbook and return to it regularly when you have questions about the programme.

You can also direct questions to your programme leader or to the leads for the modules that you are studying. In addition, you will have a personal tutor and you are advised to ensure that you attend personal tutorials so that you can get to know your personal tutor.

So enjoy your time at the University of Greenwich, join in as much as you can and utilise any support services that you need.

Good luck with your studies.

With kind regards

A signature on a white background

Description automatically generated with medium confidence

Professor Jane Harrington

Vice-Chancellor.

### 2. The Student Charter and Principal Conditions of Registration

The Students’ Charter explains the standards of service that students can expect from the University and the **[Partner institution]** and sets out the expectations that the University has of its students.

[Student Charter | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/student-charter)

To register at the University, as part of the online registration process, you must accept that you have read, understood and agreed to abide by the Principal Conditions of Registration.

[Principal Conditions of Registration | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/principal-conditions-reg)

### 3. Induction to your Programme

This section should welcome students to the specific School or programme as well as introduce the purpose of the student handbook. It should also include the disclaimer relating to programme changes.

[welcome/induction by the Partner institution to be inserted here]

[welcome by the Programme Leader to be inserted here]

This handbook provides essential information that you will need during your studies. It is not intended to be exhaustive but should help you navigate your way through the University’s systems and provide you with the routes available to you to resolve any challenges you might experience. Please ensure that you familiarise yourself with its contents.

The university and **[Partner institution]** will do all that it reasonably can do to provide educational services as described on its website or in the prospectus or other documents issued by it to appropriately enrolled students. Sometimes circumstances may mean that we cannot provide such educational services or that the university and/or **[Partner institution]** has to withdraw or change aspects of the programmes, modules and/or student services detailed in the information you have been provided with by the university. This might be because of, for example:

* industrial action by university staff, **[Partner institution]** or third parties;
* the unanticipated departure or absence of key members of university and/or **[Partner institution]** staff;
* acts of terrorism;
* the acts of any government or local authority;
* academic changes within subject areas; or
* where the numbers recruited to a programme are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.

In these circumstances, the university and/or **[Partner institution]** will take all reasonable steps to minimise the resultant disruption to those services and to affected students, for example by making reasonable modifications, but to the full extent that it is possible under the general law, the university excludes liability for any loss and/or damage suffered by any applicant or student as a result of these circumstances.

The modifications we make may be to:

* the content and syllabus of programmes, including in relation to placements;
* the timetable, location and number of classes;
* the content or method of delivery of programmes of study;
* the examination process; and
* the timing and method of assessment

Many of the changes that we make are in response to feedback from students and are intended to improve the experience of students and student outcomes.

In making any changes, the university and/or **[Partner institution]** will aim to keep significant changes to the minimum necessary and will notify and where reasonably possible also consult with you in advance about any significant changes that are required. Where significant changes have been made to your programme and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the programme, move to another programme and, if required, reasonable support to transfer to another provider as a last resort.

Please consult **[Partner institution]** for information on your rights regarding refund and compensation arrangements in the event of disruption and/or changes to educational services.

### 4. Contacts

This section should include key staff contacts: Head of School/Faculty, Programme Leader, Academic Programme Team, Administrative Office. Insert any relevant generic email addresses. Please delete those options below that are not relevant to your institution or include any institution specific contact details

The list below summarises the contact details of individuals relevant to this module.

|  |  |  |
| --- | --- | --- |
| Programme Leader [at partner for collaborative provision] | [insert name] | [insert contact details] |
| Local Administrator at Partner Institution [insert as relevant] | [insert name] | [insert contact details] |
| University of Greenwich Link Tutor | [insert name] | [insert contact details] |
| Contact your Collabs Admin Team |  |  |

### 5. Dates

Include information about the structure of the academic year, including semester and term dates. You should include any other dates when students are expected to be present (e.g., resit assessment dates), as well as any assessment periods that fall outside of the standard examination periods specified in the University calendar. This section can be customised to suit the particular programme of study and/or location.

[insert year] Term Dates

Indicate here where students can find information on your institution’s term dates.

Please amend below as appropriate for your institution – please be sure to add in below, information on any closure dates due to national holidays.

|  |  |  |
| --- | --- | --- |
| Welcome Week |  |  |
| Term 1 |  |  |
| Welcome Week (January Starters) [delete this row if not applicable] |  |  |
| January Exam Period |  |  |
| Term 2 |  |  |
| May Exam Period |  |  |
| Term 3 (undergraduate) [delete this row if not applicable] |  |  |
| Term 3 (postgraduate) [delete this row if not applicable] |  |  |
| Resit / Summer Exam Period |  |  |

Please amend the below as appropriate for your institution

**Examination dates:**

Most examinations are scheduled in **January, May or August depending on your programme**, but if you do not pass at the first attempt, you may be required to resit the examination(s). These normally take place during **July**. You should however check with your local institution for their arrangements with the University relevant to your programme of study.

You must ensure that you are available during all term time and examination periods.

### 6. Timetables and Expected Study Workload

This section should outline the expectations of students time spent in study. Please insert below information relating to timetables for students on this programme of study, where students can find them and whom to contact if they have queries. Information on any induction activities that your institution offers to students on University of Greenwich programmes should also be included here.

Higher education studies are planned with the understanding that one credit means a notional study period of 10 hours. This includes contact time at University, assessment and examinations, together with personal study time. Therefore, you can expect to spend approximately 150 hours on a 15 credit module.

Full-time students will undertake 120 credits per year and you should therefore plan to spend a notional 1200 hours of study. This will include contact time at University and personal study time. Examples of non-contact activities that you might be expected to engage in include [insert here]

Part-time students who take 60 credits per year should therefore plan to spend a notional 600 hours of study, including contact time at University. If you attend University for 8 hours per week over, for example, 26 weeks, you should plan to study for an additional 400 hours per year in your own time (13-14 hours per week over 30 weeks). As a part-time student you should therefore ensure that this study regime is compatible with home and work life. Part-time sponsored students are expected to get agreement from their employers to attend on the required day(s). The programme team may timetable special events or presentations on the day(s) of attendance for part-time students in addition to the regular lectures and sessions that take place.

### 7. Your University Email Address

All students are allocated a University of Greenwich email address. It is the policy of the University to use your university email (with the format userid@gre.ac.uk) to contact you and you should be able to access this from anywhere in the world via the email link on the portal home page. Please regularly check you university email account, so that you do not miss out on any important information. Please ensure that your inbox does not become full and prevent you from receiving new messages.

### 8. Attendance

Attendance and engagement are widely recognised as being essential for success when studying. You are expected to attend all scheduled teaching sessions. Please detail below any relevant attendance policy information for your institution, including any instructions students must follow when absent/ unable to attend class.

### 9. Student Protection Plan

The Student Protection Plan sets out the University's arrangements for protecting the quality and continuity of study for its students. The Plan is tailored to the University's specific circumstances and is based on an assessment of the extent of the risks to the continuation of study for our students.

Enquiries about this Student Protection Plan should be directed to the University Secretary's Office: [universitysecretary@greenwich.ac.uk](mailto:universitysecretary@greenwich.ac.uk)

This section should include reference that each programme offered in collaboration with a partner should have in place an approved contingency plan which sets out arrangements for continuation of studies.

[Student Protection Plan | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/student-protection-plan)

# Section B: Programme Information

### 1. Introduction to your Programme

This section should provide a general introduction to the programme; its philosophy or intent

If you require guidance, please contact your University of Greenwich link tutor, and they can help provide the example of what is provided in this section for the programme being delivered in the UK. If you are unsure whom your link tutor is, please send an e-mail to [bus-collab@gre.ac.uk](mailto:bus-collab@gre.ac.uk)

### 2. Aims and Learning Outcomes of your Programme

This section should include the aims and learning outcomes of the programme as set out in the current version of the Programme Specification, as approved at the last approval or review event

If you require guidance, please contact your University of Greenwich link tutor, and they can help provide the example of what is provided in this section for the programme being delivered in the UK. If you are unsure whom your link tutor is, please send an e-mail to [bus-collab@gre.ac.uk](mailto:bus-collab@gre.ac.uk)

### 3. Maximum Period of Registration

This section should include the maximum period of registration for the award, as set out in the current academic regulations (Section B9).

If you are unsure for this programme what the maximum period of registration is, please contact your link tutor at the University of Greenwich

The maximum period of registration defines the length of time within which you must achieve the credit required for your award. This includes any formally approved periods of interruption or repeat study. The maximum period of study is as follows:

If you are a full-time student it is [enter number of years] years.

If you are a part-time student it is [enter number of years] years.

### 4. Programme Structure

This section should include the programme structure appropriate for the academic session covered by the handbook. It is not necessary to include the full programme specification here (refere to module specification for additional information). Where a programme has a named endorsement, you should include the requirements for achieving that endorsement, i.e. option choices, any pre-requisites. etc. You should include the structure for each of the relevant modes of study (e.g. full-time, part-time, etc).

Please include module specification for the programme

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Module Code | Module Title | Term of Delivery | Credit Value |
| Level 3  (delete where not applicable) |  |  |  |  |
| Level 4  (delete where not applicable) |  |  |  |  |
| Level 5  (delete where not applicable) |  |  |  |  |
| Level 6  (delete where not applicable) |  |  |  |  |
| Level 7  (delete where not applicable) |  |  |  |  |

### 5. Viewing your Student Profile

Below are instructions on how students can check they are attached to the correct modules for a given academic session. Students should be advised to do this either during induction or very early on in their studies. Please details below of whom they should contact if they come across any errors.

You will be informed of the core (mandatory) and optional modules that you need to take for the current academic session at the point of registration. It is important that you check these details carefully early on in the academic session, especially if you have a non-standard profile; for example if you are part-time, repeating or on a January starting cohort. If you are not attached to the correct modules or the correct number of modules, you will be unable to access teaching materials, submit coursework or take examinations. During your year of study you should also check regularly for missing grades or that they are the same as the grades given back to you with your returned work and feedback. You can check your profile by going to the ‘My Learning’ tab on the portal and selecting the ‘View My Student Profile’ icon. If you notice any errors, you should contact [insert here details of the appropriate contact person] immediately.

### 6. Professional Body Accreditation and Associated Derogations

This section should identify where a programme has professional body accreditation/validation. You may provide a link to the relevant PSRB website here. You may also include a short description of any associated regulatory derogations. If the programme is not accredited you should state that ‘This programme is not accredited by a Professional, Statutory or Regulatory Body’.

### 7. Greenwich Graduate Attributes

The Greenwich Graduate Initiative sets out the behaviours and attributes that we expect our graduates to develop whilst they are studying at the University, to best prepare them for their future careers.

[Greenwich Graduate | Learning and teaching | University of Greenwich](https://www.gre.ac.uk/learning-teaching/greenwich-graduate#:~:text=The%20Greenwich%20Graduate%20Initiative&text=The%20initiative%20forms%20the%20backbone,review%20and%20delivery%2C%20and%20employability.)

### 8. Additional Programme Specific Information and Costs

This section should include all references to programme specific information, for example visits and placements that are integral to the programme of study. This section should also provide all additional costs associated with the programme. You should include all additional costs that are compulsory such as field trips, visits, specialist equipment, fees associated with the placement year for sandwich students. You should also state estimated costs of items that may not be compulsory but should be anticipated, e.g. printing costs, materials, etc.

Please refer to your Module Handbooks for any module-specific costs.

### 9. Health and Safety

Please insert below relevant health and safety information for your institution here, including the contact information of relevant staff responsibility for health and safety, and links to policies and procedures for your institution

### 10. Personal Emergency Evacuation Plan for Disabled Students

Please detail below, relevant emergency evacuation plan(s) for disabled students at your institution. Please delete if not applicable

# Section C: Assessment and Feedback

### 1. Assessment and Feedback Policy

This section should provide a link to the current Assessment and Feedback Policy and any relevant Operational Guidelines at Faculty level.

The University’s Assessment and Feedback Policy defines the fundamental principles and requirements for assessments.

[Assessment & Feedback Policy | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/assessment-and-feedback-policy#:~:text=This%20policy%20aims%20to%20implement,%2C%20and%20forward%2Dlooking%20feedback.)

The Feedback Policy indicates that feedback should normally be provided within 15 working days of the coursework submission date, and that it can take a variety of forms. Feedback should be constructive and help you to improve on your work in future. With the exception of examination scripts, students are entitled to feedback on all summative and submitted formative work.

### 2. Submission of Coursework

|  |
| --- |
| This section should include information on how to submit coursework via the VLE, where to submit coursework assignments that need to be in hard copy, valid file types for Turnitin, etc. Amend as appropriate |
| All coursework should be submitted via Moodle/Turnitin. There may be some exceptions, which will be specified by your module leader(s), that you will need to submit to your faculty coursework hand-in office. This can be found at [insert details here]. You should not submit coursework directly to your module leader via email. |

### 3. Late Submission of Coursework

The University operates a strict policy regarding adherence to submission deadlines. Coursework, except where it relates to a resit opportunity, submitted up to 10 working days after the specified submission deadline will be accepted for marking. Where it is deemed to have been passed, and the assessment is graded, the grade will be capped at the minimum pass mark, unless a claim for extenuating circumstances has been accepted. Coursework submitted after 10 working days will be treated as a non-submission and awarded 0% or fail.

All resit coursework received after the submission deadline will be treated as a non- submission and given a grade of 0% or fail.

### 4. Examinations

It is your responsibility to note the dates, times and rooming of your written examinations (where these apply).

[Examination Conduct Regulations | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/regulations-governing-the-conduct-of-examinations)

Please indicate here how students in your institution will be informed of exam dates, times and rooming.

### 5. Resit Assessments

This section should include information on timing of resit opportunities. Please provide additional information for programmes where resit timings etc may differ from the standard below.

The Progression and Award Board (PAB) will determine whether students who have failed items of coursework or exams will be permitted to complete resits. These normally take place in **July**. If your results letter advises you that you have been given a resit opportunity you will need to check the portal for details of the coursework element(s) that you will need to complete and for the timings of resit examinations. You should be aware that there is no automatic right to take resits; this is at the discretion of the PAB.

### 6. Assessment Regulations

Unless otherwise specified, your programme will be assessed in accordance with the University’s Academic Regulations.

Academic Regulations for Taught Awards:

[Academic Regulations for Taught Awards | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/academic-regs)

### 7. Academic Misconduct

Students are expected to take responsibility for the integrity of their own work. Any improper behaviour or activity which may give you an advantage in a summative assessment is considered to be an act of academic misconduct. This includes, but not limited to: using published work without referencing, copying another person’s work, bringing unauthorised material into an examination.

A useful guide to how **plagiarism** is defined, why and how to avoid it is available online.  
[Referencing your work | Articles | University of Greenwich](https://www.gre.ac.uk/articles/ils/referencing)

Further information, including the procedure for investigating an alleged offence and the penalties that may be applied, can be found in the Assessment Misconduct Policy and Procedure.

[Assessment Misconduct Procedure (Taught Awards) | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/academic-misconduct-policy-and-procedure-taught-awards)

# Section D: Procedures for Communicating with the University

### 1. Extenuating Circumstances

The University recognises that there are times when matters beyond a student’s control will impact on their performance and ability to complete assessments within the specified timeframe. Examples of such matters include unforeseen illness, a death in the family, or injury. Students who are affected by such problems can put forward an extenuating circumstances claim for consideration. All claims will be treated with confidentiality.

All of the information you will need about how and when to submit a claim, what circumstances can be considered and what evidence is needed to support a claim can be found at:

[Extenuating circumstances | Student Services | University of Greenwich](https://www.gre.ac.uk/student-services/extenuating-circumstances)

If you have a disability, specific learning difficulty, for example dyslexia, a long-term medical condition or a mental health condition which might affect your studies and assessments, ~~however, you should seek advice at the earliest opportunity, rather than submit a claim for extenuating circumstances.~~ and you have not already done so, then we advise that you seek support from the Student Wellbeing Service by contacting [wellbeing@gre.ac.uk](mailto:wellbeing@gre.ac.uk) in the first instance.

If you wish to make a claim, you will need to use the online system, which can be found under the ‘My Learning’ tab on the portal, under ‘Assessments’. Here you will be able to create a new claim or view claims that you have previously submitted.

### 2. Changing your programme or mode of study

You may feel that you have chosen the wrong programme of study and wish to transfer to an alternative, or you may wish to transfer from part-time to full-time or vice versa, as your personal circumstances have changed. In the first instance you must speak to your programme leader and gain their consent. If you intend to transfer to another programme, consent must be sought from both programme leaders.

### 3. Withdrawing or Interrupting from your Programme of Study

If you are contemplating withdrawing or interrupting your studies at the University, you should in the first instance approach the relevant member of staff at **[Partner Institution]** to discuss the situation, and to determine whether any additional support could be made available to alleviate the situation. You can also access further information and guidance on withdrawing or interrupting your studies on the University website:

[Withdrawal and interruption of studies | Student Services | University of Greenwich](https://www.gre.ac.uk/student-services/support-old/withdrawal-and-interrupt)

It is important therefore that you read the guidelines and talk to your local administrator before making a decision. You should never just stop attending the University. If you do wish to proceed with withdrawal/interruption, you will need to complete an online form, available from the page linked above.

### 4. Complaints and Appeals

Please indicate below procedures for students to pursue complaints with your institution.

Students registered for a University award provided by collaborative partner colleges or other organisations who are dissatisfied with aspects of the provision at their college should initially pursue their complaint in accordance with the college’s complaint procedure. [insert details of your institutions Complaints Procedures].

If your complaint remains unresolved upon exhaustion of your college’s procedure, then you are entitled to submit your complaint for further consideration under the University’s Final Review Procedure.

[Student Complaints Procedure | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/student-complaints-procedure)

Complaints about other students are not covered by this process, and you should contact your local administrator in the first instance.

Please report to your local administrator concerns about bullying and harassment from other students.

Students have a right to appeal against decisions and recommendations made by Exam Boards, outcomes following an Extenuating Circumstances claim or following Assessment Misconduct investigations. Information and guidance are available at: [Academic Appeals](https://docs.gre.ac.uk/rep/sas/academic-appeals); additional information on the review stages of Assessment Misconduct investigations is available at: [Assessment Misconduct Procedure](https://docs.gre.ac.uk/rep/sas/academic-misconduct-policy-and-procedure-taught-awards).

# Section E: Support Services

### 1. Academic Registry

Please insert below information relating to your instutions award ceremony,

The Academic Registry is responsible for a range of areas which include student related regulations and policies, administering casework related to; academic appeals, Fitness to Practice, Student Disciplinary and Formal Complaints and is the point of contact for cases considered by the Office of the Independent Adjudicator (OIA).

The University of Greenwich Awards Ceremonies are also organised by the Academic Registry. Information about the University of Greenwich Awards ceremonies, including how to apply to attend and academic dress is available online.

[Awards ceremonies | University of Greenwich](https://www.gre.ac.uk/awards-ceremonies/home)

Enquiries to the Awards Ceremony Office should be emailed to [awards@gre.ac.uk](mailto:awards@gre.ac.uk)

### 2. Employability and Careers Service

We have an online e-learning career centre. Once you register you can access its CV Builder, aptitude tests tool, interview simulator, cover letter builder and assessment centre tool.

### 3. Student Wellbeing Service

Please insert below information relating to Student Wellbeing Services, delete if not applicable

### 4. Students’ Union Advice Service

Please insert below information relating to local student union, delete if not applicable

# Section F: Student Surveys and Representation

### 1. Introduction

Please indicate how feedback from students is collected and then discussed. Also indicate how programme representatives are nominated and/or appointed in your institution.

The University values your feedback and you will be invited to participate in a number of surveys during your time at the University, at module, programme or national level. In addition, the Student Representative Scheme allows students to engage in University processes, by attending various committees: this could be at University level, for example the Student Experience Committee, or at staff/student liaison and programme committee meetings at faculty or programme level. Feedback from students is used to inform changes that the University may make to its services, modules and programmes; it is therefore important that you engage in the surveys that you are invited to take part in. Remember we want to hear about the things that go well, as well as those we could do better.

### 2. Faculty and Programme Committees

You should include reference to any committees within your institution which have student representation on them and indicate how you use the feedback to drive change

# Section G: Ensuring the Quality of Your Degree

### 1. Regulations for Taught Programmes

Unless otherwise specified, your programme will be assessed in accordance with the University’s Academic Regulations.

[Delete below as appropriate]

Academic Regulations for Taught Awards:

[Academic Regulations for Taught Awards | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/academic-regs)

Academic Regulations for Postgraduate Research Awards:

[Academic Regulations for Research Awards | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/academic-regulations-for-research-awards)

### 2. Marking and Moderation

All marking is carried out in accordance with the University Assessment and Feedback policy:

[Assessment & Feedback Policy | Documents | University of Greenwich](https://docs.gre.ac.uk/rep/sas/assessment-and-feedback-policy)

Prior to the marking process being completed and the grades and feedback being returned to you, Module Leaders will pass a sample of work – dependent on the size and complexity of the module – to internal moderators who will provide feedback to the first marker as to whether they consider the marking to be fair and equitable. This feedback can be used to make any necessary adjustments to the marking.

In addition, samples are provided to the External Examiners, so that they might also comment on how the work has been marked and whether they consider it to be equitable compared to other courses and other institutions. Similar scrutiny of exam papers is undertaken by external examiners before they are ready for you to sit.

### 3. Provisional Marks and Receiving your Results

You will be able to view your coursework grades on the portal as soon as they have been entered. These grades are provisional and will be subject to ratification by the Progression and Award Board (PAB). Once the PAB has met and decided whether you have passed or will need to repeat or resit an item of assessment, your results will be published on the Portal.

You should receive your results within 10 working days of the PAB having met. Your programme team will be able to confirm the date of the PAB with you [or replace with dates if these have been agreed]. Your results letters will remain on the Portal for the duration of your studies and for a further 90 days after you have completed your award. If you think that you will need a copy of your results letters, you should download them and save them before this period expires

# Section H: Resources

### 1. IT Services

Please indicate your IT services in your institution, how students can get help, contact information, opening hours and guidance.

Our web pages contain information about all of our services and policies, and links to online guidance and tutorials, including videos:

[IT and Library Services | University of Greenwich](https://www.gre.ac.uk/it-and-library)

You can check the status of our IT services and systems at:

[Welcome - University of Greenwich IT Service Status](https://servicestatus.gre.ac.uk/)

**The Portal:**

Use your university account to log in to the Portal and access Moodle (our online learning environment which includes Panopto lecture capture), view modules and grades through Banner, access your library account, view your timetable, check your email, read university news and announcements, and find out about the range of services available to students. <http://portal.gre.ac.uk>

**Your username and password:**

You receive your university username and password once you have accepted your offer.  This account stays with you for the duration of your programme at the university and expires 90 days after you have completed your studies. As part of our IT security policy, you are required to reset your password every 120 days.

Our new self-service password system is available to all University students. However, you will need to register using a personal (non-university) email address and a phone number. The process is simple and is explained briefly below.

Please note: you must know your current University username and password to register!

To verify your identity, the service uses information you have provided to:

* Send a verification code to your personal (non-University) email address
* Send a verification code / automated call to your mobile phone number

Details and videos demonstrating the registration and reset process are available via the [Managing your password](http://www.gre.ac.uk/it-and-library/password/) page or by selecting the Can’t login? link on the front page of the [University Portal](https://portal.gre.ac.uk/).

If you do not register to use the password reset tool, you will need to contact the IT Service Desk, either via e-mail or via the online support request form, which will take significantly longer for your password to be reset, especially at peak periods, such as submission due dates and publishing of result letters online. Please note: forgetting your University of Greenwich account password, or your password expiring, is not grounds for extenuating circumstances.

### 2. Library Services

As a partner student of the University of Greenwich you are entitled to access to our libraries and online resources. Find more information at [libguides.gre.ac.uk/partners/home](https://libguides.gre.ac.uk/partners/home)

The University of Greenwich has three libraries to which partner students have access to. For more information about opening hours and how to travel to the libraries please visit [Opening Hours - LibCal - University of Greenwich](https://libcal.gre.ac.uk/hours/).

Your programme of study is supported by a librarian with subject expertise in your field. To find out who your subject librarian is, how they can support you and their contact details visit [libguides.gre.ac.uk](https://libguides.gre.ac.uk/).

As a partner student you have access 24/7 to the eresources collection available via **My Learning page** in the [University Portal](https://portal.gre.ac.uk/).

For more information about what eresources you can use, how to find them and how to solve connectivity problems that you may encounter when accessing them, please visit [libguides.gre.ac.uk/partners/offcampusaccess](https://libguides.gre.ac.uk/partners/offcampusaccess) .

### 3. Academic Skills Hub

You will also find a breadth of online information to support you in developing your academic skills. If you need help with understanding referencing, or would like to learn more about academic writing, please visit [Academic skills | University of Greenwich](https://www.gre.ac.uk/academicskills), or our [Home - Academic Support - LibGuides at University of Greenwich](https://libguides.gre.ac.uk/academicskills).

### 4. Additional Resources

Delete this section if not applicable. Use this section to include any programme specific resources that may be made available to students on the programme, i.e. lab support. Use this section to include any programme specific resources that may be made available to students on the programme, i.e. lab support. If this is not appropriate, then delete this item entirely.