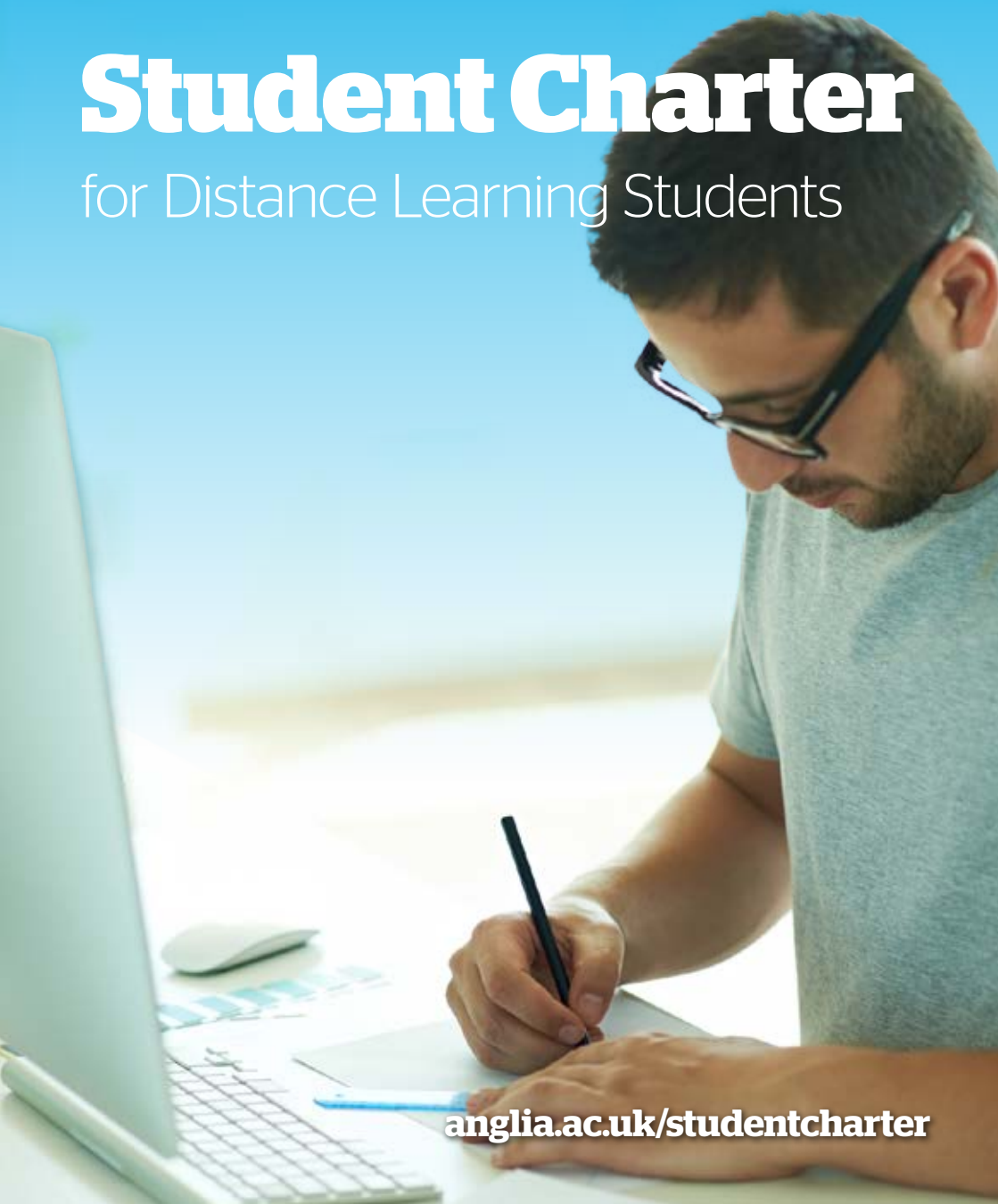




Anglia Ruskin  
University

# Student Charter

for Distance Learning Students



[anglia.ac.uk/studentcharter](http://anglia.ac.uk/studentcharter)

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## Welcome to our University and to the Anglia Ruskin Student Charter

We believe passionately in the importance of education and we want to make sure that all of you have the opportunity to reach your full potential during your time with us. Your studies with us will hopefully underpin your future success in whatever career or path you choose. Your higher education is a partnership between you and your university and as with any partnership you will get the most from it if you understand the mutual expectations and commitments.

This charter sets out these mutual commitments and expectations for both you and our university.

We expect you to take responsibility for your learning and to make the most of the opportunities being offered to you.

You can expect us to support you through your studies and give you opportunities to develop and succeed.

With my best wishes for a truly successful, challenging and stimulating time at Anglia Ruskin

A handwritten signature in white ink on a blue background. The signature is cursive and appears to read 'Iain Martin'.

Iain Martin  
Vice Chancellor

# Our Student Charter

Our Student Charter outlines what you can expect of us and what we expect of you.

We expect all staff and students to contribute to a supportive learning environment and work in line with our values, as outlined in our Corporate Plan.

## Our values

“

- **A sense of belonging.** We're proud to be part of Anglia Ruskin University. We know that lifelong relationships are formed here.
- **Academic ambition.** We want our teaching and research to be excellent. We're determined that our students and staff will realise their full potential.
- **Innovation.** We're purposeful, challenging and curious about our world. We're prepared to do things differently. We're creative, entrepreneurial and bring enthusiasm to everything we do.
- **Supporting each other.** We're friendly and inclusive, and celebrate individuality and diversity. We support and encourage everyone, and strive hard to anticipate and meet needs and aspirations.
- **Honesty and openness.** We operate with integrity, trust and respect for each other and we deliver on our promises. We share ideas, information and challenges and we seek out views and opinions.
- **Concern for the environment.** We want our concern for a sustainable environment to inform every aspect of what we do.

”

Taking a university course is a great opportunity that requires a huge investment from you in both time and money, so you need to make the most of it and give yourself every chance to be successful and get the degree you're capable of. You should take part in all scheduled online activities and discussions, carry out self-directed study as needed and organise yourself to make sure that you can meet all assessment deadlines.



## Our standards

Our aim is to get it right first time, every time, on time and for everyone. We are committed to the following standards that describe the level of service and experience you can expect.

### When working with you we will:

- resolve your enquiries at the first point of contact whenever possible
- respect your confidentiality
- use plain language and avoid unnecessary jargon
- keep you updated on the progress of your enquiry
- be courteous, respectful and responsive to your needs
- make sure our staff are trained to help and give advice, or are able to refer you to the right person to answer your query.

### When answering your telephone calls, letters and emails we will:

- respond to your enquiry promptly and professionally
- make sure staff have an up-to-date voicemail so you can leave a message if they are unable to take your call
- where staff are away, make sure that there are alternative contact arrangements in place.

### When you visit us in person we will:

- provide clear signage and information to meet your needs
- greet you in a friendly manner and deal with your enquiry promptly and professionally

- make sure all areas of our campuses are accessible, clean, safe and tidy
- be on time to meet you or let you know, beforehand, if the meeting needs to be rearranged
- offer a quiet place/room to discuss confidential matters.

### When you pass on your suggestions, compliments and concerns we will:

- record your suggestions, compliments and concerns through our university-wide Tell Us feedback scheme and, where possible, use them to improve our services
- apologise when things go wrong and do our best to put them right.

### To keep you informed we will:

- provide useful, timely and up-to-date information about our services
- inform you how to access information in other formats, such as large print.

### We have set the standards for our staff but we also expect you to:

- behave respectfully to our university and local communities
- attend all timetabled teaching sessions and appointments made, and arrive on time
- tell us if you have a disability or any other special circumstances that we may need to take into account
- tell us if you're not happy with us for any reason.

# 1. Communicating with each other

We have put this section first as it's an essential part of our working partnership. Good communication is a two-way process and it's important you get involved with us and make sure you're familiar with the ways in which we'll communicate with you.

## We will:

- make sure that when we communicate with you we are always clear, respectful and accurate
- respond to your communications as set out in our standards on page 4
- provide access to our online services 24 hours a day, seven days a week
- make sure staff have an up to date voicemail so you can leave a message if they are unable to take your call
- make sure there are alternative contacts in place if staff are away.

## We expect you to:

- make sure that you're always clear, respectful and accurate and include your student identification number when you communicate with us
- provide any extra information we need from you so we can send you your student ID card
- use all our communication systems responsibly and do nothing that might damage the reputation of our university or the integrity of the qualifications we award

- make sure that you keep your username and password for our systems secure - change your password regularly and never give it to anyone else
- report to Library & IT Support any issues you have on **01245 68 6600** for UK calls or, for international calls, **+44 1245 68 6600**, or log a query via [libanswers.anglia.ac.uk](mailto:libanswers.anglia.ac.uk)

## Our main ways of communicating with you

### Email

Your Anglia Ruskin email account is the main way we'll contact you personally.

## We will:

- only send messages to your Anglia Ruskin email account that are to do with your student experience.

## We expect you to:

- use our Anglia Ruskin email system when you contact us so that we know who you are
- check your Anglia Ruskin email account daily (or at least twice a week) and respond to any messages that require you to take action within five working days, or sooner if needed.





## My.Anglia intranet pages ([my.anglia.ac.uk](http://my.anglia.ac.uk)) and the Anglia Ruskin Mobile App

The My.Anglia intranet pages and the Anglia Ruskin Mobile App allow you to access our online services including email, e:Vision, the Virtual Learning Environment (VLE), timetable, remote desktop and your library account. My.Anglia also gives links to many important documents and to information about our Faculties and Support Services, our academic regulations and our university calendar.

### We will:

- use the My.Anglia student homepage and the Anglia Ruskin Mobile App to keep you up-to-date with information you need for your course and for items of interest
- use the My.Anglia homepage for urgent announcements relating to services and unavoidable disruptions to online services
- use the Anglia Ruskin Mobile App to send other important messages.

### We expect you to:

- visit My.Anglia regularly, at least twice a week, to make sure that you're up to date with what's going on.

## e:Vision

Our student web portal is called e:Vision. You'll use e:Vision to register for your course, update your personal details and find out your assessment dates as well as view your results.

### We will:

- provide 24-hour access to e:Vision (using the same username and password that you'll use to access your email account)
- publish timetable and assessment information on e:Vision as it is finalised.

### We expect you to:

- access e:Vision at least twice a week
- check that your personal information on e:Vision is correct and update it with any changes - it's your responsibility to make sure that we have correct contact details for both you and the person you want us to contact in an emergency.

Visit your My.Anglia student homepage at  
**[my.anglia.ac.uk](http://my.anglia.ac.uk)**



## Virtual Learning Environment (VLE)

Our VLE is where you'll access online information relating to your studies, including course guides, module guides, documents and teaching notes as well as interactive elements such as blogs, surveys, wikis and discussion boards. The VLE module discussion boards are the main place you'll communicate with your tutors and other students about specific modules.

### We will:

- provide access to our VLE (you'll use the same username and password that you'll use to access your Anglia Ruskin email account and My.Anglia)
- make sure that online course material associated with a module is available to you within 24 hours of you being registered for that module.

### We expect you to:

- visit our VLE at least twice a week and more often if your course has a lot of online content
- let Library & IT Support know if you have problems accessing the VLE.

## Text messages

Some Faculties and Support Services use text messages to tell you about changes to scheduled sessions at short notice or to confirm online or teleconference meetings.

### We will:

- only use text messaging when we need to tell you about a change to arrangements at short notice, such as for disruption to online services or staff absences
- announce changes to early-morning scheduled sessions or activities by no later than 9am UK time on the morning the change will take place
- make sure that any message you receive is to do with your studies or support (unless you ask to receive other text message services from us)
- not send messages to you if you tell us that you don't want to receive them.

### We expect you to:

- provide an up-to-date mobile phone number
- tell us if you don't want to receive text messages in the future.



## 2. Starting your studies

We know starting a new course can be daunting. By following any instructions sent to you and contacting us if you have any questions, you'll soon settle into your studies and university life.

### We will:

- welcome you and organise a programme of online activities to help you prepare for your studies
- send you information on how to register for your course (if you have problems registering online we'll help you)
- give you access to your course information and other important documents, including this Student Charter, your Student Handbook, our Assessment Regulations and our Rules, Regulations and Procedures for Students
- tell you what your arrangements will be for personal tutoring.

Visit your My.Anglia student homepage at  
**[my.anglia.ac.uk](http://my.anglia.ac.uk)**

### We expect you to:

- start your course at the correct time - or tell us if you're going to miss the start date for any reason
- either register for your course online before you start your course or within the first few days
- take part in the programme of online activities we organise and read any information we give you, including our regulations, to help prepare you for your studies
- keep to the personal tutoring arrangements we've made for you
- let us know if you have any particular needs we can help with.



## 3. Studying with us

We'll provide you with a high-quality online learning environment led by professional staff who have an active interest in your subject area and take part in academic activity and research.

### Learning and teaching

#### We will:

- provide a range of learning and teaching approaches supported by a well-equipped online learning environment, and give you access to our Virtual Learning Environment (VLE) for every module you register on
- make all appropriate information available on the VLE before your scheduled session or learning activity
- publish specific details of the hours of expected tutor-managed learning and the amount of self-directed learning (studying, research and so on that isn't taught in sessions) you'll be expected to carry out for each module
- tell you as quickly as possible if we have to rearrange or cancel a scheduled session or activity at short notice
- only postpone or cancel scheduled sessions or activities in exceptional circumstances, and make arrangements to make up teaching missed for these reasons within seven working days
- use the most appropriate means, for example VLE announcement, email, phone, or text messaging to tell you the time and location of any rescheduled session or activity
- monitor how you access and take part in online modules

- provide, by the beginning of the first week of teaching, an up-to-date reading list for each of your modules
- make sure all tutors are available three hours a week for you to contact them, and we'll provide scheduled contact times
- offer you alternative contact details if the person you're trying to speak to is unavailable
- tell you the most appropriate way to contact a member of staff or who to contact if they're absent.

#### We expect you to:

- actively take part in all activities that are part of your course for the benefit of you and your fellow students
- prepare well and access scheduled sessions or activities on time, and contribute to and take part in online activities or discussions when necessary
- use our Virtual Learning Environment (VLE) and the other forms of technology we provide to help you with your studies
- tell us about any problems that may affect your studies or if you're unhappy with your choice of course
- report any unavoidable absences from scheduled sessions or activities to your faculty office as soon as possible
- only take up employment that does not affect your studies or prevent you from taking part in your course
- keep in regular contact with the lecturer providing your personal tutoring and take advantage of the specialist support we provide for you
- re-register for your course each year.

Visit your My.Anglia student homepage at  
**my.anglia.ac.uk**

# Assessment

## We will:

- provide, by the beginning of the first week of teaching, a module guide with all of the information you need for each module, including details of assessment tasks, the deadlines for these tasks, the required format, and any relevant guidance
- provide you with guidance on ethical approval procedures, research integrity and the good conduct of research
- give you clear advice and information on good academic practice to help you avoid accusations of plagiarism (submitting someone else's work as if it is your own) and other academic offences
- tell you when, where and how to hand in your assignments, what will happen if you try to hand in an assignment late and, when you have exceptional circumstances, how to ask for an extension
- provide you with proof that you have submitted your assignments
- use published assessment criteria and marking standards on all assignments to make sure marking is fair and consistent
- give you feedback on all of your assignments within 20 working days of the assignment deadline on your e:Vision account and within 30 working days in the case of your major project (if you have one)
- offer you extra help if you fail and need to retake a module or other type of assessment
- tell you when your results will be published on your e:Vision account
- make sure that if you're a student with a disability, we make reasonable adjustments and provide extra support as appropriate.

## We expect you to:

- take part in all forms of assessment relating to your modules
- give proper consideration of research ethics and integrity issues
- make sure you're familiar with our ethical approval requirements and obtain ethical approval for your research if required
- tell us about anything that may affect how you prepare, present or submit your assignments
- make sure that you have understood all assessment information including deadlines, and how you should present and submit your assignments
- be aware of the academic rules relating to your studies and complete all assessments in your own words and keep to the guidance on good academic practice
- present your written work in a word-processed format, and include all appropriate references correctly
- organise your workload so you can hand in your assignments on time
- keep your marked written assignments until you finish your course
- use the feedback you receive on your work to improve in future assessments
- submit any claim for mitigation within five working days of the assignment deadline or exam date. (You can submit a claim for mitigation if you think your performance in any assessment was affected by unexpected circumstances)
- keep proof of submission and copies of written work until your marks have been confirmed by the assessment panel or panels.

## Course feedback

### We will:

- give you regular opportunities to comment on your course
- listen and respond to your feedback.

### We expect you to:

- fill in module evaluation surveys when we ask you to do so
- fill in student experience surveys such as the National Student Survey (NSS)
- tell us as quickly as possible if you have any concerns, using the 'Tell Us' email address: [tellus@anglia.ac.uk](mailto:tellus@anglia.ac.uk)



## 4. Dignity at work and study

Our Dignity at Work and Study Code of Conduct applies to all staff and students. We're committed to developing a culture which treats everyone with dignity, courtesy and respect. All our staff and students are personally responsible for their behaviour to others.

Our policy states what is unacceptable behaviour and how we'll deal with it. You can find our policy at [anglia.ac.uk/dignity](http://anglia.ac.uk/dignity)

### To make sure everyone's experience is a positive one, we will:

- provide a high-quality, challenging and stimulating learning experience
- challenge any unacceptable or disruptive behaviour
- take immediate action to support you if you report experiencing any form of disrespect, harassment or bullying.

### We expect you to:

- actively take part in all aspects of your learning experience for the benefit of you and your fellow students
- show respect at all times for fellow students, staff and members of our community whether in person or online.

## 5. Supporting you during your studies

We'll help you during your studies by offering a range of high-quality support services.

### Your faculty office

Your faculty office provides a full support service on issues relating to your course and your timetable. They will let you know of any changes to arrangements for scheduled sessions and activities, including unavoidable cancellations. You can also ask them for help with contacting members of academic staff and for general guidance on assessment matters.

### We will:

- be available from at least 10am to 4pm, Monday to Friday
- help you contact academic staff and give you alternative contacts if needed
- give general guidance on assessment matters and the return of your assessments.

### We expect you to:

- tell us if you're not able to take part in scheduled sessions or activities
- contact your faculty office if you have any questions about your course.

Visit your My.Anglia student homepage at  
**[my.anglia.ac.uk](http://my.anglia.ac.uk)**

# University Library

We have three libraries at Cambridge, Chelmsford and Peterborough as well as an extensive digital library providing on and off campus access to databases, e-journals and e-books.

## We will:

- provide 24-hour access to the digital library at least 98% of the time
- provide e-book copies of items on reading lists whenever available and have at least one copy of every item on your recommended reading list in stock in our libraries
- provide advice and support through self-help guides, online support and face-to-face contact if appropriate
- provide IT helpline support all day and through the night
- give five working days' notice of any planned disruption to services
- make use of access and borrowing schemes with other university libraries in the UK
- aim to provide long opening hours which are displayed on our website. This includes 24 hour opening at certain times of the year in Cambridge and Chelmsford.

## We expect you to:

- learn to use the digital library
- check our website regularly for service information and updates
- check your Anglia Ruskin email account, preferably daily, for library notices
- ask for help when you need it, by email, by phone or in person
- buy key texts where these are set out in module guides
- carry your student ID card when visiting us and show it when we ask
- treat our staff with courtesy and respect.

Visit your My.Anglia student homepage at  
**[my.anglia.ac.uk](http://my.anglia.ac.uk)**



## IT support

Our Information Technology Services provide and maintain many of the IT services that you'll use while studying with us.

### We will:

- provide and maintain online services relating to your studies, including making My.Anglia, e:Vision and our VLE available 24 hours a day, seven days a week (except during planned maintenance and unexpected failure)
- provide computers for you to use on many of our campuses and sites, including WiFi access to our online services and access to the internet
- supply support for teaching and learning
- announce any planned maintenance of our services on My.Anglia in good time and no less than five working days before beginning the work
- deal with problems relating to these services as a matter of urgency, to restore normal service as soon as possible.

### We expect you to:

- remember your username and password, keep your password secure and change it regularly
- be familiar with our policy and guidance for using our facilities. You can find it at [web.anglia.ac.uk/it/policy](http://web.anglia.ac.uk/it/policy)
- report to Library & IT Support any issues you have on **01245 68 6600** for UK calls or, for international calls, **+44 1245 68 6600**, or log a query via [libanswers.anglia.ac.uk](http://libanswers.anglia.ac.uk)

## Student Services

Our Student Services team can offer you advice, workshops, information and support to help you to develop the skills you need to succeed.

### We will:

- provide a welcoming, helpful and professional service - our staff will be informed and polite and will not judge you
- widely publicise the range of support, information and advisory services we provide and the ways you can access these as a distance learning student
- provide you with relevant and up-to-date information about our services and what they can offer through our website
- publish detailed standards for each of our services through our website
- provide information about a range of government and university funds available to students and help you to apply
- do our best to provide you with the information or other help that you need without needing to come onto campus
- if needed, refer you to specialist services within Student Services, other University departments or organisations outside our university.

### We expect you to:

- treat our staff politely and with respect
- provide us with all relevant information and documents we need to help us meet your needs or deal with your question
- tell us as soon as possible if you have any special requirements that we'll need to make adjustments for
- give us feedback if we ask you, to help us improve our services.

You can contact Student Services by phone on **01245 68 6700 / 01245 68 6701** for UK calls, or **+44 1245 68 6700** or **+44 1245 68 6701** for international calls or by email at [student.services@anglia.ac.uk](mailto:student.services@anglia.ac.uk) You can also visit us online at [anglia.ac.uk/student-services](http://anglia.ac.uk/student-services)

# 6. Listening to you - your feedback and dealing with difficulties

## Feedback

We always welcome your views on the services that we provide and we value your feedback, whether it is good or bad. Tell us about small problems so we can deal with these before they become big problems.

There are a number of ways in which you can make your voice heard.



### The 'Tell Us' scheme

We welcome any feedback on the services we provide, contact us on **01223 69 5111**, email us at [tellus@anglia.ac.uk](mailto:tellus@anglia.ac.uk), fill in a web form at [anglia.ac.uk/tellus](http://anglia.ac.uk/tellus) or via the Mobile App.

We regularly respond to feedback we've received using 'Changes You've Made' online at [anglia.ac.uk/changes](http://anglia.ac.uk/changes)

### Student surveys

We take student feedback very seriously. Your views help us to make policy, practice and spending decisions, so there are regular opportunities to tell us about your experience of studying with us. It is important that you provide us with feedback so that we can continually improve the experience of our students. We'll ask you to fill in a module evaluation form each time you take a taught module, and we'll also ask you to take part in student experience surveys such as the National Student Survey (NSS). You might also want to act as a student representative or bring ideas and issues to the attention of your student representative.

We'll provide feedback on the surveys we carry out (including module evaluation and NSS results) in a number of ways including via Course Leaders, Changes You've Made posters and via My.Anglia.

You can also give any comments or suggestions for improvement to any member of staff including:

- **your personal tutor**
- **your course group leader or module leader**
- **your Director of Studies**
- **your Faculty Student Adviser**
- **the Students' Union.**

## Your course representatives

Every course has elected course representatives who make sure that your comments and any issues on your course are raised with your teaching staff - you can find your course representative at [angliastudent.com/mycourse](http://angliastudent.com/mycourse)

### We will:

- hold elections for your course representatives no later than teaching week 4 and meet the expectations agreed upon in the Framework for Representation\*
- help you to feedback and make improvements to your Anglia Ruskin experience by supporting the representation system.

### We expect you to:

- participate in all Students' Union elections
- know who your representatives are and give them feedback on your experience.

\*[angliastudent.com/repframework](http://angliastudent.com/repframework)



## Dealing with difficulties

We recognise that sometimes things can go wrong. We're committed to putting these things right and ask that you contact us as soon as you have a problem so we can try to sort it out informally and as soon as possible. Let us know about any issues you're having using the 'Tell Us' scheme or by contacting a member of staff (see page 15).

If you have an issue that you wish to raise in a more formal way, we have two procedures you can use. It is important you understand which procedure to use.

### The academic appeals procedure

If you think there was an administrative error in the way the assessment was carried out, you should use the academic appeals process, as set out in the academic regulations.

### The student complaints procedure

If you're not satisfied with our facilities or services, or you want to complain about an individual staff member, you should use our student complaints procedure. The student complaints procedure is set out in our Rules, Regulations and Procedures for Students.

We can use our student discipline procedure if we have to take action against you because we believe that you have broken our code of conduct.

Visit your My.Anglia student homepage at  
**my.anglia.ac.uk**

## We will:

- take all concerns and complaints seriously and deal with them constructively, confidentially and with fairness and consistency
- provide advice and information on how our procedures work and encourage you to ask for help from the Students' Union
- not treat you differently from other students because you have been involved in any procedure
- keep to the deadlines in each procedure.

## We expect you to:

- be aware of our Academic Regulations and our Rules, Regulations and Procedures for students
- be aware of and follow our Code of Conduct for students
- try to sort out any problems with the person who is directly involved, or with the support of the Students' Union Advice Service
- use the ways of giving us feedback explained on page 15 in the 'Feedback' section before using the formal complaints procedure, and use the student complaints procedure fully before trying to involve any outside organisations
- be reasonable in your response to any action we take to sort out the problem.

## 7. Fees and other funding

We realise you'll want to know what your tuition fees are and whether there are any other costs associated with your course. You'll also want to know if there's any other funding to help you.

### We will:

- publish our standard tuition fees on our website at least six months before the start of your course and every year after that
- help you understand our tuition fees, scholarships and bursaries and give you advice on how to apply for any other financial support you may be able to get throughout your course
- tell you about any extra course costs, for example costs for course materials, at the start of your course (we'll publish any other costs, such as library fines, photocopying costs and printing costs on the appropriate websites)
- acknowledge that we've received finance-related questions within three working days and give you a full response within 13 working days.

### We expect you to:

- make all the financial arrangements you need with anyone who is funding your course, such as your employer or the student finance company, before your course starts
- make sure you or your funding provider pays your tuition fees when they're due
- tell us as soon as possible if you or whoever is funding your course are having problems paying your tuition fees or any other costs
- keep to any agreement you have made with us about paying your fees
- clear any debts you still owe before your graduation such as library fines. If you do not do this, you will not receive your final certificate.

## 8. Completing your course

### We will:

- post your final European Diploma Transcript to your home address, as set out on e:Vision, within five working days of the date of the relevant awards board
- post your final certificate to your home address, as set out on e:Vision, within eight weeks of the relevant awards board.



## 9. Keeping our promises to you

We consult our students and staff when we write our student charters and we review them every year. We would like to know what you think of our Distance Learning Charter, how we're doing in keeping our promises, or if we could be clearer about our expectations. Please contact us:

**Visit:** [anglia.ac.uk/tellus](https://anglia.ac.uk/tellus)

**Email:** [tellus@anglia.ac.uk](mailto:tellus@anglia.ac.uk)

**Call:** **01223 69 5111** for UK calls or  
**+44 1223 695111**  
for international calls



We'll monitor how effective our Student Charter is and will publish a report alongside the Student Charter on My.Anglia to show how well we've been doing and where we need to make improvements.

### We expect you to:

- make sure your home address on e:Vision is correct before you finish your course
- fill in the Destination of Leavers from Higher Education (DLHE) survey when contacted shortly after you graduate. This is an important national survey of all university graduates that takes place six months after graduation and collects information on employment and further study
- keep in touch. You're now a valued, lifelong member of our Alumni Network, with over 86,000 members, which gives you exclusive access to a range of benefits, services, news and events. Make sure we have your preferred email address so we can stay in touch.

### Help with your future employment

We believe in supporting you over the long term, so our specialist employment-related services will still be available to you after you graduate.

#### We will:

- tell you about work and related opportunities if you register with our Employment Bureau
- offer you careers advice sessions up to two years after you graduate
- make sure that you're offered opportunities to develop your employment skills up to two years after you graduate.

Visit your My.Anglia student homepage at  
**[my.anglia.ac.uk](https://my.anglia.ac.uk)**

## **Cambridge campus**

East Road  
Cambridge  
CB1 1PT

## **Chelmsford campus**

Bishop Hall Lane  
Chelmsford  
CM1 1SQ

## **Peterborough campus**

Guild House  
Oundle Road  
Peterborough  
PE2 9PW

Visit: **[anglia.ac.uk/student-services](http://anglia.ac.uk/student-services)**

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