



## Actuarial Mathematics and Statistics: Code of Practice

### What you can expect from AMS staff

Teaching is one of the most important duties for AMS staff. Although academic staff have research and administrative duties which also need our attention, we aim to provide:

- Commitment to helping you learn
- Politeness and respect
- Availability for face to face meetings, either during scheduled office hours or at pre-arranged times
- Timely feedback and marks for coursework.
- A timely reply to general email questions.
- A prompt response from your mentor.
- An opportunity to see your exam script to see where you went wrong, either at scheduled feedback sessions or by applying at the School Office to see your script. You can also make an appointment with the lecturer to get further advice on how to improve your work.

Sometimes staff members are away on university business and won't be able to respond as quickly as normal. If this happens, they will tell you about it (e.g. on an "out of office" message) and will advise you who to contact instead.

*If you have a problem...*

For personal problems or any other problem that is interfering with your studying, please discuss it with your mentor. We are here to help. You can also discuss any personal problems with the staff in the Student Support office.

For problems about a course, talk to the lecturer first. If that doesn't help, you can raise the matter with your Class Rep or the year Director of Studies.



## What staff can expect from AMS students

Most importantly, we expect you to take charge of your own learning. This is your degree – to get the most of your time at university you need to be independent and proactive. We understand that you may have other demands on your time, but as full time students, your studies should come first. In addition, we expect:

- Commitment to your learning
- Politeness and respect, including switching off phones and other social media during classes.
- Attendance at classes. During the semester it is your responsibility to be available on campus to attend classes and in particular class tests.
- Attention, courtesy and participation during classes. This includes asking and answering questions in lectures and tutorials.
- Preparation for classes as specified by your lecturers, such as studying lecture notes, working on tutorial questions, and participating in online activities. For every hour of timetabled class, we expect you to spend 2-3 hours in private study.
- Persistence. Some topics and problems in mathematics are challenging and we expect you to make a sustained effort to master difficult topics. We are there to help you if you get stuck.
- Basic organisation skills, such as coming to classes with pen and paper ready to take notes or with equipment for electronic note taking, and using a calendar so you don't forget deadlines and appointments.
- Attendance at any scheduled meeting with a staff member. If you can't make a scheduled meeting with a staff member, please notify them in advance rather than just not turning up.
- Checking your email and logging into Vision at least every other day.
- A timely reply to email from staff.
- Willingness to learn from feedback on tutorial work, projects, and exams, and an attempt to improve your work based on that feedback.
- Finally, we encourage you to keep yourself informed about new and interesting developments in your discipline (beyond what you learn in your courses). The department is full of experts in a wide range of areas who are happy to chat with you about topics of current interest. Seek them out!