

Faculty of Computing,
Engineering and Technology

Student Handbook

Business Computing and Information Technology

B.Sc. (Hons) Business Computing

B.Sc. (Hons) Business Information Technology

B.Sc. (Hons) Business Decision Analysis

B.Sc. (Hons) Electronic Commerce

Academic year: 2007-8

Your Handbook

This handbook is divided into two parts – part one, the programme guide has been prepared by the programme team and is a guide to the award programme you have joined. Part two is a guide for all students in the Faculty and has been prepared by the Faculty Directorate.

Part One – Programme Guide

Introduction

This part of your Award Handbook contains the definition of the business Communications and Information Technology programme and its awards which are listed on the cover.

This student handbook is written to describe the awards to you and to assist you in settling into a productive time of study at the university. If you wish to learn more about the programme and award learning outcomes or how the awards have been informed by benchmark statements, you should read the programme specification documentation.

It is essential that you read this handbook fully before you commence your award and continue to use it for reference during your studies. There are various web links contained within this document and in particular you may wish to access the following:

- Award Management and Regulations
These may be found on the University Web Site <http://www.staffs.ac.uk>
- Programme Specification Documents
These may be found on the faculty Web Site <http://www.fcet.staffs.ac.uk>
- Module Information
This may be found on the module web page <http://www.staffs.ac.uk/current/student/modules>

Part one is divided into four sections:

- Introduction
- Overview of the Programme
- Management of the Programme
- Professional Accreditation and Links

Part Two - Student Guide

Introduction

This part of your Award Handbook is for you to use as a reference point during your time in the Faculty of Computing Engineering and Technology at Staffordshire University.

It tries to answer many of the questions you may have during your time here and tells you where you can get more information and further guidance and support. You should also make use of the Faculty Office and the University Information Centre - ground floor of the Beacon Building Stafford and on the first floor of the Flaxman Building Stoke - where staff are available to deal with any queries you may have.

Part two is divided into six sections

- Who's who in the Faculty
- Administration
- Services for students
- Teaching, Learning and Assessment
- Employability
- Useful Contacts

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PART 1

Section 1: Introduction

➤ **Welcome to the Faculty Of Computing, Engineering and Technology**

It is my pleasure to welcome you as a student to the Faculty of Computing, Engineering and Technology at Staffordshire University and to the Business Computing and Information Technology (BCIT) programme of awards. It is great to have you on board.

The Faculty of Computing, Engineering and Technology is a multidisciplinary community of more than 3,000 students and over 200 staff, involved in education, research and practice in all areas of computing, engineering and technology. It is recognised nationally for being dynamic and innovative in its approach. We are dedicated to providing the educational foundation for computer scientists, engineers and technologists who create and sustain the technological products and services for wealth creation and improving the quality of life. Our portfolio of awards is designed for the 21st century and the new technological revolution that includes digital computing, electronics, and communications in a variety settings. The aim is to produce the innovators of the future. We want you to be one of them.

I hope that you will find your time with us enjoyable and successful. An education in any area is a challenging prospect, but developing your creativity, skills and resourcefulness in such a rapidly developing discipline has many benefits, whether you are interested in a future career in the computing industry or elsewhere.

Members of staff, both internal and at our partner colleges are committed to creating a productive, efficient and friendly atmosphere in which your studies can take place. If you should experience any problems, someone will be on hand to help you.

So... work hard, play hard and, above all, enjoy your time with us.

A handwritten signature in cursive script that reads "Janet Francis". The signature is written in black ink on a white background.

Janet Francis

Award Manager - Business Computing and Information Technology

Section 2: Overview of the Programme

➤ Types of Awards

- **The B.Sc. Honours Award**

This award is at Honours Level as defined in the National Qualifications Framework. The B.Sc. (Hons) award may be taken as a three year degree programme with an optional placement leading to a sandwich award. Alternatively, it may be gained by taking a top-up to the degree award, which involves completing an honours project and general option.

In addition to the expertise and skills gained through the B.Sc. award, the B.Sc. Honours award includes an honours level project. For the project, students are required to undertake substantial work representative of that which will be encountered in future employment. The project work will enable them to develop the transferable skills involved with project management and also to follow relevant methodologies associated with the design and production of high quality media and the design, implementation and testing of sophisticated multimedia software. Students are required to provide a multimedia solution to a real-world problem and hence increase their employability in their area of interest.

- **The B.Sc. Award (classified or unclassified)**

This award is at Intermediate Level as defined in the National Qualifications Framework. The B.Sc. Award may be taken following the related Higher National Diploma or Foundation Degree providing the student meets the entry requirements for the award. If gained in this way, it will be classified either as pass or distinction depending on the module grades. Alternatively the B.Sc. Award may be offered or awarded to students enrolled on the honours award who fall short of the requirements for honours but meet the requirements for an ordinary degree. If gained in this way, the award will be unclassified.

- **Certificate of Higher Education**

This award is at certificate level as defined in the National Qualifications Framework. This award is not an advertised programme of study and students may not be enrolled on to it. Regardless of the award being followed, if a student were to leave the programme after having passed modules leading to 120 CAT points or more at level 1, he/she would be eligible for a Certificate of Higher Education. The award is made on the basis that the student by this stage will have gained a basic knowledge of the technologies implicit in his/her chosen field. The Certificate of Higher Education may be awarded with Pass, Merit or Distinction.

- **Diploma of Higher Education**

This award is at intermediate level as defined in the National Qualifications Framework. This award is not an advertised programme of study and students may not be enrolled on to it. If a student were to leave after the second year of the B.Sc.(hons) award having passed all the required modules, he/she would be eligible for a Diploma of Higher Education. The award is made on the basis that the student by this stage will have gained a detailed knowledge of the technologies implicit in his/her chosen field and have a broad idea of how this can be applied. The Diploma of Higher Education may be awarded with Pass, Merit or Distinction.

➤ Names and Descriptions of Awards

There are four award routes within this programme

- Business Computing
- Business Information Technology
- Business Decision Analysis
- Electronic Commerce

These are offered as Honours awards but there are opportunities for students to take BSc. Ordinary degrees in each of the above if they so wish. These awards are known as single honours hybrid awards. A **hybrid** award is one that has inputs from a number of areas that complement each other (e.g. finance, marketing, IT and communications are complementary because they are all a part of modern business). A single honours award has a design that integrates the subject areas of the modules that make up that award in a way that makes sense, rather than being completely separate subjects as would a 'joint award' (e.g. Psychology with

Geography). The awards within the BCIT Scheme share many common modules, but the balance of the various subjects that you study will vary according to the award on which you are registered and the options that you choose in following your interests and career aspirations.

The four awards in the scheme provide integrated programmes of study that combine business subjects with technological subjects such as computing, IT and communications technology. In addition you can study supporting subjects that will help you with your studies or your future career such as foreign languages, statistics and career planning. By choosing a particular combination of specific and general options throughout your studies, you will be able to specialise in the areas which interest you most, combining these interests with the skills that you feel are necessary to support your studies. The Scheme structure assumes no prior knowledge of business, computing, statistics or IT, as all the subjects are addressed at introductory level at the beginning, but you must be prepared to work hard to gain the necessary skills in all the subjects.

If you are joining at level C (Certificate, equivalent to first year for full-time students), you will find that there are three levels of academic study that you must complete in sequence before you can be awarded your degree. This usually equates to four years of study, because of the paid Industrial Placement period (level P) normally taken between levels I (Intermediate, equivalent to second year for full-time students) and H (Honours, equivalent to third year for full-time students). You may have come to the Scheme through the Business and Computing Foundation at one of the local colleges, in which case you should be able to approach your academic studies at University with confidence. Alternatively, you may have joined the scheme at level I by promotion from the first year of the Faculty's HND in Business IT as a result of your excellent performance, in which case, congratulations. You may have joined at level H from the HND in Business IT or another related award via the BIT Bridging Course, or as a direct entrant from one of our partners overseas, in which case you are also to be congratulated. We hope that your success continues at undergraduate level.

- **Business Computing**

The Business Computing award is based on a model of a computer-literate business practitioner or a commercially aware computer user. Graduates will be able to use computer systems effectively to support the administrative functions and processes of a business in order to make that business more successful. Their ability to understand both business and computing areas would allow them to work as a business analyst or systems analyst specialising in business process re-engineering. They may become a 'power user' (a computer user with unusually high computer skills) in one of the business functional areas such as finance, marketing or human resources, possibly in a high-technology company or industry sector, working with other business practitioners and with computing and IT professionals in projects to implement business computer systems. They will be more 'business orientated' than a Business IT or E-Commerce graduate.

- **Business Information Technology**

The Business IT award is based on the role of the information technologist in bridging the gap between the business end-user and the IT specialist in business functional areas to design and develop IT systems in a typical business. Graduates would be able to use the most common business IT packages such as spreadsheets, databases and project management packages to solve business problems. They will be able to develop business applications using fourth generation languages and graphical programming techniques. They will also be able to design and develop IT infrastructures using the latest networking technologies. They would probably be based in the IT department of a business, working closely with 'end-users' in the business functional areas. Graduates will have more of an interest in the technology than a Business Computing or Business Decision Analysis graduate.

- **Business Decision Analysis**

A graduate of this award will have a sound knowledge of business problems and will be able to use decision-making techniques and work comfortably within an IT environment. The award is primarily designed for commercial and industrial practitioners, in both the manufacturing and service sectors, private and public, in the areas of operational research, planning, forecasting, accounting, and IT, for example in areas such as electricity demand forecasting, marketing and forecasting in the National Health Service. Graduates will be more numerically inclined than a Business Computing or Business IT graduate.

- **Electronic Commerce**

Specifically this route will introduce and develop skills in those technologies involved in the building of web applications with media components. These skills together with expertise in multimedia computing and the transferable skills associated with higher education will be appropriate for work at a level commensurate with the level of qualification within the huge commercial market requiring multimedia solutions both for the web and CD-ROM and DVD implementation, from the process of project conception, planning & design, storage and presentation of the multimedia solutions.

➤ **Summary**

In short, the Scheme aims to provide you with the necessary knowledge to enable you to 'make things happen' in the modern commercial world. The Scheme aims to achieve this by:

- Offering you a suitable range of choice and flexibility both within awards and also within the Scheme;
- Providing you with a range of experiences that offer intellectual and academic challenges, as well as opportunities to develop practical applications;
- Developing an exciting learning environment made up of students and tutors from a wide range of backgrounds and experience;
- Developing our links with industry, to give you realistic insights into commercial practice that are reinforced by your optional 'sandwich year' of industrial experience.

➤ **General Award Information**

- **Modes of Study available:**

The Business Computing and Information Technology awards may be studied in full or part-time mode at the university.

- **Durations of Awards:**

Award	Usual Duration	Maximum Overall Registration Period	Maximum registration period for 1 level
B.Sc. Honours Award	3 years full time or 4 if a placement is taken.	8 years	4 years

- **Award Requirements**

Awards are gained by the accumulation of credits (NB. These are sometimes referred to as CAT points). The awards are modular. Each module is allocated a number of CATS which will be either 15 or a multiple of 15. The modules are divided into specific and non-specific credit modules. All programme modules whether core or options are considered to be specific credit modules. In addition to the programme modules, at each level there is one general option slot. The general option slots permit students to take an interest in modules from across the university.

General options

General options for the awards may be chosen

- From the General Option Directory: <http://www.staffs.ac.uk/modules/options/index.php>
NB: Students are not allowed to choose general options from the University IT Programme (UITP) or the University Management Program (UMP)
- From the recommended list for your award and level provided in this document
- From the Faculty of Computing, Engineering and Technology module list at the level appropriate for your award (this must be approved by your level leader).
<http://www.staffs.ac.uk/current/student/modules/index.php?section=CE&level=any>
- From the Faculty of Business and Law module list at the level appropriate for your award (this must be approved by your level leader).
<http://www.staffs.ac.uk/current/student/modules/index.php?section=BL&level=any>

Credits required for B.Sc.(hons) award

To gain a B.Sc. (hons) award a total of 360 CATS must be gained over the study period. The study period is usually 3 years full time but students may choose to take a placement after the first 2 years. 120 CATS are taken in each year with at least 90 CATS at level 1, 90 at level 2 and 90 at level 3. 45 CATS will be from the chosen general options (1 in each year).

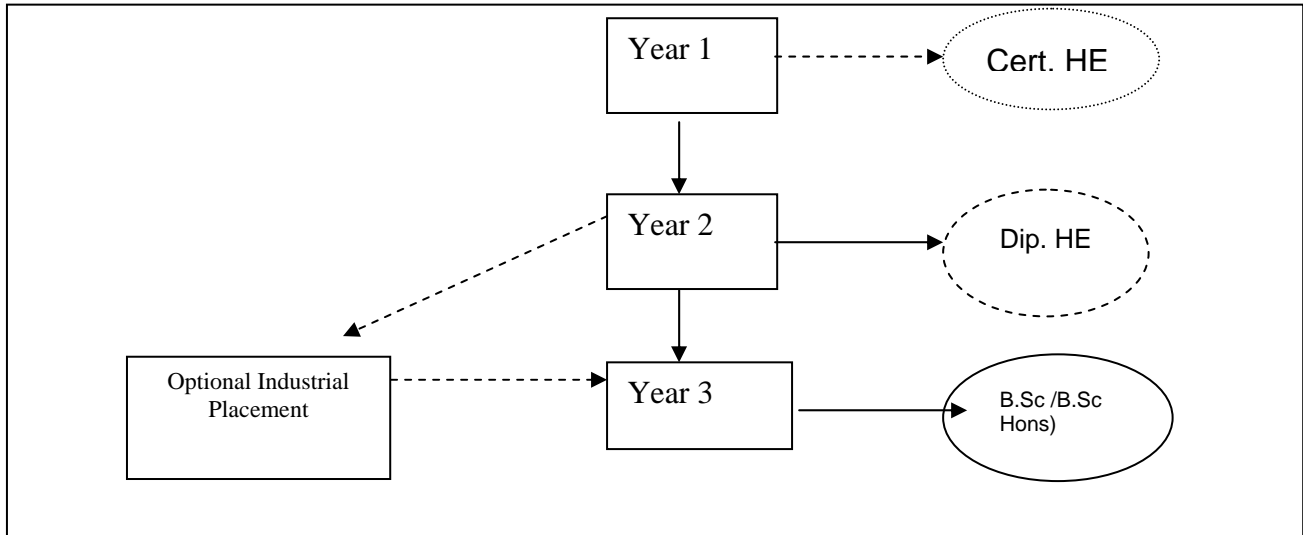
Certificate of Higher Education

If you decide to leave the programme after having passed modules leading to 120 CAT points or more at level 1 or higher, you will be eligible for a Certificate of Higher Education. By this stage you will have gained a basic knowledge of the technology implicit in your chosen field.

For further information concerning module registration and credits please see the section on [module registration](#) in Part 2, Section 2.

➤ **Award Framework**

● **Full time path to Honours Degree**



➤ **Curriculum Framework**

The following tables show which modules will be studied in each teaching block. General Options may be any [module](#) or from the [general option directory](#). Students wishing to choose options related to their award should choose from the relevant specific option list or the recommended general option list (if given).

If you are accessing this handbook through the web, click on the links to see module descriptors or option lists. Option lists are included below. Module descriptors are accessible from www.staffs.ac.uk/current/student/modules. The general option directory is accessible from www.staffs.ac.uk/modules/options.

- **Scheme Structure Diagrams and Option Choices**
- **BSc. (Hons.) BUSINESS INFORMATION TECHNOLOGY / BSc. (Hons.) BUSINESS COMPUTING**

Years 1 and 2 are no Longer offered at Stafford Campus.

Year 3 – Intermediate Level for Ordinary Degree

Teaching Block ONE	
CE00346-3	Strategic Information Management
CE00303-3	Critical Issues in Managing Information Systems in Organisations
Any Business Or Computing Level 3 Option	
Specific Option (see list below)	

Year 3 – Honours Level

Teaching Block ONE		Teaching Block TWO	
CE00901-3	Project: Research and Planning	CE00902-3	Project: Analysis and Design
CE00346-3 Strategic Information Management or CE00303-3 Critical Issues in Managing Information Systems in Organisations		CE00903-3	Project: Implementation and Testing
**OPTION		Ce00348-3	Project Management
**OPTION		**OPTION	

*Option Requirements

- 1 General Option (see list below for recommendations)
- 1 Business Or Computing Level 3 Module
- 1 Specific Option (see list below)

The grade point average from your level 3 modules counts towards 70% of your final award. If the options are chosen from the list below, the grade points from this module will be included in the calculation of your overall degree classification. This also applies to general options chosen from the specific option list. See the award regulations on: <http://www.staffs.ac.uk/current/regulations/index.php> for more details.

Specific Options (SO) (NB- an SO can replace a GO but not vice versa)

Teaching Block	Module number			
			BC	BIT
1	CE00332-3	Adv Database Systems	go	so
2	CE00356-3	Adv Web Multimedia	go	so
1	CE00355-3	Advanced HCI And Usability	go	so
1	CE00358-3	Cognitive Science	go	so
2	BLB10041-3	Contemporary and Intl Marketing	so	go
2	BLB10042-3	Contemporary Management Issues	so	so
1	CE00303-3	Critical Issues in Managing Information Systems in Organisations	so	so
2	CE00349-3	Electronic/Mobile Commerce Systems : Strategies & Management	so	so
1	BLB10043-3	Enterprise And Small Business Management	so	go
2	CE63031-3	Financial Modelling with Decision Making	so	so
1	CE00124-3	Fundamentals of Wireless LANs	go	go
1	CE00???-3	Further Web Applications	go	so
2	CE00339-3	Information Systems Development Trends	so	so
2	CE00338-3	Knowledge Discovery	go	so
2	BLB10072-3	Management Problem Solving (2/3)	so	go
2	CE63032-3	Mathematical Modelling	go	so
2	CE00???-3	Multimedia Domains and Production (New Module)	go	so
1	CE00???-3	Multimedia Systems (New Module)	go	so
2	BLB10035-3	Retail Marketing Management (2/3)	so	go
1	CE63025-3	Spreadsheet Automation with VBA	go	so
1	CE00346-3	Strategic Information Management	so	so
1	CE63024-3	Survey Design & Analysis	go	so
1	CE00???-3	Web Standards (New Module – starts 2008)	go	so
2	CE00???-3	Web Services (New Module – starts 2008)	go	so
2	CE00313-3	XML and Web Services	go	so

General Options Modules available to BCIT students

General Options can be any computing or business module. A list is shown below and also in the specific option list above. These lists are not exhaustive. Other general options available to students can be found at <http://www.staffs.ac.uk/modules/options/>

NB: Students are not allowed to take general options in the University IT Programme (UITP) or the University Management Program (UMP) unless they are specified in other sections as core or options.

All module descriptors for the modules listed below are on the website <http://www.staffs.ac.uk/current/student/modules/>

Semester One

BLB10039-3 Building Customer Relationships
BLB10044-3 Integrated Marketing Communications
BLB10064-3 The Changing Face Of Management
CE00307-3 Simulation, Visualisation & Virtual Reality
CE00313-3 Ubiquitous Computing
CE00331-3 Advanced Programming Language Concepts
CE00333-3 Algorithmics
CE00334-3 Further AI
CE00336-3 Image Processing, Computer Vision and Pattern Recognition
CE00337-3 Learning Technology Through Project-Based Learning
CE00345-3 Real Time Systems 1
CE00360-3 Computer Systems Security
CE00362-3 Design Patterns
CE00364-3 3D Computer Graphics
CE00397-3 Forensic Data Gathering, Reconstruction and Analysis
CE63033-3 Operational Research
CE00461-3 On-Line Gaming

Semester Two

BLB00017-3 Business Success Through Negotiation
BLB10025-3 International Human Resource Management
BLB10029-3 Marketing People Places And Performance
BLB00049-3 Multinationals, Asian Success And The Global Economy
BLB10037-3 Rewarding Performance
CE00329-3 Distributed Computer Systems
CE00330-3 Enterprise Programming for Distributed Applications
CE00340-3 Legal and Evidentiary Aspects of Forensic Computing
CE00347-3 Real Time Systems 2
CE00361-3 Computing and Concurrent Systems Design
CE00363-3 Further Programming for Mobile Devices
CE00389-3 Real-Time Rendering and Animation
CE00901-3 Project: Research and Planning
CE63030-3 Chaos & Fractals

- **BSc. (Hons.) BUSINESS DECISION ANALYSIS**

Years 1 and 2 are no Longer offered at Stafford Campus.

Year 3 – Intermediate Level for Ordinary Degree

Teaching Block
CE63033-3 Operational Research
CE00303-3 Critical Issues in Managing Information Systems in Organisations
Any Business Or Computing Level 3 Option
CE63031-3 Financial Modelling with Decision Making (Semester 2)

Business Decision Analysis Year 3 – Honours Level

Teaching Block ONE	Teaching Block TWO
CE00901-3 Project: Research and Planning	CE00902-3 Project: Analysis and Design
CE00346-3 Strategic Information Management or CE00303-3 Critical Issues in Managing Information Systems in Organisations	CE00903-3 Project: Implementation and Testing
CE63033-3 Operational Research	Ce00348-3 Project Management
GENERAL OPTION	CE63031-3 Financial Modelling with Decision Making

The grade point average from your level 3 modules counts towards 70% of your final award. If the options are chosen from the list below, the grade points from this module will be included in the calculation of your overall degree classification. See the award regulations on: <http://www.staffs.ac.uk/current/regulations/index.php> for more details.

General Options Modules available to BCIT students

General Options can be any computing or business module. A list is shown below. This list is not exhaustive. Other general options available to students can be found at <http://www.staffs.ac.uk/modules/options/>

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All module descriptors for the modules listed below are on the website

<http://www.staffs.ac.uk/current/student/modules/>

Semester One

- BLB10039-3 Building Customer Relationships
- BLB10044-3 Integrated Marketing Communications
- BLB10064-3 The Changing Face Of Management
- CE00307-3 Simulation, Visualisation & Virtual Reality
- CE00313-3 Ubiquitous Computing
- CE00331-3 Advanced Programming Language Concepts
- CE00333-3 Algorithmics
- CE00334-3 Further AI

CE00336-3 Image Processing, Computer Vision and Pattern Recognition
 CE00337-3 Learning Technology Through Project-Based Learning
 CE00345-3 Real Time Systems 1
 CE00360-3 Computer Systems Security
 CE00362-3 Design Patterns
 CE00364-3 3D Computer Graphics
 CE00397-3 Forensic Data Gathering, Reconstruction and Analysis
 CE63033-3 Operational Research
 CE00461-3 On-Line Gaming
 CE00332-3 Adv Database Systems
 CE00355-3 Advanced HCI And Usability
 CE00358-3 Cognitive Science
 CE00303-3 Critical Issues in Managing Information Systems in Organisations
 BLB10043-3 Enterprise And Small Business Management
 CE00124-3 Fundamentals of Wireless LANs
 CE00???-3 Further Web Applications
 CE00???-3 Multimedia Systems (New Module)
 CE63025-3 Spreadsheet Automation with VBA
 CE00346-3 Strategic Information Management
 CE63024-3 Survey Design & Analysis
 CE00???-3 Web Standards (New Module)

Semester Two

BLB00017-3 Business Success Through Negotiation
 BLB10025-3 International Human Resource Management
 BLB10029-3 Marketing People Places And Performance
 BLB00049-3 Multinationals, Asian Success And The Global Economy
 BLB10037-3 Rewarding Performance
 CE00329-3 Distributed Computer Systems
 CE00330-3 Enterprise Programming for Distributed Applications
 CE00340-3 Legal and Evidentiary Aspects of Forensic Computing
 CE00347-3 Real Time Systems 2
 CE00361-3 Computing and Concurrent Systems Design
 CE00363-3 Further Programming for Mobile Devices
 CE00389-3 Real-Time Rendering and Animation
 CE00901-3 Project: Research and Planning
 CE63030-3 Chaos & Fractals
 CE00356-3 Adv Web Multimedia
 BLB10041-3 Contemporary and Intl Marketing
 BLB10042-3 Contemporary Management Issues
 CE00349-3 Electronic/Mobile Commerce Systems : Strategies & Management
 CE63031-3 Financial Modelling with Decision Making
 CE00339-3 Information Systems Development Trends
 CE00338-3 Knowledge Discovery
 BLB10072-3 Management Problem Solving (2/3)
 CE63032-3 Mathematical Modelling
 CE00???-3 Multimedia Domains and Production (New Module)
 BLB10035-3 Retail Marketing Management (2/3)
 CE00???-3 Web Services (New Module)
 CE00313-3 XML and Web Services

- **BSc. (Hons.) ELECTRONIC COMMERCE**

Years 1 and 2 are no Longer offered at Stafford Campus.

Electronic Commerce Year 3 – Intermediate Level for Ordinary Degree (All modules are semester 1 unless stated otherwise)

Teaching Block
Specific Option
CE00303-3 Critical Issues in Managing Information Systems in Organisations
Any Business Or Computing Level 3 Option
CE00349-3 E-Commerce and M Commerce Systems, Strategies and Management (Semester 2)

Electronic Commerce Year 3 – Honours Level

Teaching Block ONE	Teaching Block TWO
CE00901-3 Project: Research and Planning	CE00902-3 Project: Analysis and Design
Any Business Or Computing Level 3 Option	CE00903-3 Project: Implementation and Testing
CE00346-3 Strategic Information Management or CE00303-3 Critical Issues in Managing Information Systems in Organisations	Ce00348-3 Project Management
General Option	CE00349-3 E-Commerce and M Commerce Systems, Strategies and Management

The grade point average from your level 3 modules counts towards 70% of your final award. If the options are chosen from the list below, the grade points from this module will be included in the calculation of your overall degree classification. See the award regulations on: <http://www.staffs.ac.uk/current/regulations/index.php> for more details.

General Options Modules available to BCIT students

General Options can be any computing or business module. A list is shown below. This list is not exhaustive. Other general options available to students can be found at <http://www.staffs.ac.uk/modules/options/>

NB: Students are not allowed to take general options in the University IT Programme (UITP) or the University Management Program (UMP) unless they are specified in other sections as core or options.

All module descriptors for the modules listed below are on the website

<http://www.staffs.ac.uk/current/student/modules/>

Semester One

BLB10039-3 Building Customer Relationships
 BLB10044-3 Integrated Marketing Communications
 BLB10064-3 The Changing Face Of Management
 CE00307-3 Simulation, Visualisation & Virtual Reality
 CE00313-3 Ubiquitous Computing
 CE00331-3 Advanced Programming Language Concepts
 CE00333-3 Algorithmics

CE00334-3 Further AI
 CE00336-3 Image Processing, Computer Vision and Pattern Recognition
 CE00337-3 Learning Technology Through Project-Based Learning
 CE00345-3 Real Time Systems 1
 CE00360-3 Computer Systems Security
 CE00362-3 Design Patterns
 CE00364-3 3D Computer Graphics
 CE00397-3 Forensic Data Gathering, Reconstruction and Analysis
 CE63033-3 Operational Research
 CE00461-3 On-Line Gaming
 CE00332-3 Adv Database Systems
 CE00355-3 Advanced HCI And Usability
 CE00358-3 Cognitive Science
 CE00303-3 Critical Issues in Managing Information Systems in Organisations
 BLB10043-3 Enterprise And Small Business Management
 CE00124-3 Fundamentals of Wireless LANs
 CE00???-3 Further Web Applications
 CE00???-3 Multimedia Systems (New Module)
 CE63025-3 Spreadsheet Automation with VBA
 CE00346-3 Strategic Information Management
 CE63024-3 Survey Design & Analysis
 CE00???-3 Web Standards (New Module)

Semester Two

BLB00017-3 Business Success Through Negotiation
 BLB10025-3 International Human Resource Management
 BLB10029-3 Marketing People Places And Performance
 BLB00049-3 Multinationals, Asian Success And The Global Economy
 BLB10037-3 Rewarding Performance
 CE00329-3 Distributed Computer Systems
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 CE00340-3 Legal and Evidentiary Aspects of Forensic Computing
 CE00347-3 Real Time Systems 2
 CE00361-3 Computing and Concurrent Systems Design
 CE00363-3 Further Programming for Mobile Devices
 CE00389-3 Real-Time Rendering and Animation
 CE00901-3 Project: Research and Planning
 CE63030-3 Chaos & Fractals
 CE00356-3 Adv Web Multimedia
 BLB10041-3 Contemporary and Intl Marketing
 BLB10042-3 Contemporary Management Issues
 CE00349-3 Electronic/Mobile Commerce Systems : Strategies & Management
 CE63031-3 Financial Modelling with Decision Making
 CE00339-3 Information Systems Development Trends
 CE00338-3 Knowledge Discovery
 BLB10072-3 Management Problem Solving (2/3)
 CE63032-3 Mathematical Modelling
 CE00???-3 Multimedia Domains and Production (New Module)
 BLB10035-3 Retail Marketing Management (2/3)
 CE00???-3 Web Services (New Module)
 CE00313-3 XML and Web Services

➤ The Final Year Project

The major individual project undertaken at Level H is arguably the most important piece of work you will do as an undergraduate student. You must carry out an individual project, which develops and applies a significant part of the knowledge and skills gained elsewhere in the programme of study to investigating, analysing and solving a real-world problem using a managed approach. It should contain a significant element of 'added value' in the work, going beyond being a simple review, comparison or uncritical application of existing material or prior knowledge. In defining the scope of a potential project, you should give due consideration to the feasibility of the proposal within the constraints of the available time, resources and supporting expertise.

The project provides a supervised and managed context in which you can demonstrate your ability to undertake and produce a substantial piece of work to a professional standard. It is an opportunity for you to demonstrate academic skills (e.g. investigation, analysis and communication) and professional skills (e.g. planning, design and programming) with an equal emphasis. The project provides a framework within which you can integrate elements from an individually chosen programme of study and demonstrate competence in a variety of tasks that are relevant to the chosen award. A project must have an overall aim and a specific purpose appropriate to your award, so every project must have a theme that is relevant to the themes of the award of which it is a part.

You will be expected to write a project report of around 10,000 words. You must comply with all the normal conventions for the reporting of sources and structuring of project reports as described in the Level H Project Handbook. Advice on this is available from your supervisor and/or Level H Project Director. It is important that the project should clearly be your own, original work. You should not at any time include work from another student's project or from a published source without clearly stating that this is what you have done. To include other people's work without attribution is known as plagiarism and will be penalised by the examination board.

Your project must be submitted on the designated hand-in date or it will not be marked unless you have extenuating circumstances. Your project will be assessed by your project supervisor and an assessor, who will also interview you and comment on your progress at the end of Teaching block 5.

• Starting your Project

First, you will need a project idea. Ideas for projects may come from a list of past project titles that is available to all students during the industrial placement or before joining Level H, from suggestions by module tutors or from your experiences on the industrial placement. During the first week of teaching block 5 (i.e. after induction week) you should choose a title from the list of past projects or develop a title in consultation with a potential supervisor, in which case you should approach a member of staff with expertise in your proposed topic area. Members of staff will, if possible, make themselves available during this time to discuss potential projects with you.

If you have not agreed your project with a suitable supervisor by the end of the third week, a project and supervisor will be allocated to you by the Project Director. Under these circumstances, of course, there can be no guarantee that the supervisor will have the necessary expertise in your project area or top.

Further details may be found at the final year project web site at <http://project.soc.staffs.ac.uk>

➤ The Industrial Experience Placement

Whilst placements are optional, many students take them. The requirement of the industrial experience component of an award in **sandwich** mode is that you should spend at least 48 weeks in supervised work experience that is usually conducted continuously. This is used to give an opportunity for you to relate industrial and commercial practices to the modules covered in the first two levels of the award, and expose you to the realities of business such as financial constraints, the politics of organisations and professional/interpersonal matters. Many students find that the industrial experience component is a powerful integrating tool that improves your perception of the relevance of your programme of study. A successful industrial placement is an important factor in building and maintaining your morale. Although no formal studies take place during the industrial experience component, its rationale and objective may be defined as follows:

- To provide an exposure to the business environment and to the practices and problems of a commercial concern,
- To provide an experience of professional inter-personal relationships,
- To develop maturity of thought in the application of technological solutions to commercial problems,
- To appreciate the role that IT systems can play in the commercial aspects of a business.

While every effort is made and support is given to the student, no guarantees can be made of finding a suitable placement, particularly in difficult economic climates. There is some evidence that full-time mode students have found the Level H studies to be more difficult than students who proceeded in the 'normal' way following a placement.

At the start of year 2, you will receive information about looking for a placement. You will be expected to prepare a PAT and take it to the placement office, K216. Enquiries will be dealt with by the placements team <http://www.fcet.staffs.ac.uk/placements/>

Tel. 01785 353460

Email : placements@staffs.ac.uk

Section 3: Management of the Programme

➤ Programme Management Team

This team is responsible for the operation and development of the awards within a scheme. The team will consider all matters affecting the operation and development of the awards within its remit and will report regularly to the Awards and Standards Team of the Faculty of Computing, Engineering and Technology

In particular the team will:

- Monitor the implementation of academic policy, maintenance of standards and administration of the awards within its remit, including selection, teaching, counselling and publication of award requirements
- Appoint new members as may be deemed necessary for assisting in the administration of the Programmes.
- Review annually the operation of the awards and the quality of the whole student learning experience, and consider proposals for improvement.
- Be responsible for the day-to-day running of the Scheme as a whole and for co-ordinating all the modules that you study.

To make sure that its awards run effectively and to provide students with the best learning opportunities possible, the University requires that every programme has a defined management structure. The main members of the Programme Management Team are:

- Programme Manager
- Level Leaders
- Module Leaders
- Student Advisor

The Programme management team are responsible for the day-to-day running of the programme as a whole and for co-ordinating all the modules on the scheme..

Programme Manager

- Janet Francis (email: j.Francis@staffs.ac.uk)
 - Programme Manager reports to and advises the Faculty of Computing, Engineering and Technology Board on the overall operation of the Scheme and is responsible for:
 - the academic supervision and conduct of the Programme in accordance with any regulations or conditions laid down by the University or external bodies
 - the management and oversight of the administration of the Programme
 - reporting to and advising the Programme Committee on the operation of the Programme
 - ensuring that the Programme is implemented and developed in accordance with the agreed policies of the Programme Committee
 - organising and convening the Programme Committee
 - reporting on resources required for the Programme
 - conducting the annual Programme monitoring and the re-validations of the Programme
 - liaising with External Examiners

Level Leader

- Level Three Leader: Fiona Knight f.l.knight@staffs.ac.uk

A Level Leader is associated with a level or year of the Programme. The Level Leader has responsibility for the smooth running of a Level and oversees the progress of all students on that level across all awards within the Programme. The Level Leaders conduct semester review meetings with groups of students in order to obtain feedback on the operation of the different levels within the Scheme.

To make sure that the modules studied in any semester are compatible in terms of assessment and timetabling of classes and assignments, the Level Leaders act as co-ordinators for all modules offered in each semester. Each Level Leader knows about the different types of assessment, which are associated with the modules within their level and specific to each award.

Level Leaders play an important role in the personal tutoring team and are available to students to discuss problems relating to the modules studied and any study skills or academic issues students may have.

The Award Support Team

The Award Support Team is responsible for the organisation of assessments and examinations and for maintaining student information in accordance with procedures relating to the Modular Award Management System. Students' files are maintained by the Faculty Office Supervisor. Your award Support Officer is Alison Kent who can be contacted as follows: A.J.Kent@staffs.ac.uk

Module Leaders

A Module Leader is one of the team of people involved with a particular module. In conjunction with this team, each Module Leader is responsible for managing and overseeing the day-to-day administration of the module. This involves:

- preparing assessments
- monitoring, controlling and reporting on students' progress
- conducting module reviews with the students of each cohort.
- Each Module Leader provides counselling to students on the module. This may involve:
 - encouraging and advising you before you start the module study period
 - acting as a focus for problems encountered during the module study period
 - providing support and encouragement prior to and during the module assessments.

If students experience any difficulties with the work associated with a module, they should see the Module Leader and discuss the problems. The module leader for each module is listed on the descriptor on the module handbook.

➤ **Personal Tutoring**

Personal tutors will:

- Be on hand to discuss and problems and should be the first port of call.
- Monitor student attendance
- Monitor student progress

The personal tutor will organise personal tutoring team meetings at regular intervals at which student attendance and progress will be discussed.

➤ **The Programme Committee**

The Programme has a programme Committee which is responsible for the overall operation of the programme and reports to the Faculty Board. The Programme Committee meets as appropriate at least twice in each academic year and normally once per academic term.

The Programme Committee is responsible for:

- monitoring the implementation of academic policy, maintenance of standards and the administration of the Programme
- appointing such sub-committees as are deemed necessary for assisting in the administration of the Programme
- considering the progress of the students, and, where necessary, recommending exclusion on academic grounds in accordance with the appropriate University regulations
- annually reviewing the operation of the Programme and considering proposals for its improvement
- considering from time to time the need to revise, develop or otherwise substantially alter the Programme in light of prevailing circumstances and prepare appropriate proposals
- considering and making recommendations upon, as appropriate, the resources and staff development requirements of the Programme.

The membership of the Programme Committee is:

- Award Leader (Chair), nominated by the Dean of the Faculty
- Project Co-ordinator
- Level Leaders
- Student Representatives
- Representative of the Faculty Management Team
- Any co-opted members

As mentioned above, there are student representatives on the Programme Committee. These representatives are elected annually from amongst students registered on the programme. To make sure that your views are taken into account, you are encouraged to use your representatives to put your points of view to the Programme Committee in a formal way, in addition to discussing issues informally with your tutors and programme managers. Why not stand for election as a student representative yourself?

The Programme Committee considers all matters affecting the operation and development of the Programme and reports regularly to the Faculty Board. In particular, the Committee is responsible for overseeing the running and development of the awards and for ensuring that information is available on the awards and modules that you can choose. Information on other related committees may be found in Part 2, Section 3 under the heading [Student Representation](#).

➤ **Programme Examination Boards**

There are two types of examination board, namely the assessment board and the award board. The assessment board considers each module in turn and agrees the recorded performance of all students on that module. The award board considers each award in the programme and considers the results profile of each student against the award requirements and makes recommendations regarding progression, referral and achievement with respect to each student on each the award.

Membership of the Examination Boards is as follows:

Assessment Board

- Dean of Faculty of Computing, Engineering and Technology or nominee (Chair)
- Award Leader
- Level Leaders
- Student Advisor
- Project co-ordinator
- External examiners

Award Board

- Pro-Vice Chancellor of Faculty of Computing, Engineering and Technology or nominee (Chair)
- Award Leader
- Student Advisor
- Level Leader

Because of the confidential nature of the discussions, no student representation is possible on Examination Boards.

➤ **Terms of Reference:**

Examination Boards are responsible for formal assessments and examinations and meet as appropriate during the year. Usually the two boards meet in late June or early July. Similarly there are two further boards in early September to consider resits and referrals.

In particular, the responsibilities of the examination boards include:

- consideration of proposed examination papers and, where appropriate, in-award assignments
- review of the performance in examination and assessed in-award assignments
- determination of referrals and re-assessment requirements with or without attendance.

The Examination Boards include tutors from all areas of the Programme to make sure that all information relating to the success of students is available to the Boards at the time they make decisions on progression between parts of an award or confer final awards. It is extremely important, therefore, that all information relating to your assessments that may help the Boards in reaching their decisions is passed on to your Personal Advisor and/or Level Leader before the Boards meet. Information such as personal illness (together with a medical report), family difficulties or other important events that may have caused you

difficulty during the assessment period (or possibly for a prolonged time during the study period) will be valuable to the Board in considering your results. The University has an Extenuating Circumstances Form which is available from the Business Support Office located on the second floor of the Octagon Building on the Stafford Campus. If you have experienced any problems during the year, which you believe may have affected your academic performance adversely, you should fill this in and return it, to the Business Support Office. It will be considered by an independent panel to whom the information is kept confidential. This panel reports its decisions to the Examination Boards.

The University operates a standard procedure for reviewing the decisions of an Examination Board in cases where information concerning a student was not available at the time of the Board. It is obviously preferable, however, to tell your tutors in advance, any information they may need. Full details of the procedure for the review of an Examination Board decision are included Administrative support for the Awards. Details of the appeals procedure may be found in Part 2, Section 3 under the heading [Appeals, Complaints and Conduct](#).

Section 4: Professional Accreditation And Links

➤ BCS and IMIS

The BCIT awards gain exemption from the Part 1 examinations of the [British Computer Society](#) (BCS) and [The Institute for the Management of Information Systems \(IMIS\)](#)

➤ CISCO Academy

Cisco Systems is the worldwide leader in networking for the Internet. Cisco's networking solutions connect people, computing devices and computer networks, allowing people to access or transfer information without regard to differences in time, place or type of computer system.

One of the professionally accredited awards that CISCO offer is the CISCO Certified Network Associate (CCNA). This is now this is being offered through Colleges and Universities throughout the country that are part of the CISCO Network Academy Program (CNAP). Such institutions use state of the art laboratory equipment together with professionally designed award material and use this to deliver modules on Computer Networking within existing awards. This then prepares the student for the CCNA exams as well as counting toward the academic programme of study. Staffordshire University is part of the [CISCO Systems Networking Academy](#) and so the Programme offers you the opportunity to gain qualification in parts one, two and three and four of the CCNA.

Two modules offered as part of the Higher National Awards namely [Ce00126-1](#) Introduction To Networking With Lan's And Wan's and [Ce00127-2](#) Lan Switching And Wan Networks incorporate material which corresponds to that required by the CISCO professional qualification, CISCO Certified Network Associate (CCNA) parts one, two, three and four respectively.

Depending upon the facilities available at the centre, the student may be able to gain exemption from these professional CISCO qualifications by studying these modules and taking the appropriate form of assessment. If, after completing the award, the student has not completed the CISCO Program and wishes to become a CISCO Network Associate he/she can do so through further study and testing either at the University or at any other centre which offers these qualifications.

The modules have been written in such a way that they may be delivered without either CISCO hardware or CISCO trained staff, but in this case they will not provide the material required for the CISCO examinations.

Module Name	Cisco Level	Module Level
Ce00126-1 Introduction To Networking With Lan's And Wan's	1 and 2	1
Ce00127-2 Lan Switching And Wan Networks	3 and 4	2

PART 2

Section 1: Who's Who in the Faculty

➤ The Faculty Office

The Faculty Offices are on the 1st floor of the Octagon Building (Stafford) and the 1st floor of the Brindley Building (Stoke) and should be your first port of call if you have any queries or problems relating to the Faculty or if you are unsure of how to deal with other queries. The contact details of the University Services for students are listed in Section 3. The Faculty Office comprises a team who are responsible for supporting students and academic colleagues within the Faculty. You'll get to know some of the staff quite well as it is here you'll hand in your module registration forms and assignments.

The Faculty Office can help with:

- Modules
- University regulations
- Information about your study here: award and module records, local and home address information, etc
- Any changes to your award or programme of study
- Registration events for level 2 study

It is important that you get to know staff in the Faculty Office as they are responsible for keeping all the information on your period of study accurate and up-to-date.

In particular, make sure that you:-

- Check your e-mail account regularly for any information or queries sent to you by Faculty administrators or by academic staff. This means your university e-mail account – not your personal one!
- Always let the Faculty Office know of any changes in your contact details. This includes mobile numbers as well as home and term addresses and any landline telephone numbers. It really is important that we know how to get in touch with you.
- Always ensure that the Faculty Office is aware of any changes you make to your academic profile (modules/award) by completing the appropriate module amendment/award transfer forms.

Opening Times

Stafford Campus

Monday - Thursday	8.30 am - 5.00 pm
Friday only	8.30 am - 4.30 pm

Stoke Campus

Monday - Thursday	8.45 am - 5.00 pm
Friday only	8.45 am - 4.45 pm

Please feel free to call into the Faculty Office between these times. All queries, no matter how small or large, are welcome as they ensure that your records are always correct – and this does prevent delays or difficulties in confirming results at the end of each Academic Year. And if you have a problem which the Faculty Office can't help you with, it usually knows somebody who can.

➤ **The Faculty Management Team**

• **The Dean of Faculty**

At the head of the Faculty is the Dean, Professor Mike Goodwin
In this role, Mike has responsibility for the strategic development, operation and management of the faculty. Should you need to speak with him, you should normally make an appointment with his secretary, Heather West. Heather can be found in Room K260 Octagon Building and her telephone number is 01785 353295.

• **Faculty Directors**

Mike Goodwin is supported in running the faculty by three Faculty Directors:

Mike is supported in running the faculty by 3 Faculty Directors:

Dr Mike Hamlyn, Teaching and Learning (C236, m.g.hamlyn@staffs.ac.uk)

Professor Adrian Low, Research and Enterprise (K252, a.a.low@staffs.ac.uk)

Ms Liz Thursfield, Recruitment (C240, e.thursfield@staffs.ac.uk)

➤ **Programme Areas**

The Faculty of Computing Engineering and Technology is divided into four Programme Areas, each managed by a Programme Area Manager:

Applied Computing Programme Area Manager – Carol Greswell

Applied Technology Programme Area Manager – Gordon Bancroft

Computing Systems Programme Area Manager – Tracy Lewis

Entertainment Technology Programme Area Manager – Peter Hoornaert

➤ **Awards Managers and Award managers**

Groups of Awards within Programme Areas are managed by managed by Award managers

Your Award manager is always your most important point of contact for any information relating to your programme of academic work at Staffordshire University.

More programme specific information can be found in Part 1, Section 2 under [Management of the Higher National awards](#).

Section 2 Administration

Each academic year, you will need to complete some formal procedures including enrolment with the University and Faculty and module registration.

➤ **Enrolment**

• **Full-time Undergraduates**

From 2007 all on campus full-time undergraduate students will enrol online. You will be asked to log on via the University web portal, and confirm your personal and award details. You will receive notification of when you will be able to use the online enrolment system. When you have completed the process

you will receive an email, in your University account, containing your enrolment certificate. During induction week you will take your enrolment certificate to the Sports Hall to collect your Student Card and arrange release of your first student loan instalment (if applicable) into your bank account. New students will also be asked to provide proof of identification.

- **Part-time Undergraduates, Full-time and Part-time Postgraduates**

All part-time undergraduate and postgraduate students, and full-time postgraduate students will be asked to complete a paper enrolment form when they arrive in the first week of term. You will then take your enrolment form to the next stage where you will collect your Student Card. At this stage new students will be asked to provide proof of identification, and evidence of the qualifications

- **Student Card**

This one card is also your Library card and Students Union card; if you lose it, a first replacement will cost £5.00. If you lose your second card a further replacement costs £7.00. Any subsequent cards will cost £10.00 each. You can be asked to produce it at any time and will need to do so as a means of identification for examinations.

- **Data Protection Act**

Throughout your time at the University, we will gather data about you, from your initial application to us, through to your graduation and beyond. When you enrol, you will be asked to sign a consent form for the release of data under the Data Protection Act 1998. This is to allow us to disclose information to prospective employers or other universities. This consent will remain in perpetuity unless, at any time, you tell us that you wish to withdraw your permission.

We have a responsibility under the Act to ensure that your data is kept safe and secure and is as up-to-date as possible. We will rely on you to tell us when certain data changes, e.g. term-time address, home address, name, etc.

The data we gather will be used in accordance with our registration under the Data Protection Act 1998. We have a statutory and legal requirement to supply some of the data to third parties, such as the higher Education Funding Council for England, the Higher Education Statistics Agency, Social Security, your Local Education Authority (to allow us to claim tuition fees, for instance), the Student Loans Company, and the Police (in connection with potential criminal offences). Under our registration we are able also to pass your data to other named categories of third parties such as the Students' Union (to enable you to have membership), your term-time Local Education Authority or Borough Council (to enable you to claim exemption from Council Tax), our Alumni Office, and Professional Bodies. This list is not exhaustive.

Sometimes, particularly as you get to the end of your course, prospective employers or other universities could contact us to verify details about you, such as your assessment results, your attendance record, or to ask for a reference. We will only provide this information if you have explicitly agreed for us to do so (see paragraph 1 above). If you have not given your consent to disclosure, we will require you to contact us directly to give permission to release the information, or require that the third party sends us a statement from you agreeing to the disclosure. Obviously, this can be very time-consuming - and could jeopardise your chances of a job.

If, at any time, you wish to object to the accessing, processing or disclosure of your personal data, you can do so in writing to:

Bernard Shaw
University Data Protection Officer
Staffordshire University
College Road
Stoke-on-Trent
Staffordshire ST4 2DE

➤ **Module Registration**

You would normally be expected to study a total of 120 credits for each level of your award. This will give you an overall total of 240 credits at the end of level 2. Each year you will need to register for your modules. There are 3 types of module:

Core – you must take these modules. The information provided to you for module registration will indicate to you which modules on your award structure are core, together with their credit rating.

Award-specific Option – you make your module choice from a group of options specifically associated with your award. Again, the information provided to you for module registration will indicate to you which modules are included in the specific option list for your award, and your award structure will show you how many credits of specific options you need to choose.

Non-Specific (General Credit) Option – these are modules which you can take from any subject (and from any level) provided you can fit them into your timetable. The Faculty produces its own directory of modules which you can take as General Credit. There are also, however, some useful modules available offered by other Faculties. Details of all the programmes available can be found on the University's web pages (go to <http://www.staffs.ac.uk/modules/options/>).

Your award structure will show you how many general credit options you may choose. Note that you may also choose further options from the award specific option list as your general credit opportunity. Nothing hangs on this – except at Level 3, where the number of specific credits studied can, in certain cases, affect the classification of your award. It is a good idea, therefore, to check the University Undergraduate Framework Regulations (http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm45-7188.pdf - see especially Section 1.6.2), and to discuss your module choice with your tutors, before registering for your Level 3 modules.

- **Level C (Certificate of Higher Education, Year One)**

In your first week, you will be asked to choose the modules you want to study in the first year of your award. Before you make your choices you will receive a talk from your Award Manager to help you. The times of these talks will be in the Induction Week Programme.

On some awards, nearly all your modules will be core modules and therefore the only choices you will have to make will be your non-specific (general credit) option modules.

Registering for your first set of modules is one of the most important things you do during your first (induction) week at the University. Your tutors will help you to do this, and will help you to construct your timetable for both teaching blocks (Teaching Block I, before Christmas; Teaching Block II, after Christmas).

A sensible strategy in constructing your timetable is to slot in first of all your core module sessions; then your award specific option classes; and finally – when you know what space you have left in the week – choose your general credit modules.

You will use a module registration form to record your core, specific option and general credit modules. Your personal tutor or Award Manager will check that you have done this correctly, will sign the form, and will either return it to the Faculty Office (reception) themselves, or ask you to do this.

This piece of paper is very important – it allows the Faculty's administrators to establish your academic profile on our electronic data management system (THESIS +).

So you do need to inform the Faculty Office if you change any of the modules you originally registered for (see below 'Amending Your Module Choices')

- **Levels I (Diploma in Higher Education, Year Two) and H (Honours Degree, Year Three)**

If you are a continuing student, the Faculty will have sent you a reminder before enrolment of what module choices you made in the previous April. You should check this for accuracy, and for conformity with the requirements of your Award. If in any doubt, see your Award Leader and/or contact the Faculty Office

If you did not complete your module registration during April 06, you must rectify this as a matter of priority when you return to University. See your Award Leader for advice and guidance.

Then, toward the end of Years One and Two, usually around Easter, you will be asked to make your module choices for the next year of your award. The process will be very similar to that you experienced in your first year.

➤ **Amending Your Module Choices**

Sometimes you may wish to change the modules you chose originally. To do this, you will need to collect a module amendment form from the Faculty Office. You also need to obtain the signature of the tutor whose module you are leaving and the one whose module you wish to join. The form must then be signed by your Award Leader before handing it in to the Faculty Office via Reception.

If you do not complete the paperwork, your student profile will not be correct and it may be that we are unable to process your results properly at the end of the year. You may, for example, be told by the Faculty Office that you have failed, and must therefore resubmit work for, modules you never actually took – and similarly that you have not got credit for modules that you in fact completed.

At Level C, any changes you make to your choice of modules must be made within 3 weeks of the start of module. At Levels I and H, the time limit is 2 weeks.

It is your responsibility to ensure correct enrolment on 120 credits for the year's study, if you are Full time, and it is ultimately your responsibility to ensure that these modules are the appropriate ones, as specified by your award structure, for the award you are registered for.

If you have any queries regarding any of these matters, staff in the Faculty Office, or your Award Leader, will be pleased to help.

➤ **Changing Awards**

The Undergraduate Modular Framework is designed to be flexible, and it may be possible for you to change award.

The possibilities of change, however, are not unlimited. Tutors need to satisfy themselves that you have met, or will be able to meet, the learning outcomes of your new award. Generally, the earlier in your career as a student you make the decision to change award, the easier it is. By your third year, it is much more difficult. In any event, your personal tutor or Award Leader can advise.

It is worth noting that a change of award may be the only progression route available to you should you fail for the second (and final time) one of the core modules on your original award. If you find yourself in this situation, make your way as soon as you can to the door of your Award Leader.

➤ **Welcome to University Programme**

You will have received the programme for induction week in your pre-arrival information. This gives details of subject and Faculty activities during Induction Week. Your Award manager will have extra copies should you need them or extra copies can be obtained from the Faculty Offices

If you are unsure about what you should be doing during the Welcome to the University Programme, consult any of the subject tutors who are introduced to you from the Monday onwards, or a student mentor, or the Faculty Office

You will be advised as to module choice and on how to build your timetable when you meet with your Personal Tutor. You do not have to make a final choice of modules until the end of your first week here, i.e. on Thursday and Friday.

➤ **Post**

Unfortunately, the Faculty is only able to deal with internal mail for students. You should not give correspondents the Faculty's address because we cannot guarantee your receipt of anything that is sent you via Royal Mail. Always use your term or home address for any correspondence likely to come to you via snail mail from external contacts.

➤ **Amendments to Personal Details**

It is important that you notify the Faculty Office of any changes to your personal details such as your home or local address, your name, or your landline or mobile telephone number. Notification of your end of year results, or of any referral requirements, will be sent to the home address we have on file. *Please tell the office if you will not be there over the summer and want your results sending elsewhere.* Your certificate will bear your name as it appears on your student record.

➤ **Registration with a General Practice**

It is essential to register with a General Practice in the Stoke/Stafford area in order to ensure access to medical help if you become ill. The process can be completed by taking your medical card to the local GP of your choice and asking to register. A list of local GPs can be obtained from the Student Health Service. If you wish to register with either of the General Practices offered to students you can do during Arrival Weekend or during their normal working hours. Contact details for the Student Health Service can be found in Section 3.

- **Award and Module information**

Tutors will tell you where notices will be posted for your award and for the modules you are taking.

- **General notices**

You will also receive messages from tutors and the Faculty Office via your student e-mail account and even if you generally use a different e-mail account you should check your student account frequently. This is the one which tutors will use to contact individual students, or teaching groups.

**IT IS ESSENTIAL THAT YOU CHECK NOTICEBOARDS AND YOUR STUDENT E-MAIL ACCOUNT
REGULARLY**

Section 3 Services for Students

We want you to enjoy your time here and understand that will need information and advice from the University Services for students in order to support you with your studies and your future careers. We have in place services and support which you can call on to discuss your needs or to seek support with a particular problem.

Services are delivered at two levels: specific services for students provided by the University, and those provided at Faculty/subject level for students in Computing Engineering and Technology
Section 5 summarises the support and opportunities available to you which relate to enhancing your employability.

➤ University Services

University support is delivered by;

University support is delivered by;

(A) Accommodation Office (Facilities Management Department www.staffs.ac.uk/facilities_management)

(B) Employability and Student Support (<http://www.staffs.ac.uk/uniservices>)

(C) Equality and Diversity

(D) Financial Services www.staffs.ac.uk/services/financial

(E) Information Services (<http://www.staffs.ac.uk/uniservices/infoservices/>)

(F) Student Administrative Services –Information Centres www.staffs.ac.uk/informationcentre

(G) ‘Student Guidance Officers’ and Advisors” (<http://www.staffs.ac.uk/current/student/guidance/index.php>)

(H) ‘Students’ Union’ (<http://www.staffsunion.com>)

(I) International Student Centre (<http://www.staffs.ac.uk/isc>)

(A) Accommodation Office/Residences

For information and assistance regarding University managed Halls of Residence and private sector housing contact:

Email – accommodation_stoke@staffs.ac.uk or accommodation_stafford@staffs.ac.uk

Contact: Stoke 01782 294217/8/9 1st Floor, Flaxman Building.

Contact: Stafford 01785 353563 Stafford Court, Beaconside

(B) Employability and Student Support

Careers & Employability Service

The service holds information from employers offering job opportunities, work experience and vacation work at home and abroad, information from professional bodies, postgraduate study, reference books, videos and careers software.

- 1-1 sessions with Careers Advisers
- Enhances the employability of students

Open 9.00am - 5.00pm Monday to Friday at Stoke & Stafford Campus.

careersS@staffs.ac.uk www.staffs.ac.uk/uniservices

Contact: 01782 294991. Stoke: Cadman Building

Contact: 01785 353233 Stafford: Information Centre, Beacon Building.

Childcare Service

We can provide you with quality affordable childcare and education delivered by a highly qualified and experienced team.

- Two registered nurseries offering care and education for children up to five
- Stoke opening times: 8.00am–6.00pm (8.45-5.15 in the vacation)
- Stafford opening times: 8.30am-5.30pm (9.00am-5.00pm in the vacation)
- Please apply early to avoid disappointment.

e-mail: a.j.sherratt@staffs.ac.uk www.staffs.ac.uk/uniservices

Contact: Stoke: 01782 294981 or Stafford: 01785 353371

Counselling Service

There is a core staff team of professionally trained counsellors

- We offer one to one counselling in a supportive and confidential setting.
- You can talk about anything affecting your academic or personal life.
- We can refer you to other sources of support where appropriate.

Open 9am – 5pm Monday – Friday (including vacations) www.staffs.ac.uk/uniservices

Contact: Stoke: 01782 294977 4/5 Winton Square, Station Road.

Contact: Stafford 01785 353302, Ground Floor, Beacon Building.

Disability Advisory Service

The service provides a range of information, advice and facilities for disabled students. Visit

www.staffs.ac.uk/uniservices

- Help to apply for the Disabled Students' Allowance
- Offers study needs assessments
- Provides dyslexia support services & study support assistants

Contact: 01782 294977 Stoke - 4/5 Winton Square

Stafford: 01785 353302 – Ground Floor, Beacon Building.

Multi-faith Chaplaincy

The multi faith Chaplaincy offers pastoral & spiritual support, advice & friendship for people from all faiths & none. www.staffs.ac.uk/uniservices

- Help in exploring issues of faith & spirituality with a place to meditate and pray.
- A quiet place to spend time with friends
- Information on places of worship and faith groups.

chaplains@staffs.ac.uk

Contact: 01782 294982, Faith House, Stoke,

Contact: 01785 353302. Ground Floor, Beacon Building, Stafford,

Student Health Service

NHS Medical Services are available at Stoke & Stafford Campuses.

- A variety of services including treatments for minor ailments and injuries.
- Contraceptive advice, pregnancy testing and free condoms are offered.
- There is a wealth of information available from the surgeries in the form of free leaflets.

Contact: Stoke 01782 747174 Federation House, Station Road.

Open: 9am-5pm Monday to Friday (Thursday until 12.30). **OR**

01782 212305/212066 Harley Street Medical Centre, Hanley, Stoke during vacations.

Contact: Stafford 01785 353570 Beaconside Health Centre,

Open 8.30-6.00 Monday to Friday (7pm on Monday & 5pm on Wednesday)

(C) Equality and Diversity

The University is committed to building and supporting a diverse and inclusive University community. We value the widest possible range of cultural inputs from students, staff and partners alike as we recognise that this will improve and strengthen our University.

We have a number of schemes and policies in place that support our commitment to equality and diversity:

- Race Equality Scheme
- Disability Equality Scheme
- Gender Equality Scheme
- Equality and Diversity Policy

To access these documents or for more information about any aspect of equality and diversity at the University visit our website at www.staffs.ac.uk/diversity

(D) Financial Services

To pay your tuition and accommodation fees:

Cashier's Office, Beaconside, Stafford

Cashiers Office, Flaxman Building, College Road, Stoke.

Please also see Students Union Student Advice Centre for advice relating to debt and the University Information Centres for guidance on tuition fees.

www.staffs.ac.uk/services/financial

Contact: 01785 353342

(E) Information Services

Information Services assists you with your learning by providing, managing and supporting integrated, open access learning, teaching, research, Library, IT, Network and all on-line services for all students and staff across all campuses at Staffordshire University <http://www.staffs.ac.uk/uniservices/infoservices/> The Service also provides a range of support materials which will help you to enhance your 'information literacy'. Particularly useful in this regard are the website links to 'keyskills' <http://www.staffs.ac.uk/keyskills/> and <http://www.staffs.ac.uk/uniservices/infoservices/infozone>

(F) Student Administrative Services – Information Centres

There are Information Centres at Stoke and Stafford. Staff are helpful and friendly and are trained to answer most queries or point you in the right direction for help.

- You can talk to us for help on many aspects of your student life.
- Visit - www.staffs.ac.uk/informationcentre

Stoke: Flaxman Building, College Road, Stoke-on-Trent, Staffordshire ST4 2DE.

Stafford: Beacon Building, Beaconside, Stafford, Staffordshire, ST18 0AD

Contact: Stoke 01782 295705 Stafford 01785 353253

(G) Student Guidance Officers

If you need advice, guidance or information on the academic side of your student career, the Student Guidance Advisor is here to help. The Student Guidance Advisor is based within the Faculty but their services are confidential and impartial.

The Student Guidance Advisor can provide advice, guidance and information on a wide range of educational issues as well as specialist advice and support. A drop in service is available for initial advice and longer booked appointments for more in depth issues. Please contact the Student Guidance Advisor directly to book an appointment.

There is also a Student Guidance Officer based in the Information Centre in Stoke and the One-Stop-Shop in Stafford. These Officers provide the same advice, guidance and information as the Advisors and can be used as an alternative.

The Student Guidance Advisor can offer advice and guidance:

If you...

- [Are concerned that you have chosen the wrong course?](#)
- [Are considering taking time out \(intermitting\) or leaving your course?](#)
- [Need advice on how to appeal against your examination results?](#)
- [Need advice on how to make a complaint?](#)
- [Need advice on submitting extenuating circumstances?](#)
- [Need advice on any aspect of the University's Regulations?](#)

If you want to talk to someone but you don't know who to ask just call into your Faculty to see a Student Guidance Advisor or call into the Information Centre Stoke or the One-Stop-Shop Stafford to see one of the Student Guidance Officers.

Student Guidance Officers

Stoke - Nicola Gardener, Information Centre, Flaxman Building, College Road, Stoke-on-Trent.

Tel: 01782 292768, Email: n.j.gardener@staffs.ac.uk

Stafford – Paulette Morgan, One-Stop-Shop, Beacon Building, Beaconside, Stafford.

Tel: 01785 353749, Email: p.a.morgan@staffs.ac.uk

(H) Students' Union

The Students Union strives for the best experience for all students. You automatically join the Union when you enrol; unless you choose to "opt out". If you need advice, want to take part in many organised student activities, start something new, or just access social space on campus, then the Union may well be the place to visit.

How involved you get is up to you: you can ignore it, be a customer, give it feedback, or even stand for election and maybe end up part of the team that runs it - the choice is wholly yours; but the more you talk to the Union the better it will be able to respond to your needs and ideas.

The Union's representation structures change to meet students' demands and based on who has stood for office; so who to contact about specific issues can change from time to time. We'd suggest: begin with the main Union switchboards and ask for what you need - they'll direct you appropriately - or email in or call into the Union.

<http://www.staffsunion.com>

Students' Union Information Centres

The Students' Union Information Centre's are the first point of contact for students, staff and visitors to the Students' Union. The centre's are for the most part staffed by students who offer a warm and friendly service and can provide information on a wide range of subjects or if necessary signpost as appropriate..

Contact: Stoke 01782 294629 Students' Union building on College Road. Open from 9am to 10pm, Monday to Friday.

Contact: Stafford 01785 353311 Students' Union Office in the Beacon Building next to Legends, Open from 9am to 10pm, Monday to Friday (Shorter opening hours may apply over the vacation periods).

Students' Union Student Advice Centre

The Students' Union Student Advice Centre is one of the core services operated by the Students' Union. Their work is directed by Student Officers and the service is student led offering

Free, independent and confidential advice to students.

Up to date information on funding, benefits, housing, academic regulations, legal matters etc

A range of other services including a legal surgery, funding clinics and sessions with Victim Support and North Staffs Mediation.

The fully trained and experienced advisers are student specialists and the Service has been awarded the Community Legal Service Quality Kite Mark for Student Casework and is licensed with the Office of Fair Trading to provide debt advice.

Contact: **Stoke** 01782 294469 College Road, Stoke On Trent, ST4 2DE, above the Ember Lounge in the Student's Union. Open 10.00am till 4pm Monday-Friday

Contact: **Stafford** 01785 353425 Beaconside, Stafford, ST18 0AD,

Fax 01785 353599 Engineering Block Beacon Building. Open from 10.00am till 4pm daily.

(Opening hours may vary over vacation periods)

Email: sac@staffs.ac.uk

Student Activities @ Staffs

Getting involved with a student activity really helps students get the most out of University life!

You can volunteer, play sports, continue an interest or hobby, develop formal skills, try something completely new and even be accredited for your involvement as you go, so don't hang about get involved!

www.staffunion.com/activities

Get active

Joining a club or society will bring you together with people who enjoy similar interests. Most groups meet weekly for events, training, or socials and all members are 'sponsored' by the union, so your membership is great value and will provide a whole year of fun.

Each club and society has space on the Union WEB site containing an introduction to their activity, their plans for the next academic year and forthcoming events etc. You will also find details of meeting/training times and a main contact name and email address. If you cannot find what you are looking for, get in touch with Student Activities on activities@staffs.ac.uk and hopefully we will be able to assist with your query.

Sports clubs train a couple of times a week at our university or local facilities. Most of our clubs play regular fixtures on Wednesday (BUSA/Student Rugby League) or Sunday afternoons (American football, Lacrosse and Women's Rugby League).

The range of Societies we offer depends on student interests and currently includes everything from the Afro-Caribbean Society to Motor sports. Society events include performances, cultural events, fashion shows, trips, debates and fundraisers.

Both Clubs and Societies have their own annual Recognition Evenings: The Sports Presentation Evening and Awards night. This gives Student Activities the opportunity to recognise and reward the hard work involved in running a club or society and recognises the achievements of students over the previous year.

If there is nothing here that takes your interest then you can trial an activity yourself. Download the 'how to trial an activity' forms from the web (www.staffsunion.com/activities) and email them to studentactivities@staffs.ac.uk or hand them into the Info Centre reception of the Students' Union at either site for the attention of the Student Activities Officer.

(I) International Student Centre

The International Student Centre provides a wide range of support for international students. The Centre is staffed with a big team of very friendly and experienced English language tutors and an international student advisor. The services provided by the centre include:

1) English language and culture support provided by the subject specific language tutors

The language tutors work closely with your subject tutors to provide subject specific language and academic skills teaching and advice. This takes two forms:

Language and Culture Workshops for Your Subject (weekly and timetabled). These workshops are designed to help you understand the academic terminology and develop your confidence in classroom participation, oral/written communication and social interaction with your tutors and classmates who may have come from diverse cultural and linguistic backgrounds. The tutors will also explore with you the cultural differences, (social, professional or academic) and help you to understand the expectations of your subject tutors and make appropriate cultural adaptations.

One-on-one tutorials - This is an opportunity for you to seek individual advice from the language tutors on many aspects of your study. For example, if you are not sure whether your referencing is correct and would like someone to check for you, or you feel uncomfortable speaking up in class and would like some advice, you can ask to see one of the language tutors who are all very friendly and approachable. Each session lasts for 15 minutes. Depending on the nature of your question, you can book up to 3 sessions together at a time. To book a tutorial, please contact Ms Tracy Walker on 01782 294639 and/or e-mail: internationalstudentcentre@staffs.ac.uk.

2) General Option modules for all international students which are:

English for Academic Purposes (15 credits)

Advanced English Language Skills (15 credits)

Proficiency English Language Skills (15 credits)

3) Advice provided by the International Student Advisor

Specialist advice on immigration, visa extension and work permit advice

Other general pastoral support and advice for international students

Organisation of cultural and social events

At least once every month, the Centre organises a social event and/or a trip to a holiday resort or a site of cultural heritage. If you wish to participate, remember to check the News and Events in MyPortal regularly and book a place well in advance.

Intercultural mentoring programme

The Centre operates an intercultural mentoring programme in which new international students are paired with current students or staff in order to obtain advice on living and studying in Staffordshire University. As the mentoring moves on, it is hoped that the programme will be more mutually beneficial by offering opportunities for both mentors and mentees to develop cultural awareness and long-lasting international friendships. If you would like to take advantage of the programme either as a mentor or a mentee, information on how to apply is available on the website www.interculturalmentoring.org.uk.

Key contacts:

Website: www.staffs.ac.uk/isc

Centre e-mail: internationalstudentcentre@staffs.ac.uk

Centre Administrator

Tracy Walker

Room 605 Flaxman Building, Stoke Campus, College Road

Tel: 01782 29 4639

International Student Advisor

Lucy-Anne Daynes

Room 603, Flaxman Building, Stoke Campus, College Road (Every Monday, Wednesday and Friday)

Student Advice Centre, Ground Floor, Beacon Building, Stafford Campus (every Tuesday and Thursday)

Tel: 01782 29 4711

Subject Specific Language Tutor – Faculty of Art, Media and Design

Ms Michelle Nixon

Room 600, Flaxman Building, Stoke Campus, College Road

Subject Specific Language Tutor – Business School

Dr Steve Brewer (for undergraduate students)

Room 600, Flaxman Building, Stoke Campus, College Road

Mrs Angela Ghadery (for postgraduate students)

Room 602, Flaxman Building, Stoke Campus, College Road

Subject specific language tutor – Faculty of Computing, Engineering and Technology

Mr Lorenzo Ball

Room 602, Flaxman Building, Stoke Campus, College Road

➤ Faculty/Subject Level Services and Support

(1) Personal Tutors and Student Mentors

You will be assigned a Personal Tutor (PT) during the enrolment period.

You should always keep your PT informed of any circumstances which are impeding your progress and achievement on your degree. What you say will be confidential – and your PT can offer valuable advice in terms of claiming ‘extenuating circumstances’ (see below) when something happens (like illness, for example) which affects your ability to meet assessment deadlines.

Your PT can also talk through with you and advise on issues such as intermission (if you need to take a year out of your studies), of changing your study mode (from full time to part time), of completing your award at another university, or of withdrawing.

You will be allocated a PT during induction week. You will meet your PT, probably in a ‘tutor group’, during the induction process. This will give you a chance to raise any questions about the induction arrangements, or your course or any other problem that you wish to discuss. It also allows your PT to explain more about their role, their availability (i.e. their ‘office hours’, appointments system and contact details) – and for you to understand your obligations as a personal tutee.

Scheduled meetings will also give you the chance to arrange any additional meetings to discuss pastoral issues should you wish or need to do so. Where the issues are serious and beyond the competence of your PT to deal with you will be referred to an appropriate University Support Service (see above) – but your tutor will make a note that you have discussed any circumstances affecting your academic or personal well-being and put this on your file – and, where appropriate, will offer you advice on claiming ‘extenuating circumstances’ in relation to your assessment obligations.

The best advice we can offer you is to seek help early if you feel you have a problem. Try not to brood or become depressed; most problems are solvable. Personal Tutors are anxious to develop an informed relationship with you, but this can only work if you allow it to develop.

If for any reason you find it difficult to get on with your Personal Tutor you can always request a change by going to see your Award Leader.

(2) Faculty Student Advisor

In addition to the personal tutoring system, The Faculty of Computing Engineering and Technology also provides a Student Advisor. This is Janice Kalisz, who can be found in room K254 in the Octagon. The role of the student advisor within the Faculty of Computing Engineering and Technology is to give advice and guidance to all students on all aspects of their award. This would be of both an academic and pastoral nature in accordance with the personal tutoring scheme. The role also includes the referral of students to sources of professional help both within and outside of the university as and when necessary. The Student Advisor is also involved with the student induction programmes, the tracking of student attendance and the investigation of student absenteeism as well as the co-ordination of student intermissions and withdrawals.

(3) Student Ambassador Scheme

Students can play an active role in helping others to find out about higher education, life as a student and about Staffordshire University in particular.

Student ambassadors help out at recruitment events, mainly in the university, but sometimes in schools and colleges.

Being a student ambassador helps to develop social, organisational, problem solving, time management and communications skills in a practical context.

What's in it for you?

- Flexible work hours to fit in with your study
- Get paid £5.60 per hour
- Presentation skills training
- Build up your personal and professional references
- Meet new people (and make new friends)
- Learn more about the university and get more involved
- Work with young people
- Gain some practical work experience
- Get a certificate at the end of the year

- Be involved in teamwork
- Help towards the progress award

How do I get involved?

Recruitment to the student ambassador scheme takes place all year round – however there will be a specific recruitment and training session that you have to attend. Email: ali.spender@staffs.ac.uk for more information.

➤ **Student Representation**

The Faculty is committed to obtaining feedback from students regarding the quality of their learning experience. We obtain your views in a number of ways including questionnaires and representation on Faculty committees.

(1) SSLGs (Student Staff Liaison Groups)

Meetings of the SSLGs are an effective way of monitoring the modular scheme in the Faculty and identifying and resolving any difficulties that may arise. Each subject area has a Student Staff Liaison Group which is chaired by the Award manager.

New students will be asked in the first few weeks of being here to nominate representatives; representatives for Levels 2 and 3 will normally be organised in May of the preceding academic year. Students on each award will need to elect two representatives from each level. Training for this role is available from the Students' Union. We inform them of the names of elected representatives and they will contact you about the training events.

The SSLG for your award usually meets once during each teaching block, though at your request it can be convened more frequently. Its remit is wide-ranging discussion about your learning experience. If you are a representative you should discuss your experience of your award with other students working in the subject so that you can fairly reflect their views and should let your colleagues know how they can contact you.

(2) Other Committees

In addition there are a number of other Committees both in the Faculty and in the University as a whole, which have student members. Within the Faculty, as well as the SSLGs, there is the Faculty Board on which students have the right to representation.

The Faculty Board is the main Faculty committee, chaired by the Dean, which has formal responsibility for overseeing the running of the Faculty and its awards. Membership includes members of academic and non-teaching staff from the Faculty, representatives from other faculties, the Library and Information Technology Services, and student representatives.

If you are interested in becoming a student member of the Faculty Board, you should contact the Students' Union.

(3) Other Feedback Mechanisms

You will also be presented with a variety of other ways of giving feedback to your tutors and the Faculty/University about your overall experience. You will be able to talk, of course, to your personal tutor. You will find that subject tutors will ask you to evaluate your learning experience on their modules. You will be asked to complete a questionnaire at the end of each module about your experience as a student on that module. In addition, the University conducts an annual 'Student Viewfinder' survey which seeks your views on all services.

Your views do matter – they are incorporated into annual quality assurance processes via 'course monitoring', and each Award and Faculty in the University is required to draw up an action plan on the

basis of course monitoring reports which seek to address any issues which have adversely affected your experience as a student

➤ **Appeals, Complaints and Conduct**

Where generic issues are concerned (for example, the resources available properly to support the delivery of a particular module have been in some way deficient), the appropriate procedure is to raise the problem via SSLGs. See your student representative on each of these committees.

Any issues that you are not happy about in relation to your individual experience, whether it be to do with the teaching you receive or as a consequence of administrative processes, can usually be resolved informally by consultation with your Personal Tutor, or with a Module Tutor, or with your Award Leader or Manager, or with the Faculty/School Office. Typical examples here might be that you have been unable to find a particular member of staff to obtain feedback on your assignment, or that the Faculty/School Office promised to return your telephone call and failed to do so, or gave you some wrong information, or failed to amend your record on THESIS+ in line with your written instructions.

In general, it is always a good idea to try to resolve issues informally. But where this has not succeeded, or is not appropriate, (for example, you want to appeal against the decision of an Assessment or Award Board or of the Extenuating Circumstances Panel, or you need to complain) then you always have the option of using the University's formal processes. You can access these formal procedures on the University website www.staffs.ac.uk. Appeals are called 'Procedure for Review of an Examination Board Decision' and can be found by following the link http://www.staffs.ac.uk/images/rev_of_exam_board_tcm68-12688.pdf. The Extenuating Circumstances procedure can be found at www.staffs.ac.uk/images/extenuating_cir_tcm68-15855.pdf. You can also locate the Student Complaints Procedure at www.staffs.ac.uk/images/complaints_tcm68-15862.pdf.

You should note, of course, that the complaints procedure is a two way process. You have an obligation as a student, and as a member of the University community, always to conduct yourself in an appropriate manner. At the most general level, this means an obligation always to behave in a way which does not cause distress or anxiety to others. Your obligations in this regard are spelt out more clearly in the document 'Regulations: General Student' (7.1 to 7.12), which you can also access via the University website at www.staffs.ac.uk/images/generalstudentregs_tcm68-12714.pdf. Appendix 3 of this document indicates the disciplinary procedures which ensue should you abrogate the code of conduct

If you would like advice on how to appeal or make a complaint, please contact either your Personal Tutor, or for independent advice contact either the Students' Union Advice Centre or Student Guidance Officer.

➤ **Supporting Disabled Students.**

The University and the Faculty have embraced the implications of the Special Educational Needs and Disability Act 2001 (now effectively Part IV of the Disability Discrimination Act 1995), and of the Disability Discrimination Act 2005. We recognise that under this legislation we have a duty to anticipate the needs of any disabled student and to make reasonable adjustments to enable you to achieve the learning outcomes of your programme of study. The Faculty/School is participating in the University strategy to meet its obligations of promoting disability equality.

We want to make sure that, if you tell the University that you are a disabled person, we work together with you to meet your individual support needs. This is a shared responsibility between yourself and the University community and reflects our commitment to promoting equality for disabled people.

Faculty Support

Within your Faculty/School, there are designated members of staff, Disability Co-ordinators, whose role is to support you through the academic part of your programme. In relation to supporting your learning, they can deal with your day-to-day issues, provide advice and guidance and can help you in making additional arrangements. Your Disability Co-ordinator is

Dr Robert Round, who can be found in D106 Beacon Building, Stafford or on 01785 353470

To this end, subject tutors share good practice concerning teaching, learning and assessment issues which arise from working with disabled students. This is done via peer review of teaching and subject meeting discussions.

Information about your disability is circulated, provided you have consented to this, to relevant tutors, so that they are aware of any necessary adjustments which may need to be made to your learning environment.

You should use the Student Staff Liaison Group (SSLG) meetings as an important mechanism for reporting any instances where the 'reasonable adjustments' you require to achieve the learning outcomes associated with your programme of study have been found wanting. The Faculty also has representation on the University's Disability Forum, which shares good practice across the University and keeps itself informed of strategic issues as they arise. If you wish to bring any issues to the attention of the Forum, see Robert Round

Obviously you can also consult your Personal Tutor or the Faculty's Disability Co-ordinator (Robert Round) if you need further advice or guidance

Disability Advisory Service

The Disability Advisory Service will work with you to ensure that the most comprehensive support package available to meet your individual needs is fully explored. We take our duty to make reasonable adjustments on your behalf seriously. Again, your responsibility is to work with us to achieve this and, if you haven't already done so, you should contact the Disability Advisory Service immediately. We can help you with some or all of the following:

Support with your application for Disabled Students' Allowance and other sources of additional funding
In conjunction with your Faculty/School, making individual examination and assessment arrangements

- Provision of information, advice and guidance on any disability related matter
- Negotiating specialist support if you have a sensory or mobility impairment
- Screening and diagnostic assessment for dyslexia
- Referral to other organisations, where appropriate

This list is not exhaustive; if you are not sure of something or it isn't mentioned above, contact the Disability Advisory Service for advice:

Telephone on: 01782 294977 (Stoke Campus) 01785 353302 (Stafford Campus)

Minicom: 01782 294564 Text to: 07766520358 e-mail to: e.l.jones@staffs.ac.uk

By post to: Disability Advisory Service
4/5 Winton Square
Station Road
Stoke on Trent ST4 2AD

or by calling into the Disability Advisory Service in Stoke between 9 – 5 Monday to Friday.

Section 4 Teaching Learning and Assessment

➤ Attendance and Absence

Attendance for **all formal teaching is compulsory**. On some occasions, owing to illness or other commitments, your absence may be unavoidable. All tutors recognise this, and on such occasions you should have a word with the tutor concerned rather than to assume that no-one has noticed. If you cannot contact your tutor, you should leave a message with the Faculty/School Office. In the case of absence for a period of up to and including five working days, full-time students must complete a self-certification form. These can be obtained from the Faculty/School Office

Longer periods of absence due to illness will be covered by a sick note from your GP. In these cases you might need to claim extenuating circumstances (see below) in relation to your learning and assessment. Discuss this with your module or personal tutor. Your doctor's note will be a key piece of evidence required by the Extenuating Circumstances Panel in considering your claim.

The University regulations state that after four consecutive absences any tutor may exercise discretion in to withdrawing you from a module, in the absence of a valid reason such as illness.

If you are withdrawn from a core module for your award you will also be withdrawn from your award.

The University has a legal obligation to inform Local Education Authorities of students whose attendance or academic progress is not satisfactory, and payment of monies may be terminated. It is important that you discuss any difficulties with your Personal Tutor at an early stage so that you do not find yourself in this position.

➤ Lectures and Seminars

Most lectures and seminars start on the hour. Although they are timetabled for an hour, the tutor will aim to finish after 50 minutes in order to allow you time to get to your next session. If tutors do not finish classes at ten minutes to the hour, do remind them to do so – and also raise this at SSLG if the problem persists.

➤ Assignments

• Minimum Mark Requirement for Assessments

The Faculty requires that in order to pass a module, you must obtain a minimum mark of at least 20% on each component of assessment.

• Deadlines for coursework

You should check carefully the dates for the submission of any assignments you are required to do. If you have any queries, ask the module tutor concerned for clarification. Written assignments due in the assessment period must be submitted on or before the date you have been given by your Module Tutor. If you are unable to hand in a piece of work by the given date for a reason such as illness, you should talk to your tutor who will be able to advise you what to do (see 'Extenuating Circumstances' below)

The deadlines for the receipt of coursework will be stated in your module handbooks. It is important that you note that no coursework will be accepted after these dates unless there are extenuating circumstances (see below) and tutors cannot give deadline extensions beyond these dates. If you are making a claim for late submission due to extenuating circumstances, you have 10 working days from the original deadline in which to hand in your assignment. If you hand in work beyond the 10 working days, it will normally be classed as a non-submission even if your claim is upheld.

- **Ethical Clearance**

In a few cases you will need to make sure that the work that you do for a particular module has appropriate ethical approval. This will only apply to cases where the activities you undertake to achieve the learning outcomes of the module involve research or work with other people where the issues of consent, confidentiality and the research participants' welfare are involved.

Normally, modules involving this kind of activity would only be available to Level 3 students where project or dissertation work or their equivalents is concerned.

In these cases your module tutor will ensure that appropriate ethical scrutiny of your project is undertaken before you have approval to begin work.

- **Handing in Your Assignments**

You will always be required to hand in written assignments relating to Faculty of Computing Engineering and Technology to the appropriate Faculty Office either in Stafford or Stoke. Instructions for the submission of practical assignments will be included in the relevant module handbooks.

It is your responsibility to ensure that you submit assignments on time and at the appropriate place.

The deadline for submitting assignments is 3.30pm

ASSIGNMENTS WILL ONLY BE ACCEPTED DURING THESE HOURS.

Written assignments to be submitted to the Faculty Office should have stapled to them an *assignment receipt form*, available from the Office.

Please ensure that you fill in *all* sections, particularly the module title and tutor's name before coming into the Office to have it stamped; space is at a premium and the Office is very busy on assignment submission days. Nevertheless, you are advised to plan to submit your work in good time on these days.

Note that assignments are marked anonymously, and that you are asked to fold and stick down the right hand flap of the assignment receipt form to conceal your name before handing in your work to the Faculty Office. This is an important tool in helping to safeguard the integrity of the assessment process. Anonymous marking, however, is usually confined to conventional essay type assessments, as with other kinds of assessment (for example, an artefact or presentation report or dissertation) the tutor would normally be aware of the author's identity.

If you have a problem with dyslexia, make sure that you ask for one of the yellow labels (available from Faculty Office) to attach to your work to signal to the tutor that the assignment needs to be marked on content and understanding rather than on syntactical and grammatical competence.

The form you will complete is in duplicate. It is most important that you use a biro so that both copies are marked. Having completed it go into the Office where a member of staff will date stamp and sign both copies of the form and return one copy of it to you.

KEEP THIS SAFE! IT IS A RECEIPT, WHICH YOU CAN PRODUCE TO SHOW THAT YOU HAVE SUBMITTED YOUR ASSIGNMENT.

We would normally expect you to hand in your work in person, but recognise that this may not always be possible. If you are unable to hand in your written assignments in person, you can submit them via the post, using recorded delivery. This is important as should your work not arrive, we need to be able to find out what happened to it. All work which is submitted in this way will be dated according to the postmark.

YOU SHOULD ALSO NOTE THAT NO WORK WILL BE ACCEPTED WHICH HAS BEEN SENT BY FAX

Finally, it hardly needs to be said that it is always, of course, good practice to keep a hard or (backed up) electronic copy of any assignment you submit. Should the assignment you submitted get lost, then you will have the receipt to prove that you handed it in, and a copy to replace what has been lost.

➤ Examinations and Class Tests

• Class Tests

If any of your modules are assessed either wholly or in part by class tests the tutor responsible for the module will inform you of the arrangements.

• Examinations

If any of your modules are assessed either wholly or in part by examinations at the end of semester 2 then the relevant timetable details will be posted in the Faculty as soon as these have been confirmed by the Examination Office.

It is your responsibility to make yourself aware of the date, time and venue for your examinations.

The University publishes a *draft* examination timetable in January which will be posted on the University's web pages. You should look at this draft timetable to see if any of your examinations clash. If they do, you must report this to the Faculty Office by the deadline given. After this deadline, the university will make any necessary changes and a final version of the timetable will be published in March. You must check this in case any changes have been made to your examinations.

• Special Examination Arrangements

If you have a medical or other difficulty, which might necessitate special examination arrangements, you should notify the Faculty Office well before the examination period, so that appropriate arrangements can be made. You should also ensure that you inform your Personal Tutor or Award manager.

If you have undergone a formal assessment for a disability which indicates that special examination arrangements are required (for example, extra time or separate invigilation or an amanuensis) then the examinations office will already have details of your requirements – but it is still always a good idea to check with the Faculty Office to make sure that the arrangements are underway.

• Extenuating Circumstances

We recognise that there may be times when you are unable to complete work due to circumstances beyond your control e.g. personal illness or personal difficulties. If you find yourself in such a position, you must make a claim for extenuating circumstances (EC). This is a system operated across the University to ensure that all students are treated fairly.

Claim forms can be collected from the Faculty/School Office and once completed should be handed in to that office. The form includes full instructions on how it should be completed and what kind of evidence you will need to support your claim.

Note that there are only three types of claim which you can make:-

'M', for 'mitigation' which means that you were able to hand work in on time but its quality has been affected by your extenuating circumstances. If your claim is upheld you will be given a 'further assessment opportunity' i.e. you can submit the assessment again to try for a better mark.

'L', for 'late' which means that you are allowed an extra 10 working days (i.e. week days) to complete the assessment. If your claim is upheld and you submit your work within this time frame there is no mark penalty, but if you submit after the 10 days your work will be marked at zero.

'N', for 'non-submission' which means that your circumstances were such that you were unable to submit the work at all at this assessment point. If your claim is upheld you will then be required to submit your work at the next assessment point (May for teaching block I; August for teaching block II.) No mark penalty will be incurred.

You must claim either 'M' or 'L' or 'N' against EACH element of assessment for EACH module you want to include in your claim. Attention to this detail is very important if the Faculty's/School's Extenuating Circumstances Panel (ECP) is to make the correct decisions in relation to your claim.

If you experience difficulty in completing the form or with the process, please ask for advice in the Faculty/School Office, Students' Union Advice Centre or from the Student Guidance Officer.

The bases of any successful claim for EC are that:-

the circumstances affecting your assessment were **unforeseeable or unpreventable**.

you have provided evidence of these circumstances (e.g. a doctor's note, a statement from a student counsellor or practice nurse, a crime number and police contact, a death certificate, or, sometimes, a supporting statement from your personal tutor.)

Claims *likely* to be approved by the ECP include claims for sickness, personal or family issues (psychological, family illness or problems, relationship breakdown), university IT problems, work obligations for part-time students and chronic medical conditions or disability.

Claims *unlikely* to be approved include claims based on holiday commitments, traffic problems, financial difficulties, ignorance of assessment deadlines, poor time management, problems with personal IT equipment, acute medical conditions outside the assessment period, failure to provide appropriate evidence, foreseeable or preventable problems, minor illness and poor IT practice (e.g. failure to 'back-up' work).

Always remember to submit your claim for extenuation by the due dates advertised by the Faculty Office Notice Boards. Claims submitted after these dates are only considered as appeals to the Dean of Students, Francesca Francis.

All claims are considered by the Faculty's/School's ECP. This is chaired by the one of the Faculty's Programme Area Managers. Only they and the administrator(s) preparing the information will know the identity of any students submitting a claim.

You will be notified in writing of the result of your claim. If you are not happy with the Panel's decision, we suggest that you contact the Faculty/School office in the first instance. If you still feel that the situation has not been satisfactorily resolved, then you can appeal in writing to the Dean of Students, Francesca Francis.

➤ **Teaching Learning and Assessment (TLA) and Disability**

If you enter the University as a disabled student, or are assessed for a disability during your time as an undergraduate, the Faculty's Student Advisor (Janice Kalisz) will ensure that a copy of your assessment is placed on your personal file, and that the tutors with whom you come into contact are apprised of your particular requirements (provided you have agreed to disclosure) in relation to TLA.

These details are circulated on a 'need to know' basis only.

If your statement indicates the need for special examination arrangements, you should contact the Faculty Office as soon as the draft examination timetable is posted in January. (We will normally be aware of your requirements via the Examinations Office, but it is always as well to make sure that she has the information required so that the provision you need can be made available)

If you are dyslexic, remember to ask at Faculty/School reception for a yellow sticker to attach to your coursework when you submit it. This sticker indicates to tutors that they should mark your work on content, knowledge and understanding rather than on your use of English.

➤ Assessment

• How is my work marked?

Work is marked in percentages which are sometimes given to you as grades of Pass, Merit and Distinction. Internally they are converted into grade points. On a scale of 1-15: grades 4-15 are passes and 1-3 fails. A full explanation of the grades is contained on page 8 of the 'Academic Award Regulations: Undergraduate Modular Framework'

(http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf). Your Module Handbooks will provide you with *marking criteria* i.e. an explanation of what you need to do to achieve these grades in relation to particular kinds of assignments.

All conventional forms of assessment (examinations and essays) are marked anonymously.

All student work is 'internally moderated' (sample second marked) as well as 'externally moderated' by a subject based 'external examiner' – always someone who is an expert in the field, and usually a senior academic at another university.

The external examiner is responsible for ensuring that the marking is appropriate across the range of modules comprising a particular subject area, and that the standards achieved by students on those modules are comparable with those of students on similar awards at other universities, as well as with the level and subject benchmarks established at the national level by the Quality Assurance Agency (QAA) for Higher Education.

Assessment Boards, attended by the relevant external examiner(s), confirm the marks for all modules in particular subject areas. These Boards meet in February and June of each year.

The Award Board, which meets in June, as well as determining the date by which any other failed modules must be recovered (usually August, but it could be May of the following year if there are multiple fails), has some additional functions:-

- It can, if your profile of results is otherwise strong enough, compensate up to 30 credits of modules failed at Grade Points 3 and 2 per level (this means that your result for the module is recorded as a '4C'; you do not therefore have to resubmit any work)
- It determines whether you may be awarded your Higher National qualification (see Section 1.6 and especially 1.6.1 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf for an explanation of how this works)
- It determines whether you have sufficient credits to progress as a full time student to Level 2 (see here page 14 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf) and below 'Progression to the Next Level of Your Award'

• Plagiarism

Plagiarism is the use of the ideas and/or words of others without due acknowledgement. Plagiarism is an assessment offence, and carries major penalties.

In all work you must, of course, always avoid plagiarism. Plagiarism is defined in the University Regulations as: 'a candidate submitting the work of others as his/her own for the purposes of satisfying formal assessment requirements for coursework. ..' This regulation includes material from the Internet as well as library books and the work of other students. You must avoid the copying of another person's work without the use of quotation marks and/or acknowledgement of the source. Equally, summarising another person's work by simply changing a few words or the presentation without acknowledgement also constitutes plagiarism.

Guidance is available on avoiding plagiarism. Consult the Keyskills website (<http://www.staffs.ac.uk/keyskills/>) for details.

Within your Award, you will be also be given advice on how to reference works that you consult. The proper use of quotation marks and correct referencing of sources are the key defences to avoiding plagiarism.

We take a very serious view of plagiarism in the Faculty/School and if it is suspected there is a set process to be followed: The tutor suspecting plagiarism has occurred will consult with the Faculty Academic Development Manager who will request the student concerned to attend for interview by the Faculty's/School's Assessment Offences Panel. The Panel will be chaired by the Academic Development Manager and attended by the module tutor.

At the interview the student concerned will be shown the source(s) from which the plagiarised passages in their assignment has been taken, and asked to explain how and why this occurred. Any student invited to such an interview may bring a friend or a representative from the Students' Union. If plagiarism is admitted the student will be asked to sign a declaration to that effect and the result will be reported to the Assessment and Award Boards and the Dean of Students / Academic Registrar. Where it is not admitted the case will be forwarded for the consideration of the Assessment Disciplinary Committee.

The Assessment Offences Panel will make a recommendation to the Assessment and Award Boards in relation to any penalties to be imposed for the offence, and any resubmission requirements. The Award Board, however, will take the final decision – on the penalty to be imposed and where a student's profile shows several offences, the Award Board may impose severe penalties, such as the restriction of the class of degree to be achieved.

The penalties for plagiarism can be severe - ultimately a student guilty of pre-meditated and systematic plagiarism can be dismissed from the course. The Faculty of Computing Engineering and Technology takes all issues of plagiarism extremely seriously. In the last year a number of students have been dismissed from their course for consistently cheating.

For full details of the University Regulations regarding the treatment of plagiarism, see the 'Academic Award Regulations: Procedure for Dealing with Breaches of Assessment Regulations: Academic Dishonesty' (http://www.staffs.ac.uk/images/academic_dishonesty_tcm68-12681.pdf)

- **What if I fail a module?**

You are allowed 2 attempts at any one module: i.e. the original attempt and one retrieval opportunity. At the discretion of the Award Board, you may be offered the opportunity to retake the module with attendance if, having made use of the first retrieval opportunity, you have still not passed the module. This discretion is very important where you have failed a core module for the second time, and the Award Board takes care to make the appropriate decision.

If you achieve an overall grade point of 3 or less for any module you may be **referred**. This usually means that you will be required to **resubmit** coursework or **resit** an examination (or both depending upon the assessment mode for that module).

Please note that you cannot pass a module unless you have attempted **all** of the assessment components. You will not be required to repeat any elements you have passed.

The conditions for retrieving a failed module will be confirmed by the Award Board, which will have access to your profile across all modules. The Award Board also has the power to compensate a failed module (see above), but this is discretionary and depends upon many other factors. You should never *assume* that compensation will occur.

For more information about compensation, please see the 'Academic Award Regulations: Undergraduate Modular Framework' (page 14 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf)

If you are referred in any assessment then the maximum grade point awarded for that assessment will be 4. The overall grade point for the module will have an 'R' attached to show that it is a retrieved module. So if you there was only one piece of assessment for a module, the mark for the module, if your resubmitted work passed, would be recorded as a 4R. If a module had two pieces of assessment each weighted at 50%, and you had passed one element at a grade point 6, and had to resubmit the other element, the overall mark would show as a 5R.

However, if there are documented extenuating circumstances (see above) which explain the non-submission of coursework or non-attendance at an exam or poor or failing performance, then the Award Board may allow you either a chance to submit the coursework or take the exam without penalty, or a further assessment opportunity to improve your performance.

- **When can I retrieve a failed module?**

The Progress Review and Award Boards will set the date by which you are required to retrieve the fail. If you fail a module in the first teaching block, the Progress Review Board will ask you to retrieve this by the following May. If you fail a module in teaching block II, the Award Board (if it does not exercise its discretion to compensate) will ask you to retrieve this either mid to late August, or by May of the following year.

The exact dates will be on the University Calendar which is drawn up each year – and the Faculty Office will, anyway, inform you of the dates when it contacts you about your results and any referral recommendations.

But when you are planning your activities for the year, including holidays, you are advised to keep these weeks in August free just in case you are referred in a module *where you are required to take an examination*.

If your final attempt to retrieve a failed module is not successful, you will fail the module. The Award Board may, however, *at its discretion*, offer you one final attempt, with attendance.

This is particularly important where the module you have failed is a *core* module. If you do not pass any one of your core modules, you are no longer eligible for the award on which you are registered. Should you find yourself in the position where you have failed a core module for the second time and have not been allowed a third attempt, or have failed a core module for the third time, you should see your personal tutor as a matter of priority to see if there are other possibilities, such as changing awards, which still might allow you to progress and achieve a Higher National award.

If the module you fail is an *option* module, then you may choose to *replace* it with another option module (However, this will depend on availability and your timetable.) Award-specific option modules may only be replaced by modules from the Award Specific Option list, and if you fail all the modules in that list you will not be able to continue on your award.

If you replace a module, then you regain the 'lives' allowed, but if you do this, the maximum grade point you can achieve is 4 and this will be recorded at 4+ to indicate that it is a replacement module.

- **What if I am unable to meet the submission deadline for my coursework?**

Please see the section on 'Extenuating Circumstances' procedures above. You should note that your tutor cannot give you an extension to any deadlines.

➤ **Results**

Following the Progress Review Boards in February of each year you will be asked to collect a profile of your marks from the Faculty Office.

In the summer, your results will be posted on the Notice Board as soon as they have been confirmed by Award Boards and prepared for publication by the Faculty Office. Publication is done using student numbers rather than names in order to be compliant with the Data Protection Act.

In the summer, details of your results for the year will also be sent to your home address. You should notify the Faculty/School Office if this has changed from the home address on your enrolment form or if you would like your results sent to another address.

Please note: If you are classed as a debtor by the University, your results will be withheld until we are told by Finance that we can release them. This may mean that you will not receive details of referral work and this may impact on your progression to the next level of your award.

➤ **Collecting Your Work**

Getting feedback from tutors on your coursework is a vital part of your learning. Once a module tutor has finished marking your work, and internal moderation has been completed, they will let you know that it is available for collection via the Faculty Office.

➤ **Progression to the Next Level of Your Award and Graduation**

The following information is intended to give you a quick outline of the University regulations governing progression and graduation. It is not exhaustive and you are recommended to look at the University's web pages for a fuller explanation. See 'Academic Award Regulations, Undergraduate Modular Framework', page 14 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf

• **From Level 1 to Level 2**

If you have passed 120 credits, you have successfully completed Level 1 and may proceed to Level 2.

If you have passed 90 or 105 credits (at least 75 of which are award specific credits), you may still proceed to Level 2 **BUT** must complete the outstanding 30 or 15 credits. Your results letter and profile you receive in the summer will tell you when you need to do these.

If you have less than 90 credits, or less than 75 award specific credits, you **CANNOT** proceed to Level 2 **UNLESS** you bring your credit total to a minimum of 90 (including 75 award specific credits) during the resit period. Any remaining credits required to complete the 120 required for Level 1 would then need to be taken during the next academic year alongside your Level 2 modules.

If you have either 90 or fewer than 90 credits you should **ALWAYS** discuss your situation with your personal tutor, who will advise you on the best way to proceed.

• **From Level 2 to Level 3**

If you have a total of 240 credits from Levels 1 and 2, you have successfully completed Levels 1 and 2 and may proceed to Level 3.

If you have a total of 210 or 225 credits from Levels 1 and 2 including all required award specific Level 1 credits and at least 75 award specific credits at Level 2, you may still proceed to Level 3, **BUT** must complete the outstanding 30 or 15 credits. Your results letter and profile you receive in the summer will tell you when you need to do these.

If you have less than 210 credits from Levels 1 and 2 OR do not have all required award specific Level 1 credits and at least 75 award specific credits at Level 2, you **CANNOT** proceed to Level 2 **UNLESS** you bring your credit total to a minimum of 210, including all required award specific Level 1 credits and at least 75 award specific credits at Level 2 during the resit period. Any remaining credits required to complete your total of 240 credits would then need to be taken alongside your Level 3 modules.

If you have either 210 or fewer than 210 credits you should **ALWAYS** discuss your situation with your personal tutor, who will advise you on the best way to proceed.

- **Graduation**

In order to be considered for a degree, you need to have studied 360 credits across all levels including at least the minimum number of specific credits required for your award. Your degree class is based on something called an overall score which we get by taking 30% of your Level 2 average (the total of all your level 2 module grades) and adding it to 70% of your Level 3 average. This then places you in a 'base' classification as follows:

<u>Overall Score</u>	<u>Degree Class</u>
13+	First
10.0 – 12.99	Upper Second (2:1)
7.0 – 9.99	Lower Second (2:2)
4.0 – 6.99	Third
3.99 or below	May be eligible for award of Ordinary Degree

If you have met the requirements for your award you will be awarded at least your 'base' classification.

However, in certain circumstances, the Award Board can use its discretion to award you a higher classification. Among the things the Award Board will look at in exercising its discretion is your performance in your Level 3 award specific modules, any claims for extenuating circumstances and any modules which have been awarded a compensated pass.

Please remember that the information above is just to give you the briefest of guides to the key principles underpinning the classification of your degree. The University's web pages have the full academic award regulations and you should consult these if you want to know more. See the 'Academic Award Regulations: Undergraduate Modular Framework' Section 1.6, and especially 1.6.3 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf

➤ Information Literacy Statement of Good Practice: Summary

University Commitments

Information literacy is an integral part of the University's teaching and learning strategy. As such it is a vital element within the course design. This statement is endorsed by the Vice Chancellor and the University's Academic Board and aims to ensure that students from all backgrounds and disciplines have equal access to, and are encouraged to take full advantage of, the opportunities relating to information literacy which are available on undergraduate course.

In brief, information literacy is the ability to find, evaluate, use and communicate information in an ethical manner. To give you a better idea of what this means we include here the ANZIL standards. These have been in use in Australian and New Zealand higher education institutions for many years. They comprise the following;

Standard one: the information literate person recognises the need for information and determines the nature and extent of the information needed.

Standard two: the information literate person finds needed information effectively and efficiently.

Standard three: the information literate person critically evaluates information and the information seeking process.

Standard four: the information literate person manages information collected or generated.

Standard five: the information literate person applies prior and new information to construct new concepts or create new understandings.

Standard six: the information literate person uses information with understanding and acknowledges cultural, ethical, economic, legal, and social issues surrounding the use of information.

You will be offered the chance to develop information literacy at induction and, once this is over, throughout your course. Information literacy is a key attribute of Staffordshire University award holders and should be seen by you as a continuous and evolving strand in your learning and development.

The opportunity to become information literate will be made available to you in different formats, for example, face to face, e-learning, whole group etc.. It will be accompanied by a range of supporting learning materials.

To give an example, across a 3 year modular undergraduate course the University makes a commitment to a minimum of 9 hours contact time to enable you to become information literate. This may be comprised as follows;

Level one: induction (one hour) plus at least 2 further hours contact time over the academic year.

Level Two: 3 hours contact time over the academic year.

Level Three: 3 hours contact time over the academic year.

If you are a distance learner within your study calendar an equivalent amount of time will be allocated to the acquisition of information literacy skills.

Learning is flexible. You may be taught by lecturers or information professionals or by both. For example, you may be given a short database update within a timetabled lecture and within the same hour long session be taught by both a lecturer and a librarian. This is done to ensure that you have awareness of the material you need to use at the most appropriate time. Information literacy is a continuum of learning and acquiring all the skills to be information literate is incremental.

Information literacy is an essential lifelong skill from primary to postgraduate level. As such, it is regarded as a key attribute of a Staffordshire University award holder. The acquisition of information literacy is embedded within learning outcomes. The tracking of learning outcomes to match benchmarking statements made by the QAA has encouraged the University to focus on the issue of information literacy. To give an example, at undergraduate level, subject benchmark statements for taught undergraduate subjects outline subject specific abilities and general transferable intellectual skills which reinforce the importance of students being information literate on graduation.¹

¹ Quality Assurance Agency for Higher Education, Honours Degree Benchmark statements:
<http://www.qaa.ac.uk/academicinfrastructure/benchmark/honours/default.asp>

Information literacy will be assessed within your course and any assessed work will be credit bearing.

Student Commitment

Students are invited to make full use of opportunities provided to them by the University to enhance their information literacy. As well as being a key skill of a Staffordshire University award holder, it is a skill which will enrich your future life.

Section 5: Employability

One of the distinctive features of Staffordshire University is its focus on ensuring that its graduates leave the university with a range of skills and experience that employers value. This commitment is enshrined in the University's 'employability policy' – a summary of which is provided in this section. Further information about how employability has been built into the Higher National Awards can be found in [Appendix 1](#).

➤ **Staffordshire University Employability Policy – Summary**

University Commitments

The Staffordshire University Employability Policy was approved by Academic Board in January 2004. Below is a summary of the commitments to students. A full version of the Policy, including the background and implementation, can be found at: http://www.staffs.ac.uk/images/employability_policy_tcm68-12729.pdf

1. Work Experience, Volunteering and Projects

Aim: All students will have the opportunity to *gain work / community-related experience through the wealth of curriculum based and extra-curricular opportunities available at the University.*

From 2005/6 for Staffordshire University campus-based undergraduate awards

From January 2006 for SURF Awards

From 2006/7 for Staffordshire University campus-based postgraduate (taught & research) awards

The above awards will provide the opportunity for students to gain experience of the professional environment related to their field of study. This could be achieved through, for example, employer visits, project briefs set by employers or community organisations, employer based mentoring, and placements.

2. Transferable and Professional Skills Development

Aim: All students will have the opportunity to *enhance their professional skills* relevant to their discipline *and transferable skills* (such as problem-solving and analytical skills) through a combination of curricular and extra-curricular activities.

By 2004/5: All undergraduate and relevant postgraduate awards were mapped against the Award Outcomes, which means that they should develop students' transferable skills such as analysis, problem solving and communication.

3. Career Planning and Management Skills

Aim: All students will develop the ability to *make and implement realistic, well-informed decisions about their careers.*

From 2005/6 for Staffordshire University campus-based undergraduate awards

From January 2006 for SURF Awards

From 2006/7 for Staffordshire University campus-based postgraduate (taught & research) awards

From 2007/8 for Staffordshire University students that are UK based on Distance Learning awards

All students will have access to career management skills through the curriculum. This could be through a specific module, embedded within different relevant modules, through PDP or a combination of these

4. Learning, Reflection and Articulation through Personal Development Planning

Aim: All students will have the opportunity to engage in a Personal Development Planning programme while at the University, as well as having access to tailored support and relevant opportunities.

From 2005/6 Staffordshire University Level 1 campus-based undergraduate awards:

All students will be able to engage in a continuous personal development planning process, which will encourage them to learn how to:

- Take responsibility for their own personal and professional development
- Identify areas for self development and set goals for that development
- Reflect continuously on their learning and skills development (gained from their academic, work-based and other experience both before and whilst at university)
- Articulate their learning (for example, to employers)

5. Enterprise and Entrepreneurship

Aim: Staffordshire University students will be encouraged to view starting and running a business as a genuine career choice, and where appropriate will gain access to practical support to make this happen.

From 2005/6 for Staffordshire University campus-based undergraduate awards

From January 2006 for SURF Awards

From 2006/7 for Staffordshire University campus-based postgraduate (taught & research) awards

From 2007/8 for Staffordshire University students that are UK based on Distance Learning awards

All students who are interested will have support to develop their management skills and knowledge to help them start and grow successful businesses.

6. Accreditation

There is currently some provision for students to gain accreditation for employability-related activity through certain modules mentioned above. Some awards have external accreditation.

2005/6: The Academic Development Institute has implemented a new policy in relation to APEL. The new policy enables students to APL up to 75% of an award through either APEL or APCL. Students are encouraged to match either their accredited or experiential learning against module learning outcomes. In the case of APEL where there is a clear match students are asked to engage in a negotiated assessment in order to demonstrate they have successfully met the learning outcomes at the required level. There is also the opportunity for students to gain general credit through discrete Negotiated APL modules. In consultation with course leasers students negotiate learning outcomes commiserate with a specific level and credit, before submitting a negotiated assessment. More detailed information on APL is available in the policy document. http://www.staffs.ac.uk/images/apel_policy_tcm68-12703.pdf

7. Student Commitments

Students are expected to actively utilise the positive opportunities provided to them by the University to enhance their employability, while also at all time presenting themselves appropriately as representatives of Staffordshire University.

➤ Opportunities, Resources, Support, Guidance and Information

In practice, this policy is delivered in the following ways:-

- Through ensuring that the Learning Outcomes of your award map on to a grid of skills relating to (as a minimum) the acquisition of knowledge and understanding, learning, enquiry, analysis, problem solving, communication, application of knowledge and reflection. These 'key skills' are all 'transferable': that is to say, although you acquire them in relation to a specific subject while you are studying at university, they are skills which can be applied in other contexts and situations. This is why they are useful to employers.
- Through providing you with access to key skills resources: see <http://www.staffs.ac.uk/keyskills/> and <http://www.staffs.ac.uk/uniservices/infoservices/infozone/>
- Through introducing you to 'Personal Development Planning' (PDP) as an embedded part of your core curriculum at Level 1 of your award. PDP helps you systematically to address your profile of skills, identify areas of weakness, and to plan strategically to address them. Although the PDP begins at Level 1, you will have opportunities to continue to engage in this process throughout your time as a student, and are encouraged to do so. PDP also

provides a way of recording your development in an accessible, permanent and reflective way. This is useful for you – and, potentially, during application/interview for employment. More about how PDP has been built into the Higher National Awards can be found in [Appendix 2](#).

- Through providing you with guides to resources, services and opportunities specifically related to ‘employability’: such as:-

1) The ‘Careers and Employability Service’.

This enables you to make realistic and well-informed decisions about career choices; enhances your employability; provides you with professional staff who can offer support, guidance and information: and give you access to a good careers library.

Ground Floor, Cadman Building, Stoke. Tel: 01782 294991. E-mail careers@staffs.ac.uk

Ground Floor, Beacon Building, Stafford. Tel: 01785 353233. E-mail

careers@staffs.ac.uk

Open: 09.00–17.00 Monday to Friday. Website

(<http://www.staffs.ac.uk/services/careers/careersweb/home.htm>)

2) Workbank.

Provides part-time work to students while studying and offers opportunities. Ground Floor, Cadman Building (next to Careers), Stoke.

Tel: 01782 294861. E-mail cbell@theworkbank.co.uk

Open 09.00 – 17.30 Monday to Friday. Website (<http://www.theworkbank.co.uk/>)

3) The ‘Sponte Community Volunteer Scheme’

(a joint initiative run by the University and the Students’ Union which aims to provide interested students and staff members the opportunity to volunteer in their local community) (see <http://www.staffs.ac.uk/sponte/>). See also the opportunity to gain credit for volunteering work below via AM25413-1 ‘Volunteering: Action and Experience I’

- Through drawing your attention, in particular, to the following university/national ‘employability’ opportunities provided via the following organisations..

➤ University and National Employability Opportunities

(1) E2 – The Station:

situated in the premises of the old Waterstones bookshop on Station Road in Stoke. Provides a wide range of facilities for staff and students and the wider community to assist with business start-up and enterprise. Running programme of events also offered Wednesday afternoons. Contact Helen A. Davis on 294187. E-mail H.A.Davis@exchange.staffs.ac.uk

(2) E2O –

Provides an opportunity to students to set up a business of their own during a work placement period. The idea is that a company will be formed, that will be continued throughout the final year of study. On graduation, this will then form the career path for the individual(s) concerned. Instead of going to work for a company, students will be working for themselves – in a company they have developed and nurtured, thereby maximising the chances of long-term success. The E2O scheme is designed to provide students with the facilities and resources necessary to undertake this initiative, such as top quality campus

based accommodation, financial help and business support. Contact Chris Birch (C.J.Birch@staffs.ac.uk)

(3) HE Full Circle –

Helps you to start your own business by providing bursaries of up to £1000, by putting you in touch with a business mentor, and by offering workshops on entrepreneurship. HE Full Circle will also help you to write a business plan, market your business and help you to engage with business support agencies. Contact Chris Garner on 07766 520335 or e-mail c.garner@staffs.ac.uk

(4) Enterprise Fellowship Scheme –

Designed to create high growth businesses by transferring technology from the University to the local economy. The main aim of EFS is to encourage potential entrepreneurs, who have links to any of the partner universities in the scheme, to develop a bright, innovative design or technology based idea into a viable business with growth potential. The EFS thus offers a one year placement on either a full time or part time basis during which you will have access to business advice and University facilities to help in progressing your business idea and in determining its commercial viability. The scheme offers a wide ranging package of support, including a personal interest free loan of up to £10,000 repayable over a five year period. Contact Research and Enterprise, The Octagon K162, 01785 353350

(5) National Council for Graduate Entrepreneurship –

the University sponsors places on the Council's 'Flying Start Rally' each year. The Rally helps to unlock doors to accessing support, creates options, builds confidence, and enables you to 'network'. Contact Alexandra Abbotts on 01785 353329 or e-mail alex.abbotts@staffs.ac.uk

(6) Tech Transfer Office –

funded by Mercia Spinner, this is an initiative designed to provide advice and support to people in the West Midlands with innovative products, services or business ideas. Very useful for those with a business idea that could become a commercial success. Wide ranging support package available, including access to up to £15,000 for feasibility studies and up to a further £50,000 for post business formation support. Contact the Tech Transfer Office, 01785 353329 or e-mail alex.abbotts@staffs.ac.uk

(7) The University's own 'Enterprise Fest' –

a 'one-stop-shop' for the exciting world of entrepreneurship. Useful if you have a fantastic product idea but are unsure how to make it a reality. Go to www.enterprisefest.com for more details

(8) STEP and Staffordshire Graduate Link.

'STEP' stands for Shell Technology Enterprise Programme. The programme matches selected students with the specific needs of small businesses. Students would be responsible for a key development project for the host company and have the opportunity to research, create, improve and innovate. Projects would normally take place over eight weeks in July and August, but could be part-time during term time. Your contact is Peter Knight at the North Staffordshire Chamber of Commerce on 01782 202222.

(9) Graduate Futures –

a free course for unemployed graduates. Open to graduates from any University. Courses run on a monthly basis from September onwards in Stoke and Stafford. Contact Clare Keegan on 01785 353247 or e-mail clare.keegan@staffs.ac.uk or call in to the Careers Office ground floor Cadman Building or go to www.staffs.ac.uk/graduatefutures

Section 6 Useful Contacts

We have designed a Guide to provide simple and straightforward information on where to get advice and help on a range of issues. It provides information on the many services which the University and the

Students' Union offer plus useful telephone numbers. The Guide will be kept up-to-date on the University website at <http://www.staffs.ac.uk/a2z4u> . We hope that you will find it useful.

Finally, good luck with your studies, and do enjoy your time at Staffordshire!

APPENDICES

A1. Employability in the Business Computing and Information Technology Awards Employability Aims

Aim in Employability Policy	Way in which it is met by this award
<p>1. Work Experience, Volunteering and Projects</p>	<p>Industrial Placement</p> <p>For the B.Sc. Honours awards, there is an optional industrial placement which may be taken following year 2. This normally requires the completion of 48 weeks in relevant supervised work experience. As far as possible, the work experience should be related to the programme of study followed by the student. The industrial placement specifically complements the academic study to address 5,6 and 7 in the programme general aims.</p> <p>The placement is core to all the listed sandwich awards. Students may enroll on to the associated Placement module which is assessed and rated at 15 general credits at honours level. The placement must be passed for the award of a sandwich degree.</p> <p>The role of the placement is to provide students with an opportunity to broaden and deepen their experience of multimedia technology based solutions to real world problems in a professional context. This permits students to consolidate a number of intermediate level outcomes and to increase their preparedness for the next level.</p> <p>Given that non-sandwich versions of all B.Sc. and B.Sc. Honours awards exist, neither the Intermediate nor the Honours level learning outcomes can be made to depend upon completion of a placement. The placement module may therefore only be taken as a general option. The learning outcomes for the placement are considered specific to the placement module and enhance the learning outcome mapping as would any other general option module.</p> <p>They do however relate loosely and indirectly to both the programme general aims and learning outcomes.</p> <p>The wide variety of placement organisations and job roles makes it impossible to be sufficiently prescriptive with regard to the specific learning experiences of the students or to be able to guarantee support for pre-defined elements or required activities. Hence, the module learning outcomes for the placement focus on the organisational and professional context of the placement rather than on the development of specific expertise.</p> <p>Self Employment During Placement</p> <p>Students may opt to take advantage of a university scheme which provides bursaries, office space and the relevant support for students to spend their placement in self employment. Details are available at the web site below:</p> <p>http://www.soc.staffs.ac.uk/jsf1/Staffordshire%20University.htm</p> <p>Project</p> <p>Students on the B.Sc. (hons) award have the opportunity to synthesise the many techniques introduced in their programme of study through a project. The project is invaluable as it facilitates the developments of transferable skills eg. project management and communication while also encouraging innovation and experimentation which are important parts of the creative process.</p>

<p><i>2. Transferable and Professional Skills Development</i></p>	<p>The module mapping to learning outcomes is included in appendix A of this document.</p>
<p><i>3. Career Planning and Management Skills</i></p>	<p>Personal Development planning is encouraged throughout the award but is explicit within the level 2 module named Professional and Enterprise Development. Students are encouraged to use the “My Portfolio” software package which supports Personal Development Planning. They are encouraged to build up a portfolio of work relating to the development of transferable skills on all modules within the award.</p>
<p><i>4. Learning, Reflection and Articulation through Personal Development Planning</i></p>	<p>This is facilitated in the B.Sc. Awards through personal tutoring. Personal tutors will encourage and motivate students to plan and record their academic and non-academic development.</p>
<p><i>5. Enterprise and Entrepreneurship</i></p>	<p>The enterprise centre is continually promoting and supporting student self employment through several schemes with associated bursaries and office space. In June 2005, twenty students started business in the Staffordshire Business Village under a student self employment scheme. Details can be found at: http://www.soc.staffs.ac.uk/jsf1/Staffordshire%20University.htm</p>

A2. Personal Development Planning in the Business Computing and Information Technology Awards

Personal Development Planning - QAA Minimum Expectations

QAA Minimum Expectations	Where and how does this occur?
<p>1. At the start of the programme, students will be introduced to the opportunities for PDP.</p>	<p>Students have a talk specifically on PDP delivered by the programme PDP co-ordinator. This will include an introduction to the “my portfolio” package. Students will be given logins and passwords to the system along with a tutorial guide to help them to learn to use it.</p>
<p>2. Students will be provided with opportunities for PDP at each stage of their programme.</p>	<p>Level 1</p> <p>Students are allocated a personal tutor during induction week. During weeks 1 and 2, tutors will run group sessions with tutees and will discuss PDP along with other useful topics. Students will also be encouraged to “get to grips” with the PDP package.</p> <p>Level 2</p> <p>Students are given talks concerning PDP and placement during induction week and also towards the end of year 2 when there is placement preparation.</p> <p>Placement Year (optional)</p> <p>Students will have a placement tutor who will encourage students to continue to use the “my portfolio” system to plan and record PDP activity. The placement report requires students to reflect on their work place activities and this too can be recorded as part of the PDP process.</p> <p>Level 3.</p> <p>The final year project enables students to develop and demonstrate their academic and transferable skills. Each week, each student will have a 15 minute session with their tutor who will guide the project and discuss PDP. The tutor for the project will also be the personal tutor for the students involved.</p>
<p>3. The rationale for PDP at different stages of a programme will be explained for the benefit of students.</p>	<p>At the start of the each year, there is an induction week, which includes a talk, which will specifically cover Personal Development Planning and will introduce the related personal tutoring system and the mechanism for recording personal development plans.</p> <p>This will be followed in week six with an “induction update session” This is an opportunity for the PDP co-ordinator to reiterate the ideas behind Personal Development Planning and coincides with the first week of PDP tutorial sessions given as part of the Computing and Technology in society module.</p> <p>Towards the end of the year there will be a “progression session” covering route/award choices for year 1 and 2 students and career/continuation options from year 3 onwards. This session will be led by the award team, which includes the PDP co-ordinator.</p>

Key Elements of PDP – Business Computing and Information Technology Awards

Key element in PDP Policy (Section 4.2)	Where embedded	Assessed/Non-assessed
<p>1. Skills audit</p> <p>Subject-specific/professional</p>	<p>Level 1</p> <p>Through Personal tutoring</p> <p>Level 2</p> <p>Through award support</p> <p>Level 3</p> <p>Through the final year project – the final year project tutor is the personal tutor for that year.</p>	<p>The module work which focuses on the development of transferable skills, which form an important part of personal development is assessed.</p> <p>The separate PDP element which focuses on the planning and recording of both academic and non-academic personal development is reviewed but not formally assessed.</p>
2. Transferable (e.g. communication, time-management)	AS IN SECTION 1 ABOVE	AS IN SECTION 1 ABOVE
3. Personal goal-setting	AS IN SECTION 1 ABOVE	AS IN SECTION 1 ABOVE
4. Career planning	AS IN SECTION 1 ABOVE and through the induction programme which includes: <ul style="list-style-type: none"> • induction week • induction update • progression session 	AS IN SECTION 1 ABOVE
5. Continuous reflection and review of progress	Personal tutoring and award support.	AS IN SECTION 1 ABOVE
6. Integration of academic and non-academic learning/personal development (e.g. from volunteering, social activities, parenting)	AS IN SECTION 1 ABOVE	AS IN SECTION 1 ABOVE

A3 Module List – Business Computing and Information Technology Programme

Level 3

Cores

- CE00901-3 [Project: Research and Planning](#)
- CE00902-3 [Project: Analysis and Design](#)
- CE00903-3 [Project: Implementation and Testing](#)
- BLB 10084-3 [Strategic Entrepreneurship and Innovation](#)

Route Cores

- CE00349-3 [E-Commerce and M Commerce Systems, Strategies and Management](#)
- CE63031-3 [Financial Modelling with Decision Making](#)
- CE63033-3 [Operational Research](#)
- CE00303-3 [Critical Issues in Managing Information Systems in Organisations](#)
- CE00346-3 [Strategic Information Management](#)

Route Specific Options

- BLB00047-3 [Corporate Finance](#)
- BLB10072-3 [Management Problem Solving](#)
- CE00339-3 [Information Systems Development Trends](#)
- CE63032-3 [Mathematical Modelling](#)
- CE63025-3 [Spreadsheet Automation with VBA](#)
- CE63024-3 [Survey Analysis and Design](#)
- BLB10070-3 [Interactive and E-Marketing](#)
- BLB10041-3 [Contemporary and International Marketing](#)
- BLB10035-3 [Retail Marketing Management](#)
- BLB10042-3 [Contemporary Management Issues](#)
- CE00304-3 [Advanced Multimedia](#)
- CE00316-3 [XML and Web Services](#)
- CE00303-3 [Critical Issues in Managing Information Systems in Organisations](#)
- CE00346-3 [Strategic Information Management](#)
- CE00356-3 [Advanced Web Multimedia](#)
- BLB10070-3 [Interactive and E-Marketing](#)
- CE00349-3 [E-Commerce and M Commerce Systems, Strategies and Management](#)
- CE00332-3 [Advanced Database Systems.](#)
- CE00338-3 [Knowledge Discovery](#)
- CE00358-3 [Cognitive Science](#)
- CE00124-3 [Fundamentals of Wireless LANS](#)