



Faculty of Computing, Engineering and Technology

Mobile and Wireless Technology Scheme

Student Handbook

BSc (Hons) Mobile Device Technology
BSc (Hons) Wireless Networking Technology
BSc (Hons) Mobile and Wireless Business Systems

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PART 1

1.0 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. You are joining a multidisciplinary community of about 3000 students and over 150 staff, involved in education, research and practice in all areas of computing, engineering and advanced technology. We all hope that you will find your time with us to be enjoyable and productive. An education in any area is a challenging prospect, but developing your creativity, skills and resourcefulness in such a fast changing discipline as computing in this new millennium has many benefits, in vocational practice or many other future careers.

We are committed to creating a productive, efficient and friendly atmosphere within the Faculty and welcome your partnership in this, but if you are experiencing problems, the staff are there to help you.

Professor Michael Goodwin
Dean of the Faculty of Computing, Engineering and Technology

2.0 The Purpose of this Student Handbook

The purpose of this student handbook is to provide you with the key and essential information relating your studies. The handbook has two parts:

Part 1 – relating to specific information such as the scheme overview and award structure

Part 2 – relating to essential information governing more general aspects of your studies.

It is **essential** that that you read this **entire** student handbook. In addition, you should also read the University Award Regulations - these can be found at:

<http://www.staffs.ac.uk/current/regulations/academic/index.php>

The combination of these documents should provide you with sufficient information for you to fully understand the nature of your specific studies within you Award as well as your general position and context within the Faculty and University.

3.0 Additional Important Information

There is a wide range of information on the University's and Faculty's web site. You are encouraged to browse the University's website at <http://www.staffs.ac.uk>. Other and directly useful sites are:

- The Faculty's web site at: <http://www.fcet.staffs.ac.uk>
- The modules you take have learning support material held in a system called Blackboard which is available at: <http://Blackboard.staffs.ac.uk>
- Information about the library may be found <http://www.staffs.ac.uk/uniservices/infoservices/library/aboutlib/>
- Information about Information Services may be found at <http://www.staffs.ac.uk/uniservices/infoservices/>
- Information about the facilities available in the various computing laboratories may be found at http://www.fcet.staffs.ac.uk/current_students/labs.htm

4.0 Overview and Aims of the Mobile and Wireless Technology Scheme

4.1 Guiding Philosophy

The guiding academic philosophy in the delivery of education at the Faculty of Computing, Engineering and Technology is that of fostering excellence in practical scholarship - ***the fostering and development of academic potential focused on the development of subject areas and techniques that maximise graduates' ability to solve professional problems within computing and related technological areas.*** This programme aims to produce graduates in mobile and wireless technology who have sufficient knowledge and skills to be of significant value within industry, commerce and academic research, but who also have the ability to develop their own skills and understanding as new ideas and products emerge.

The programme aims to provide a sound education in the relevant branches of study within the discipline of computing. In doing so, it provides you with a solid foundation for the structured and progressive development of knowledge as you progress through and beyond your Award.

Each named degree within the programme enables you to specialise in a named area. The philosophy of the programme is to develop you as a specialist in a named technology area, as opposed to a generalist versed in the broader aspects of computing and technology. There is, nevertheless, the facility for you to have as wide a range of choice and flexibility as possible, whilst ensuring that the focus of your individual award remain coherent and meaningful

The programme views you as the innovators of the future, servicing the needs of industry and commerce over, at least, the next ten years. With respect to this, emphasis is inherently made on the development of not only specific technical skills, but also the transferable skills that will add value to the learning experience both for you and your prospective employers. The skills and knowledge acquired through study of this programme will qualify you to undertake employment in industry, commerce or public service as computing professionals, or to undertake programmes of further study or research.

Sandwich awards enable you, by means of a one-year period of supervised work in an industrial, commercial or public service setting, to gain relevant experience in the relevant technical profession, and as far as possible gainfully to exploit that experience during your final year of study.

Intermediate awards of Certificate of Higher Education and Diploma in Higher Education are available if do not wish to proceed beyond levels C (Certificate) and I (Intermediate) respectively, provided that you meet the qualification requirements. The Certificate of Higher Education will be restricted to a title appropriate to the portfolio of studies at Certificate Level.

4.2 Educational Aims of the Programme.

The guiding philosophy is realised by a programme of study with the following educational aims which:

1. Provide a sound general education in computing and develop specialist knowledge in mobile and wireless technologies and systems.
2. Enable the student to achieve the highest award within his or her overall ability.
3. Enable the student to specialise in depth in areas corresponding to his or her ability
4. Whenever possible, give a practical emphasis to the student's studies.
5. Provide a programme in which the student's general education is enhanced, including transferable skills.
6. For sandwich awards, enable the student, by means of a one-year period of supervised work in an industrial, commercial or public service setting, to gain relevant experience in the computing profession, and as far as possible gainfully to exploit that experience during the student's final year.
7. Produce graduates who are able to undertake employment in industry, commerce or public service as computing professionals, or (for those with suitable degree classification) to undertake programmes of further study or research in appropriate institutions.
8. Ensure that individual awards are coherent and meaningful through a prescribed set of studies whilst providing an element of choice and flexibility.

4.3 Overview of the Mobile and Wireless Technology Scheme.

The Mobile Technology Scheme has 3 award titles – you will be registered for one of these award titles. These are:

- Mobile Device Technology - CertHE, DipHE, BSc, BSc(Hons)
- Wireless Networking Technology - CertHE, DipHE, BSc, BSc(Hons)
- Mobile and Wireless Business Systems - CertHE, DipHE, BSc, BSc(Hons)

Each award defines a focus of study within a specified field of mobile and wireless technology, thus allowing specialisation whilst still providing a broad base of foundation knowledge in computing. The award title is indicative of the development of a level of expertise within a specific area of mobile and wireless technology and provides a mechanism by which that expertise can be branded.

You should be aware of and understand the limited scope for transfer between awards within the Mobile and Wireless Technology scheme and also between other awards in the Faculty due to the specialised nature of your studies. If you feel that you need to transfer from one award to another then you will need to consult with your Level Leader or the Scheme Director.

Intermediate awards of **Certificate of Higher Education and Diploma in Higher Education** are available to you if you do not wish to proceed beyond levels C (Certificate) and I (Intermediate) respectively - provided you meet the qualification requirements. The name of these awards will be the same as the name of the Award for which you originally registered.

An **ordinary degree** is offered for each award title in the Scheme. This is to enable you, if you have difficulty in completing the Honours degree due to academic or other problems, to transfer onto a degree that will make it easier to complete an award successfully. However, if you successfully complete an ordinary degree, you may at a later date apply to return as a direct entrant onto level H of the Mobile and Wireless Technology Scheme to complete an Honours degree. The ordinary degrees are unclassified and are available as sandwich or non-sandwich awards. You need to be aware, however, that an ordinary degree is a lower award than an Honours degree, although it is a higher award than a Diploma of Higher Education.

You may enrol onto a **sandwich or non-sandwich** version of any of the award titles. However, we strongly encourage you to enrol onto a sandwich version. This is because the Faculty believes that students gain great benefit from the completion of an industrial placement and wish to reflect that belief by a giving students a strong recommendation to pursue a sandwich version. Note that if you register on a sandwich award, there is no guarantee that the industrial placement will be directly related to your award title, but it is likely to be in the more general field of computing and technology.

The **maximum and minimum periods of study** for each of the different types of award is given in the Undergraduate modular Framework Regulations that may be found at:

www.staffs.ac.uk/current/regulations/academic/index.php

5.0 LEARNING OUTCOMES.

The Mobile and Wireless Technology Scheme provides you with opportunities to develop and demonstrate knowledge, understanding, cognitive and practical skills, within the focussed areas of mobile and wireless technology and some broader areas of computing. Learning outcomes identify the nature of the abilities and skills you are expected to achieve at the end of each level and by the time you graduate from the Scheme.

Each named Award within the scheme has its own set of learning outcomes which have been developed in accordance with the University's framework for specifying learning outcomes. Each module that you study has its own set of learning outcomes which in turn feed into the level learning outcomes.

The learning outcomes for each specific award within the Scheme are shown later in this document in a table.

There are eight learning outcomes at each level. These are:

- **Knowledge and Understanding**
- **Learning**
- **Enquiry**
- **Analysis**
- **Problem Solving**
- **Communication**
- **Application**
- **Reflection**

These learning outcomes are shown for each Level:

- **Certificate (Level C, or Year 1)**
- **Intermediate (Level I, or Year 2)**
- **Ordinary (Year 3)**
- **Honours (Level H, or Year 3)**

Each learning outcome is progressively developed from one level to the next. This shows how you will develop as computing professional as you progress through your award and will help you to periodically review and reflect on your professional and academic development during your time at University.

Furthermore, your award learning outcomes have also been mapped against the QAA (Quality Assurance Agency for Higher Education) Computing Benchmark Statements, and apply to the BSc (Hons). These are also shown in the tables showing learning outcomes. The benchmark statements are:

- CRCA = Computing Related Cognitive Ability;
- CRPS = Computing Related Practical Skill;
- TS = Transferable Skill.

6.0 BSc (Hons) Mobile Device Technology

6.1 Introduction

This award is aimed at those wishing to specialise in Mobile Device Technology and who wish to develop their knowledge and skills, both from an academic perspective and also from a saleable skills perspective. The award is also aimed at existing professionals in industry that may wish to undertake professional development or change their career.

The award will be suitable for those wishing to develop highly sought after knowledge and skills that can be applied to the development and use of mobile devices in a wide range of environments and systems. Employment prospects for students completing the award would be with IT systems providers and consultants, mobile device manufacturers, or mobile network providers. Typically, graduates would seek employment as skilled IT professionals engaging with a variety of work related to mobile device technology.

6.2 Overview

Mobile Device technology is all about embracing the next generation of hardware and software. First we had mainframes, then mini-computers, then micro-computers (PCs), and now handheld and embedded computers. Mobile devices are all around us and are gaining in popularity both for personal and corporate usage. Mobile devices include handheld computers, Personal Digital Assistants (PDAs), mobile games stations, global positioning system and digital cameras. Industry statistics show that sales of mobile computers and devices exceed those of fixed or desktop machines, and advanced mobile devices are becoming more popular than ever before (for example, digital cameras were outsold by camera phones in 2003 and 2004.) The Mobile Device Technology degree aims to offers a firm grounding in the principles of computing coupled with a distinctive emphasis on mobile and portable technology.

6.3 Content

The Mobile Device Technology degree will allow you the opportunity to study some of the most recent and exciting developments in modern computing technology -ranging from the principles of mobile devices through to practical issues including those of hardware design and software development for mobile devices. You will study mobile devices types and profiles (such as mobile telephones and handheld computers), mobile device operating systems (e.g. Pocket PC, Symbian, Palm), software development and programming for mobile devices, usability and human computer interface (HCI) issues, mobile device connectivity and networking, embedded mobile devices, global positioning systems, navigation and in-vehicle systems, and IT systems to support mobile devices and environments. The first year of study will provide you with essential computing software and hardware knowledge, and this will be developed further, with a focus on mobile devices and systems in the second and final year of study.

6.4 BSc Mobile Device Technology – Award Structure

Level C (Year 1)				
Sem 1	CE00371-1 Introduction to Software Development	CE00300-1 Hardware & Software Systems & Networks	CE00160-1 Signals and Communications	CE61002-1 Mathematics and Statistics for Computing Students
Sem 2	CE00396-1 Object Oriented and Event Driven Programming	CE00312-1 Introduction to C Programming		General Option
Level I (Year 2)				
Sem 1	CE00318-2 Database & Web Database Systems	CE00315-2 Professional & Enterprise Development	CE00375-2 Fundamentals of Mobile Computing	CE00314-2 Further Programming Concepts in C++
Sem 2	CE00343-2 Software Development for Mobile Computing Applications	Mobile Computing Devices & Technologies	CE00382-2 Hardware & Software Systems & Networks 2	General Option
Level H (Year 3)				
Sem 1	Project: Research & Planning	Advanced Mobile Computer Based Communications	CE00283-3 Further Programming for Mobile Devices	FCET Option
Sem 2	Project: Analysis & Design	Project: Implementation, Testing & Evaluation	Advanced Mobile Computing Devices and Technologies	General Option

6.5 Learning Outcomes for BSc Mobile Device Technology

Table 1 – Learning Outcomes BSc Mobile Device Technology

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Knowledge and understanding	Demonstrate knowledge of the underlying concepts and principles of computing hardware, software systems, and enabling technologies	Demonstrate knowledge and critical understanding of the well-established concepts, principles and their development relating to mobile computing hardware and software systems	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile computing hardware and software systems which is at, or informed by, the forefront of defined aspects of the technical area.	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile computing hardware and software systems which is at, or informed by, the forefront of defined aspects of the technical area.	CRCA 1
Learning	Develop lines of argument and make sound judgements in accordance with basic theories and concepts of computing systems.	Understand the contextual limits of their knowledge, and how this influences analyses and interpretations based on that knowledge	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the operation of mobile computing systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the operation of mobile computing systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	CRCA3 TS1

Table 1 – Learning Outcomes BSc Mobile Device Technology

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Enquiry	Present, evaluate, and interpret qualitative and quantitative data	Demonstrate knowledge of the main methods of enquiry in the study and development of mobile computing systems and environments.	Demonstrate knowledge of the main methods of enquiry in the study and development of mobile computing systems and environments.	Make informed decisions in the selection of candidate solutions, approaches, tools, techniques and methodologies based upon rational criteria and evidence gathered as a result of a process of review of established subject knowledge and current research, direct investigation and analysis	CRCA3 CRPA2 TS2
Analysis	Evaluate and interpret concepts and principles	Use a range of established techniques to initiate and undertake critical analysis of information	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to mobile device technology and to critically discuss and evaluate these	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to mobile device technology and to critically discuss and evaluate these	CRCA2
Problem-solving	Evaluate the appropriateness of different approaches to solving computing-based problems with acceptable solutions	Evaluate critically the appropriateness of different approaches to solving problems requiring an acceptable mobile-based solution and arising from coherent analysis	Develop technical mobile device-based solutions to complex problems and apply sound judgement in determining their requirements and constraints, and to manage, plan and control in complex and unpredictable contexts, the processes, stages and decisions involved in the development of these solutions.	Develop technical mobile device-based solutions to complex problems and apply sound judgement in determining their requirements and constraints, and to manage, plan and control in complex and unpredictable contexts, the processes, stages and decisions involved in the development of these solutions.	CRCA2 CRCA4 CRCA5 CRPA1 CRPA4 CRPA5 CRPA6

Table 1 – Learning Outcomes BSc Mobile Device Technology

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Communication	Communicate the results of technical study/work accurately, reliably, and with structured and coherent arguments	Communicate effectively information and arguments in a variety of forms, to specialist and non-specialist audiences, and deploy key techniques of the discipline effectively	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification.	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification.	CRCA6 TS2 TS3
Application	Apply the basic principles and techniques required for the study and development of computing systems and in doing so, understand the need to undertake further training and development of new skills within a defined discipline	Apply underlying concepts and principles outside the context in which they were first studied to develop a range of mobile device-based solutions	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical solutions, approaches, tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of mobile device technologies and systems	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical solutions, approaches, tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of mobile device technologies and systems	CRCA2 CRCA3 CRCA4 CRCA5 CRPA1 CRPA4 TS2 TS3

Table 1 – Learning Outcomes BSc Mobile Device Technology

Learning Outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Reflection	Demonstrate qualities and transferable skills necessary for employment and/or further study requiring the exercise of some personal responsibility	Demonstrate qualities and transferable skills necessary for employment or further training including the development of existing skills, and acquisition of new competencies that will require the exercise of personal responsibility and decision-making and will enable students to assume significance responsibility within organisations	To act as a technical professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which technical solutions are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	To act as a technical professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which technical solutions are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	CRCA7 CRPA3 TS4 TS5

7.0 BSc(Hons) Wireless Networking Technology

7.1 Introduction

This award is aimed at those wishing to specialise in Wireless Network Technology and who wish to develop their knowledge and skills, both from an academic perspective and also from a saleable skills perspective. The award is also aimed at existing professionals in industry that may wish to undertake professional development or change their career.

The award will be suitable for those wishing to develop highly sought after knowledge and skills that can be applied to the development deployment of wireless networks. Employment prospects for students completing the award would be with a wide range of IT systems providers and consultants. Typically, graduates would seek employment as skilled IT professionals or wireless network engineers/consultants.

7.2 Overview

Wireless networking is all about being connected without cables. Essentially, it's about being 'wire-free'. Traditionally, devices and networks have been connected using cable based technology – this can be costly, restrictive and can result in miles of cables! Wireless networks, on the other hand, rely on radio frequency to transmit data between devices – examples of these types of network include the mobile cellular network, 802.11 (Wifi), and Bluetooth. They can be used to replace existing network infrastructures or for new networks installations, and are becoming more and more popular - both for home and business use. From the end-user's perspective, wireless networks allow greater freedom, mobility and flexibility to connect to personal and corporate systems. The Wireless Networking Technology degree studies the concept, implementation and maintenance of these networks.

7.3 Content

The Wireless Networking degree will allow you the opportunity to study some of the most recent and exciting development in communications and networks. These include wide wireless area network types and profiles (e.g. analogue to digital cellular systems), Wireless LANs (e.g. 802.11 standards), wireless transmission protocols and interfaces, wireless network planning, integration with existing networks, and wireless network security and regulations. The first year of study will provide the essential computing and networking knowledge, and this will be developed further in the second and final year of study.

7.4 Wireless Networking Technology – Award Structure

Level C (Year 1)				
Sem 1	CE00371-1 Introduction to Software Development	CE61012-1 Mathematical Foundation for Engineers	CE00160-1 Signals and Communications	CE00126-1 Introduction to Networking with LANs and WANs
Sem 2	CE00396-1 Object Oriented and Event Driven Programming	CE00312-1 Introduction to C Programming		General Option
Level I (Year 2)				
Sem 1	CE00318-2 Database & Web Database Systems	CE00315-2 Professional & Enterprise Development	CE00375-2 Fundamentals of Mobile Computing	CE00038-2 Communications
Sem 2	CE00343-2 Software Development for Mobile Computing Applications	Mobile Computing Devices & Technologies	CE00127-2 LAN Switching and WAN Networks	General Option
Level H (Year 3)				
Sem 1	CE00901-3 Project: Research & Planning	Advanced Mobile Computer Based Communications	CE00124-3 Fundamentals of Wireless LANs	FCET Option
Sem 2	CE00902-3 Project: Analysis & Design	CE00903-3 Project: Implementation, Testing & Evaluation	CE00036-3 Data Communication Systems	General Option

7.5 Learning Outcomes for BSc Wireless Network Technology

Table 2 – Learning Outcomes for BSc Wireless Networking Technology

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Knowledge and understanding	Demonstrate knowledge of the underlying concepts and principles of relevant computing, networking and communications technology	Demonstrate knowledge and critical understanding of the well-established concepts, principles and their development relating to relevant computing, networking and communications technology	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile and wireless networking hardware, software and systems which is at, or informed by, the forefront of defined aspects of the technical area.	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile and wireless networking hardware, software and systems which is at, or informed by, the forefront of defined aspects of the technical area.	CRCA 1
Learning	Develop lines of argument and make sound judgements in accordance with basic theories and concepts of computing systems.	Understand the contextual limits of their knowledge, and how this influences analyses and interpretations based on that knowledge	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the operation of mobile and wireless network systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the operation of mobile and wireless network systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	CRCA3 TS1
Enquiry	Present, evaluate, and interpret qualitative and quantitative data	Demonstrate knowledge of the main methods of enquiry in the study and development of solutions, potentially requiring mobile and wireless technologies, to a range of problems	Demonstrate knowledge of the main methods of enquiry in the study and development of solutions, potentially requiring mobile and wireless technologies, to a range of problems	Make informed decisions in the selection of candidate solutions, approaches, tools, techniques and methodologies based upon rational criteria and evidence gathered as a result of a process of review of established subject knowledge and current research, direct investigation and analysis	CRCA3 CRPA2 TS2

Table 2 – Learning Outcomes for BSc Wireless Networking Technology

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Analysis	Evaluate and interpret concepts and principles	Use a range of established techniques to initiate and undertake critical analysis of information	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to mobile and wireless networking technology and to critically discuss and evaluate these	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to mobile and wireless networking technology and to critically discuss and evaluate these	CRCA2
Problem-solving	Evaluate the appropriateness of different approaches to solving computing-based problems with acceptable solutions	Evaluate critically the appropriateness of different approaches to solving problems requiring an acceptable wireless network-based solution and arising from coherent analysis	Evaluate critically the appropriateness of different approaches to solving problems requiring an acceptable wireless network-based solution and arising from coherent analysis	Develop technical wireless network-based solutions to complex problems and apply sound judgement in determining their requirements and constraints, and to manage, plan and control in complex and unpredictable contexts, the processes, stages and decisions involved in the development of these solutions.	CRCA2 CRCA4 CRCA5 CRPA1 CRPA4 CRPA5 CRPA6
Communication	Communicate the results of technical study/work accurately, reliably, and with structured and coherent arguments	Communicate effectively information and arguments in a variety of forms, to specialist and non-specialist audiences, and deploy key techniques of the discipline effectively	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification.	CRCA6 TS2 TS3
Application	Apply the basic principles and techniques required for the study and development of computing, networking and	Apply underlying concepts and principles outside the context in which they were first studied to develop a range of mobile	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical solutions, approaches,	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical solutions, approaches,	CRCA2 CRCA3 CRCA4 CRCA5

Table 2 – Learning Outcomes for BSc Wireless Networking Technology

Learning Outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
	communications technology and in doing so, understand the need to undertake further training and development of new skills within a defined discipline	wireless network-based solutions	tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of wireless networking technology and associated systems	tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of wireless networking technology and associated systems	CRPA1 CRPA4 TS2 TS3
Reflection	Demonstrate qualities and transferable skills necessary for employment and/or further study requiring the exercise of some personal responsibility	Demonstrate qualities and transferable skills necessary for employment or further training including the development of existing skills, and acquisition of new competencies that will require the exercise of personal responsibility and decision-making and will enable students to assume significance responsibility within organisations	To act as a technical professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which technical solutions are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	To act as a technical professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which technical solutions are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	CRCA7 CRPA3 TS4 TS5

8.0 BSc(Hons) Mobile and Wireless Business Systems

8.1 Introduction

This award is aimed at those wishing to specialise in Mobile and Wireless Business Systems and who wish to develop their knowledge and skills, both from an academic perspective and also from a saleable skills perspective. The award is also aimed at existing professionals in industry that may wish to undertake professional development or change their career.

The award will be suitable for those wishing to develop highly sought after knowledge and skills that can be applied to the analysis, design and development of mobile and wireless systems from a business perspective. Employment prospects for students completing the award would be with a wide range of IT systems providers and consultants, mobile device manufacturers or mobile network providers. Typically, graduates would seek employment as skilled IT business consultants or strategists engaging with a variety of work related to the business aspects of mobile and wireless systems.

8.2 Overview

A key goal of IT systems is to support business – and mobile and wireless systems IT systems are no exception. In fact, mobile and wireless systems open up new opportunities in the way that business can be conducted using innovative and novel technologies and approaches. This may include extending access to company information using mobile phones or handheld computers, or conducting financial transactions using mobile devices. Numerous organisations have already realised the benefits of adopting mobile and wireless technologies to support their business functions, and this number is increasing rapidly. Mobile and wireless systems can be used to support a wide range of industries including business and commerce, healthcare, education, and entertainment. The Mobile and Wireless Business Systems degree focuses on these issues and provides a firm grounding in the business and relevant technical issues associated with the development of these systems.

8.3 Content

The Mobile and Wireless Business Systems degree will allow you the opportunity to study some of the most recent and innovative topics related to IT systems and their application to business - ranging from a study of mobile devices and systems through to the use of mobile and wireless systems for strategic business advantage. The award will include essential business concepts, the business case for mobility, m-business technologies, adoption factors of mobile and wireless systems, m-business strategy, the analysis and design of an m-business, process models, architectures and methodologies for m-business, mobile and wireless applications and domains, m-commerce, as well as other relevant topics such as legal, personal and financial issues associated with mobile and wireless systems. The first year of study will provide the essential business and IT knowledge and skills, and this will be developed further in the second and final years where analytical and business development skills in context of mobile and wireless systems will be developed.

8.4 BSc Mobile and Wireless Business Systems – Award Structure

Level C (Year 1)				
Sem 1	CE00301-1 Web Design and Development	CE00300-1 Hardware & Software Systems & Networks	CE61002-1 Mathematics and Statistics for Computing Students	General Option
Sem 2	CE00230-1 Software Development using VB.NET	CE00367-1 Introductory Business Concepts	CE00308-1 Systems Analysis & Design	Introduction to Mobile and Wireless Technology
Level I (Year 2)				
Sem 1	CE00318-2 Database & Web Database Systems	CE00315-2 Professional & Enterprise Development	CE00375-2 Fundamentals of Mobile Computing	CE00317-2 Management and Planning
Sem 2	CE62020-2 Business Forecasting and Planning	Mobile Applications and Systems Development	Business Transformation through Mobile Technology	General Option
Level H (Year 3)				
Sem 1	Project: Research & Planning	Mobile Applications in Business	CE00349-3 E-Commerce/M-Commerce Systems: Strategies and Management	FCET Option
Sem 2	Project: Analysis & Design	Project: Implementation, Testing & Evaluation	CE00303-3 Critical Issues in Managing Information Systems in Organisations	General Option

8.5 Learning Outcomes for BSc Mobile and Wireless Business Systems

Table 3 – Learning Outcomes for BSc Mobile and Wireless Business Systems

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Knowledge and understanding	Demonstrate knowledge of the underlying concepts and principles of relevant computing technology and business concepts	Demonstrate knowledge and critical understanding of the well-established concepts, principles and their development relating information systems and technology in context of mobility and the associated business advantage	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile information systems and their strategic use which is at, or informed by, the forefront of defined aspects of the discipline	Demonstrate a detailed, systematic and critical understanding of key aspects of mobile information systems and their strategic use which is at, or informed by, the forefront of defined aspects of the discipline	CRCA 1
Learning	Develop lines of argument and make sound judgements in accordance with basic theories and concepts of computing and information systems	Understand the contextual limits of their knowledge, and how this influences analyses and interpretations based on that knowledge	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the business and commercial factors governing the design, development and operation of mobile and wireless systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	Demonstrate a coherent and critical understanding of the concepts, principles and theories that explicate the business and commercial factors governing the design, development and operation of mobile and wireless systems, and to understand the limits, ambiguity and uncertainty of the associated knowledge.	CRCA3 TS1

Table 3 – Learning Outcomes for BSc Mobile and Wireless Business Systems

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Enquiry	Present, evaluate, and interpret qualitative and quantitative data	Demonstrate knowledge of the main methods of enquiry in the study, planning and management of mobile technology-based solutions	Make informed decisions in the selection of candidate solutions, approaches, tools, techniques and methodologies based upon rational criteria and evidence gathered as a result of a process of review of established subject knowledge and current research, direct investigation and analysis	Make informed decisions in the selection of candidate solutions, approaches, tools, techniques and methodologies based upon rational criteria and evidence gathered as a result of a process of review of established subject knowledge and current research, direct investigation and analysis	CRCA3 CRPA2 TS2
Analysis	Evaluate and interpret concepts and principles	Use a range of established techniques to initiate and undertake critical analysis of information	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to the concept, development, adoption and management of mobile technology-based solutions and technologies, and to critically discuss and evaluate these	Analyse and describe underpinning theories, solutions, approaches, tools, techniques and methodologies related to the concept, development, adoption and management of mobile technology-based solutions and technologies, and to critically discuss and evaluate these	CRCA2

Table 3 – Learning Outcomes for BSc Mobile and Wireless Business Systems

Common learning outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Problem-solving	Evaluate the appropriateness of different approaches to solving computing-based problems with acceptable solutions	Evaluate critically the appropriateness of different approaches, identified through coherent investigation and analysis, to solving problems requiring an appropriate mobile technology-based solution	Develop innovative business and commercial mobile technology-based solutions to a range of problems and apply sound judgement in determining their requirements and constraints, and to manage, plan and control in complex and unpredictable contexts, the processes, stages and decisions involved in the development of these solutions.	Develop innovative business and commercial mobile technology-based solutions to a range of problems and apply sound judgement in determining their requirements and constraints, and to manage, plan and control in complex and unpredictable contexts, the processes, stages and decisions involved in the development of these solutions.	CRCA2 CRCA4 CRCA5 CRPA1 CRPA4 CRPA5 CRPA6
Communication	Communicate the results of technical study/work accurately, reliably, and with structured and coherent arguments	Communicate effectively information and arguments in a variety of forms, to specialist and non-specialist audiences, and deploy key techniques of the discipline effectively	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification.	Communicate effectively to different audiences using appropriate media, technology and techniques, complex information, ideas and discussion concerning the problems, solution outcomes, solution development processes, results of research, investigation and rational justification.	CRCA6 TS2 TS3

Table 3 – Learning Outcomes for BSc Mobile and Wireless Business Systems

Learning Outcome headings	Certificate	Intermediate	Ordinary	Honours	Benchmark
Application	Apply the basic principles and techniques required for the study and development of an information system and in doing so, understand the need to undertake further training and development of new skills within a defined discipline	Apply underlying concepts and principles outside the context in which they were first studied to develop appropriate designs and materialisations of mobile technology-based solutions	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical or business solutions, approaches, tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of e-business and associated systems thinking	Apply effectively appropriate tools, techniques and methodologies and to adapt and extend existing technical or business solutions, approaches, tools, techniques and methodologies where necessary or appropriate using ideas and techniques, some of which are at the forefront of e-business and associated systems thinking	CRCA2 CRCA3 CRCA4 CRCA5 CRPA1 CRPA4 TS2 TS3
Reflection	Demonstrate qualities and transferable skills necessary for employment and/or further study requiring the exercise of some personal responsibility	Demonstrate qualities and transferable skills necessary for employment or further training including the development of existing skills, and acquisition of new competencies that will require the exercise of personal responsibility and decision-making and will enable students to assume significance responsibility within organisations	To act as a information systems professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which solutions with a technical grounding are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	To act as a information systems professional and demonstrate an understanding of professional and personal responsibility and issues including the ethical, legal and social context in which solutions with a technical grounding are developed and operated, and to manage their continuing professional development and lifelong learning for employment or further training of a professional or equivalent nature	CRCA7 CRPA3 TS4 TS5

9.0 General Structure of Awards

Sandwich degrees involve an initial two year programme studied at the University, followed by a one year industrial placement, and then a final year at the University – a total of four years. For the non-sandwich BSc awards the normal structure is three years studied at the University. Students may study their degree programme in part-time mode as long as they observe the structure and general phasing of the equivalent full-time route they are following. Each academic year for this programme comprises a sequence of two Semesters – each Semester normally lasts 12 weeks, during which you will undertake your studies through modules.

A level of study indicates the academic level at which study is to be undertaken – Certificate level (module level 1), Intermediate level (module level 2) and Honours level (module level 3). Normally a level corresponds to one year of study for full-time students.

10.0 Ordinary Degrees.

This award is intermediate between the Diploma in Higher Education and a BSc (Honours) degree. It is intended to enable those of you who have difficulty in completing the Honours degree due to a variety of academic or other problems, to be successful in completing a degree. However, if you are awarded the Ordinary degree, you may at a later date apply to return as direct entrants onto level H of the Mobile and Wireless Technology Scheme to complete an Honours degree. The Ordinary degree is unclassified and is available as a sandwich award or non-sandwich award.

The Ordinary degree is available with any title within the Scheme, and will have the 8 award learning outcomes defined at the Ordinary degree level. An ordinary degree will require the study of 60 level H credits, which will normally be derived from the core modules at level H (excluding the project modules). **However, in order to meet all the 8 learning outcomes at the Ordinary degree level it will be necessary for you to ensure that you have selected the correct combination of modules which deliver the relevant 8 learning outcomes at that level.** In most cases, these originate from the core modules at Level H of your award (excluding the project modules), but in other cases you may need to register for modules that contain learning outcomes not contained in the core modules but which are still required at the Ordinary level. Typically, these modules will be Faculty option modules.

11.0 INDUSTRIAL PLACEMENT

If you are on a sandwich award then the third year of your Award will normally be spent in employment within the computing profession in one of the hundreds of companies who have links with the University. Some are large blue chip companies others are small independent firms which are spread all over the country. There are a few placements in Europe. Over the years students have managed to find work all over the world. The Faculty has a Placement Office that will help you to get your placement organised. Their responsibility is to act as a link between you and organisations that are willing to take students on a placement. They will advertise vacancies and advise you on your CV, etc. You must contact them to apply for any position that they advertise. Firms have their own methods for dealing with applications. You will be invited for interview and may find yourself competing not only with your fellow students, but also with students from other institutions. The majority of these placements are paid so you will be earning a decent salary perhaps for the first time. You have to work for at least 48 weeks in

continuous employment and are required to produce a report at the end of your placement which forms part of your assessment. You are allocated a Faculty tutor who will visit you normally twice a year to keep track of your progress. At the end of Level C, presentations from the industrial placement tutors will tell you how to complete your CV and how to apply for placements. They will arrange your interviews as appropriate and will help you look for a placement. An industrial tutor will be allocated to supervise you during the placement.

11.1 Industrial placement learning outcomes

The role of the placement is to provide those of you who undertake it with an opportunity to broaden and deepen your experience of the development of computing-based solutions to problems and to do so in a professional context. This permits you to consolidate a number of level I learning outcomes and thus improve your preparedness for level H. The placement does not have an identified credit level or credits associated with it. Thus the learning outcomes for the placement do not relate to a credit level.

The wide variety of placement organisations and placement job roles makes it impossible to be sufficiently prescriptive over your specific learning experiences as to be able to guarantee support for learning outcomes in pre-defined elements or areas of computing or specific areas within your area of study. The learning outcomes for the industrial placement thus focus on the organisational and professional context of the placement, rather than on the development of subject specific expertise.

11.2 Assessment of the industrial placement.

In order to qualify for the award of a sandwich degree the industrial placement period must be passed. Failure in the industrial placement will require a repeat of an industrial placement as a referral. Only one referral attempt is allowed and must normally occur within 18 months.

To pass the industrial placement you must have,

- 1 - completed, normally, 48 weeks of relevant work experience
- 2 - achieved at least 40% in the placement report,
- 3 - achieved an aggregate mark of 40% or more.

Where the aggregate mark achieved by a student is $\geq 40\%$, but either of the pass criteria 1. or 2. above are not fulfilled, then the grade point recorded will be a 3.

The industrial placement cannot be subject to compensation.

11.3 Progression and the industrial placement.

If you are registered on a sandwich award then normally, in order to progress onto level H you must pass the industrial placement, in addition to fulfilling any other criteria specified by the University Undergraduate Modular Framework regulations. However, exceptionally you may be allowed to proceed onto level H without completing an industrial placement. You will still be required to pass an industrial placement before you can be awarded a sandwich degree.

For more detail on the requirements and processes involved in finding and undertaking a placement see the placement website at <http://www.fcet.staffs.ac.uk/placements/>

12.0 FINAL YEAR PROJECT

During your studies, you will be introduced to several new skills, many of which are designed to help you with your final year project. You will also find that your work experience is invaluable. Your project will be one of the most important assessments of your degree. To start with, it is yours, often conceived by you, certainly developed and progressed by you. It is nothing to fear as it will become something you will be very proud of and eager to demonstrate and present to prospective employers. Full details of the requirements and assessment of the project are contained in a separate handbook. The project is Award specific – this means that the content and emphasis of your project must relate to your named Award.

All information regarding the Final Year Project can be found on the intranet site <http://project.soc.staffs.ac.uk/>

The project manager will implement project development policy and will co-ordinate the selection and supervision of Level 3 projects within your chosen Award.

You are able to choose your project and wherever possible an appropriate supervisor, with whom you will arrange regular (normally weekly) progress meetings. Projects are second assessed by another academic to ensure consistency. The project manager will provide advice and guidance should problems arise that cannot be solved between yourself and your project supervisor or second assessor.

Although it is appreciated that students will come to the project with varying levels of previous knowledge and skills, work on the production of the project artefact and the project documentation (including artefact support documentation) will only be credited if it is carried out while you are registered for the project modules. Any such work should be referenced in the normal way. So for example code that was developed prior to the commencement of the project modules (even if developed by yourself and hence not plagiarism) will receive no marks – you can use the code, but you must make it clear that it is code that you developed previously which you are re-using.

12.1 General requirements and expectations of the project.

12.1.1 The development and expression of a computing based solution to a problem.

Essential to the project is that it should be constituted by the development and expression of a computing/technical based solution to a problem. Some form of implementation is, therefore required and the solution to a problem should involve the expression of that solution (or significant parts of it) in the form of an algorithm encoded in whatever language is suitable or appropriate. The language may be of whatever generation and include scripting languages, macro languages and declarative/functional or graphical languages, as long as the language permits the expression of algorithms of appropriate generality and complexity. Simply constructing an artefact by using packages is not sufficient

12.1.2 The level of intellectual demand required.

For the project, the problem and the computing based solution need to be appropriate for level H in terms of the intellectual skills required to complete it i.e. it has to be of sufficient complexity for an honours project. As a guide, it is reasonable to say that the project should be something in terms of difficulty that someone could only be expected to start after having studied your Award for 2 years full-time at a University, and requires from such a person 45 Credits worth of work to complete. If it can be done as a whole, or individual modules that constitute it can be done, to the same standard, by an enthusiastic amateur, who is self-taught from a few books/the internet, etc, then it is not adequate as an honours project. Projects are intended to express the achievement of someone who is on the verge of becoming a computing professional, and not the achievement of a hobbyist.

The issue of standards is an important qualifier however. A keen amateur may attempt to produce a software artefact of a type that a student may also produce legitimately as part of their final year project. However, in such circumstances the student should produce an artefact close to a professional standard, whereas the artefact produced by an amateur would be significantly flawed. It would be expected that the amateur's work would fail as an expression of both academic and professional competence.

The key test as to whether something may be adequate as a project is the question: Could a project or given specific component modules be undertaken to the expected standards (both professional and academic) by someone without the education in computing that students on the Mobile and Wireless Technology Scheme have received? If the answer to this question is yes, then the project is inadequate and needs to be rejected or enhanced in suitable ways in order to make it acceptable.

13.0 Level Leaders

Each Level of your Award has a Level Tutor, who is responsible for the management and control of that Level. The Level Tutor will be your main point of contact for any academically related Level or Award-based issues during the year. He/she will monitor the progress of all students within the Award and therefore needs to be kept informed of any difficulties encountered during each semester. If you are ill or have extenuating circumstances which prevent you from attending classes, completing an assignment, or sitting an exam, it is vital that you complete an Extenuating Circumstances form, it may also be advisable to talk to your Level Tutor to make them aware of the situation. If you need any special requirements for examinations or tests, the Level Tutor should be informed as soon as possible so that appropriate measures may be taken.

14.0 Special Needs

If you have special needs requirements concerning assessment then you should be assessed by University's Disability Advisory Service, who will then inform the Faculty's examination administrators. You should note that it is **your** responsibility to ensure that you have been assessed by the Disability Advisory Service for any special needs that you may have.

You also have an obligation to take responsibility to ensure that your special needs requirements are taken into account for all appropriate assessment. This means keeping in touch with the Faculty's examination administrators.

As soon as you have enrolled and know which modules you will be studying for your award, you should contact the Academic Office and provide them with the following information.

- Personal information including contact/e-mail addresses
- Your award title
- Codes and names for all the modules on which you have enrolled

You should do this at the start of the year irrespective of whether you have been assessed by the Disability Advisory Service or whether you are waiting to be seen.

During the year, you must inform the examination administrators **as soon as you know** that a class test or examination has been scheduled. You should not assume that because you have provided the Academic Office with a list of modules you are studying, that suitable arrangements will automatically be made for you. You have a responsibility to check in advance, suitable assessment requirements for your needs.

You should note that the Faculty cannot guarantee to make suitable arrangements for you if less than 2 weeks notice is given by you to the Award Support Office.

You should also inform the Award Support Office as soon as you change any module you are studying.

The examination administrators may be found in the Award Support Office, room K266 in the Octagon building.

15.0 Intermission and withdrawal

It may sometimes be that your personal circumstances become such that you are unable to continue studying with us. If you feel this is the case then it may not be as bad as you believe and it may be possible for the University to help you continue with your studies. **You should consult with the Student Advisor and with your Level Tutor for advice.**

If you are still convinced that currently you are unable to continue with your studies, then you may intermit for a period of time (typically a year). Intermission is a period of time during which you suspend your studies with us i.e. you cease to be an active student with us. You do not take any modules or assessments during the period. Such a period may enable you to sort out some of the problems that you are having or it may be that your circumstances change over the period. After the period of the intermission you would return to us and re-start your award at the point you suspended it. It may be possible to intermit for longer than one year, although this is unusual.

However, it may be that you conclude after discussion with the Student Advisor and your level tutor that even intermission will not help you and that you are unable to continue with your studies for the foreseeable future. You may at that time conclude that you need to withdraw from your award. Withdrawal will terminate your period with us as a student. You will be able to apply to return to us to study in the future, however, we cannot guarantee either that your application will be successful or that if successful that you will be able to start at the point in your studies at which you withdrew.

If you wish to intermit or withdraw you should in the first instance talk to the Student Advisor and your level tutor, who will advice you and take you through the process involved.

16.0 Management of the Mobile and Wireless Technology Scheme.

16.1 Student representation

To understand the Scheme and to know where you fit in, you need to know how it is managed. Students are represented so that they may contribute to decisions that are made. Your input is just as vital as the academics and managers. At the beginning of each Academic Year the Level Tutor's will ask for volunteers to be Student Representatives these volunteers will then be elected by the students. Student Representatives are there to represent the views of the students in their year.

As well as voicing your opinions to your student representative you can also talk to your level tutor or the Scheme Director directly. In addition, your level tutor will hold, at least twice a year, an open forum to which all students on a given level are invited to attend in order to raise any issues and provide feedback concerning any aspects of the Scheme or its management.

16.2 Management Committee

The entire Scheme is managed by a Scheme Director or nominee who acts as Chair of the Mobile and Wireless Technology Scheme Committee which has overall responsibility for all Awards within this Scheme.

The Committee consists of:

- The Scheme Director, or nominee
- All the Route Advisors (i.e. leaders of each of the 3 Awards)
- A representative from each of the Programme Areas which provide core and specific option modules for the awards in the Scheme. This representative will often be the Module Co-ordinator for the Programme Area (these are senior academics who have quality assurance responsibility for the modules in a Programme Area).
- Level Leaders (one for each Level)
- A Representative from the Faculty of Computing, Engineering and Technology Management Team
- The Student Advisor
- The Admissions Tutor for the Scheme
- A Placements Tutor
- The Level 3 Project Tutor
- An Information Services Representative
- Co-opted representatives e.g. from Welfare Services
- Student representatives (students from each Level as elected by the students)

The day to day running of the Scheme is the responsibility of the Level Leaders, but there are other academics also involved. These are:

- Module leaders (All modules have an individual module leader who is responsible for the delivery and assessment of the module. Any problems at module level should be referred to them).

- Industrial placement tutors
- Industrial tutors
- Personal Tutors
- Project Manager
- Project Supervisors

17.0 Personal Development Planning (PDP) within the Scheme

Personal Development Planning (PDP) is a set of activities and an approach to your studies which the University wants to encourage all students to engage in. Essentially, it encourages you to reflect on your life and career goals and expectations, in order to analyse what skills and knowledge you need in order to accomplish those goals. It encourages you to try to integrate your academic studies with the rest of your life and aims to try to help you appreciate the relevance and context of your studies. It also will try to help you become equipped with the set of skills that will help you take a more proactive approach to your life and the place of academic study and lifelong learning within it.

Personal Development Planning (PDP) has been embedded within the Scheme in a number of different ways.

At level C, you are introduced to fundamental knowledge-based areas and the inherent professional development required in synthesising this knowledge as an undergraduate student. The choice of an option module (where available) also provides you with the opportunity to reflect in light of your experience and look towards identifying and developing in an area and module of your choice.

At level I, the Professional and Enterprise Development module explicitly requires you as part of your developing professionalism, to reflect upon your career/life goals and what actions and learning objectives you need to pursue in order to facilitate the achievement of those goals. In the industrial placement there is an explicit requirement to reflect upon the placement experience and relate it to your personal development. Finally, the project supervisor's role in the final year will include facilitating your reflection upon your development in the final year ahead of progression into employment, research or training.

18.0 Opportunity for flexible transfer to other Awards in the University

The Faculty of Computing, Engineering and Technology offers a number of awards in computing and computing related fields as well as awards in technological areas that may be of interest to students who have broadly technical interests. It may become apparent that you have made a mistake in your choice of award scheme (not just award title within the Mobile and Wireless

Technology Scheme). You may feel that an award with greater business coverage would suit you better, or one that focuses on various media technologies and their application, or you need something with more substantial low level electronic hardware content. In these cases you may be able to transfer to an award in the Business Computing Degrees Scheme or to one of the awards in the technology or engineering areas offered by the Faculty. Some of these awards have modules in common with the Mobile and Wireless Technology Scheme, thus you may be able to use some of the modules that you have already passed as counting towards the achievement of the relevant award.

If you feel that you may have made a mistake over the general area of study, then you are advised in the first instance to **contact your personal tutor or the Student Advisor** who can then discuss with you various options for transfer to other awards, should you wish to do so.

19.0 FACULTY (FCET) MODULES

Details of the module specifications for the modules on your Award are available at <http://www.staffs.ac.uk/current/student/modules/>

Your Level Leader will be able to provide advice on the availability and your registration eligibility for these modules – particularly where you need to select a module to fill an General Option or FCET Option slot.

PART 2

20.0 Section 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.

It is divided into sections as follows:

Section 1: Who's Who in the Faculty

- **The Faculty Office**
- **The Faculty Management Team**
- **Programme Areas**
- **Award Managers and Award Leaders**

Section 2: Administration

- **Enrolment**
- **Student Card**
- **Data Protection Act**
- **Module Registration**
- **Amending your module choices**
- **Changing Awards**
- **Induction Week Programme**
- **Post**
- **Amendments to Personal Details**
- **Registration with a General Practice**
- **Notices and Information**

Section 3: Services for students

- **University Services**
 - (A) Accommodation Office
 - (B) Employability and Student Support
 - Careers & Employability Service
 - Childcare Services

Counselling Service
Disability Advisory Service
Multi-faith Chaplaincy
Student Health Service

- (C) Financial Services
- (D) Information Services
- (E) Student Administrative Services –Information Centres
- (F) Student Guidance Office
- (G) Students Union
 - Students' Union Advice Centre

- **Faculty / Subject Level Services and Support**
 - (1) Personal Tutors and Student Mentors
- **Student Representation**
 - (1) SSLGs (Student Staff Liason Groups)
 - (2) Other Committees
 - (3) Other Feedback Mechanisms
- **Appeals, Complaints and Conduct**
- **Supporting Disabled Students**

Section 4: Teaching, Learning and Assessment

- **Attendance and Absence**
- **Lectures and Seminars**
- **Assignments**
 - Deadlines for coursework
 - Ethical Clearance
 - Handing in Your Assignments
- **Examinations and Class Tests**
 - Class Tests
 - Examinations
 - Special Examination Arrangements
- **Extenuating Circumstances**
- **Teaching, Learning and Assessment (TLA) and Disability**

- **Assessment**
 - How is my work marked?
 - Plagiarism
 - What if I fail a module?
 - When can I retrieve a failed module?
 - What if I am unable to meet a submission deadline or my coursework?
- **Results**
- **Collecting Your Work**
- **Progression to the Next Level of Your Award and Graduation**
 - From Level 1 to Level 2
 - From Level 2 to Level 3
 - Graduation

Section 5: Employability

- **Staffordshire University Employability Policy**
- **Opportunities, Resources, Support, Guidance and Information**
 - Learning Outcomes
 - Key Skills web sites
 - Key Skills modules
 - Skills and Employability Centre
 - Personal Development Planning
 - (1) The 'Careers and Employability Service'
 - (2) Workbank
 - (3) Sponte Community Volunteer Scheme
- **Employability Opportunities**
 - (1) E2 – The Station
 - (2) E20
 - (3) HE Full Circle
 - (4) Enterprise Fellowship Scheme
 - (5) National Council for Graduate Entrepreneurship
 - (6) Tech Transfer Office
 - (7) The University's own 'Enterprise Fest'
 - (8) STEP and Staffordshire Graduate Link
 - (9) Graduate Futures

Section 6: Useful Contacts

Section 1: Who's Who in the Faculty

20.1 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 and level 3 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

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

20.2 The Faculty Management Team

- **The Dean of Faculty**

At the head of the Faculty is the Dean, Professor Mike Goodwin

- **Faculty Academic Directors**

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

Dr Mike Hamlyn, Teaching and Learning (C236, m.g.hamlyn@staffs.ac.uk)
 Professor Adrian Low, Research and Enterprise (K232, 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 Leaders**

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

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

21.0 Section 2 Administration

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

21.1 Enrolment

Your first task when you arrive at the University will be to enrol as a student of Staffordshire University. You will be asked to complete an enrolment form (full or part-time, depending on how you're studying). This may be pre-printed which you will have to check or blank for you to fill in. Once you have completed this, it will be signed by one of the tutors who has special responsibility for you during the induction process. This is Stage 1. You will complete Stage 2 with other students from the Faculty and at this point you will be issued with your student card.

21.2 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.

21.3 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 and degree classification, 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

21.4 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 360 credits at the end of level 3 which is the amount you need to be considered for the award of your degree. 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/s Manager to help you. If you are following a joint or combined Honours award, you will have 2 subject talks as appropriate. 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).

You will use a module registration form to record your core, specific option and general credit modules. Your personal tutor or Award Leader 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.

21.5 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.

21.6 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 an undergraduate 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.

21.7 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 Leader 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

21.8 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.

21.9 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.

21.10 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.

21.11 Award and Module information

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

21.12 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

22.0 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.

22.1 University Services

University support is delivered by;

- **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

- **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)

- **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

- **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>

- **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

- **Student Guidance Officer**

The University's Student Guidance Officer is based within the University Information Centre at Stoke and in Stafford on most Tuesday and Thursday afternoons.

Provides advice, guidance and information on a range of educational issues.

1. [If you concerned that you have chosen the wrong course?](#)
2. [If you are considering taking time out \(intermitting\) or leaving your course?](#)
3. [Need advice on how to appeal against your examination results?](#)
4. [Need advice on how to make a complaint?](#)
5. [Need advice on submitting extenuating circumstances?](#)
6. [If you are unsure how you will pay your fees or if you can pay in instalments?](#)
7. [If you are unsure who to contact to arrange your student loan?](#)
8. [Need special arrangements for your exams?](#)

- Conducts exit interviews for those students who are taking time out

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

Email: n.j.gardener@staffs.ac.uk

Mail: Nicola Gardener, Student Guidance Officer, Information Centre, Flaxman Building, College Road, Stoke-on-Trent, Staffordshire, ST4 2DE.

Telephone: 01782 292768

- **Students' Union**

Students' Union "Striving for the best experience for students"

The Students' Union is an organisation that is here to help you. We are responsible for providing a wide range of services that ensure your time at University is the best it can possibly be.

<http://www.staffsunion.com>

Contact: Stoke 01782 294629 - Above the Ember Lounge, College Road.

Contact: Stafford 01785 353311 C Block, Beaconside.

- **Students' Union Information Centres**

The Students' Union Information Centres are the first point of contact for students, staff and visitors at the Students' Union. The centres provide information on a wide range of subjects. Try to answer all questions posed to them.

Contact: Stoke 01782 294629 Students' Union building on College Road. Open from 9am to 8pm, Monday to Friday. Contact: Stafford 01785 353311 Students' Union Office in Block C, Open from 9am to 5pm, Monday to Thursday and till 4.30pm on Fridays.

- **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 the student body.
 - Up to date information on funding, benefits, housing laws, course regulations, legal matters etc
 - 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.
- Contact: Stoke 01782 294469 College Road, Stoke On Trent, ST4 2DE,
Fax 01782 295736. above the Ember Lounge in the Student's Union
Open 9.00am till 4pm daily.
Contact: Stafford 01785 353311 Beaconside, Stafford, ST18 0AD, ,
Fax 01785 353599 Engineering Block Beacon Building. Open from 9.00am till 4pm daily. Email: sac@staffs.ac.uk

22.2 Faculty/Subject Level Services and Support

Personal Tutors and Student Mentors

All students will be assigned a Personal Tutor as soon as they arrive: they will remain in contact with you throughout your time here (although, depending on your particular award, tutorial responsibilities may be re-negotiated in your third year in line with arrangements for the supervision of dissertations and similar projects)

Your personal tutor is there to do two things – (1) to review with you your academic progress, and to provide you with academic guidance (for example, on module choice, on changing award routes, on developing a strategy to recover failed modules, or on improving your performance following your assessment results at the end of each teaching block), and (2) to provide pastoral support.

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.

22.3 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 Leader.

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

22.4 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.

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 a module tutor, or with your personal tutor, or with your Award Leader or Manager, or with the Faculty 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 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_tcm-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.

22.5 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 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, there are designated members of staff, Disability Officers, whose role it 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 Officers is Dr Robert Round.

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. Our reference point here is the assessment and statement of your needs by Disability Advisory Service. This information is also important to your personal tutor, who will agree with your 'personal evacuation plan' in the event of any emergency.

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.

Obviously you can also consult your Personal Tutor or the Faculty's Disability Co-ordinator 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, 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.

STUDENTS' UNION

The Students' Union is also very active in supporting disabled people. They recognise your right to participate fully in all aspects of University life. For Further information, contact the Students' Union direct or join the Disabled Students' Association.

We realise that many disabled people have no wish to disclose their disability or do not recognise their impairments as a disability. We would, however, encourage you to disclose to us in order that the University can fully meet its' obligations. We also recognise that you may feel that you do not need support. The University has made many anticipatory changes to its facilities and practices and will continue to do so in order to remove the barriers experienced by disabled people. We need your help with this. If you wish to become involved in any way, please contact the Disability Advisory Service.

You can contact the Student's Union: In person at any of the Students' Union Offices or by telephone on: 01782 294469 (Stoke campus) 01785 353311(Stafford Campus)

23.0 Section 4 Teaching Learning and Assessment

23.1 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 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.

23.2 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.

23.3 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

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.

23.4 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 Leader.

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 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 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 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. Claims submitted after these dates are only considered at the particular discretion of the Chair of the ECP.

All claims are considered by the Faculty's ECP. This is chaired by Gordon Bancroft, one of the Programme Area Managers, and only he 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 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.

23.5 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 a student, a copy of your assessment is placed on your personal file, and the tutors with whom you come into contact will be 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 the office.

If you are dyslexic, remember to ask at Faculty 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.

23.6 Assessment

- **How is my work marked?**

Essays and exams are marked 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.

Students' work at Levels 2 and 3 is also '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 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 the class of your degree if you are a final year student (see Section 1.6 and especially 1.6.3 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 Levels 2 and 3 (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'

23.7 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 and if it is suspected there is a set process to be followed: The tutor suspecting plagiarism has occurred will consult with the Faculty Director for Learning and Teaching who will request the student concerned to attend for interview by the Faculty's Assessment Offences Panel.

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.

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)

23.8 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 12 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.

23.9 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 degree.

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.

23.10 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.

23.11 Results

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 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.

23.12 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.

23.13 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

24.0 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 immediately below:-

24.1 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

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

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 leaders 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.

24.2 Opportunities, Resources, Support, Guidance and Information

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

- Through ensuring that the Learning Outcomes of your degree 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 an undergraduate, 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.

- 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 graduate 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:-

(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 for graduates, 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

25.0 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.

EXTENUATING CIRCUMSTANCES

Signature of Reciept

Date

It is important you retain this sheet for your records.

STAFFORDSHIRE
UNIVERSITY

For all awards except LPC - see Faculty Office for details.

Q1 What do we mean by Extenuating Circumstances?

These are normally circumstances that have prevented you either from demonstrating, or acquiring, the skills, knowledge or competencies associated with a particular module(s).

These could be defined as either:

- **Unforeseeable**

e.g. you suffered a broken arm just prior to an examination and couldn't write or

- **Unpreventable**

e.g. you did everything in your power to ensure the safety of your work, by keeping back up discs, but a house fire destroyed everything.

A claim form should be completed by any student affected by extenuating circumstances

The following is a list of Commonly Rejected Grounds for Extenuating Circumstances.

- Holidays.
- Lateness due to traffic problems.
- Financial problems.
- Claims that student unaware of hand-in/exam date/times.
- Personal computer and printer problems. (see below).
- Late submission on the due date.
- Medical evidence that is outside of the relevant assessment time period.
- No evidence (medical or otherwise).
- If circumstances were foreseeable or preventable.
- Minor illness or ailment.
- Late submission if outside 10 day rule.
- Poor time planning/management.
- Poor practice (eg no computer back-ups).

NB Claims from students wholly on Distance Learning Awards, based on the grounds of IT/computer problems, will be considered by the Faculty Extenuating Circumstances Panel on a case by case basis.

Disabled Students-

If you have an impairment or impairments that have been notified to the Disability Advisory Service and for which adjustments have been made, you do not need to complete this form. However, if during your award, you experience unforeseen or unexpected circumstances, unconnected with your impairment(s), you will need to complete this form.

Q2 What happens when IT equipment fails?

The following examples typically represent some of the most frequently encountered situations with appropriate guidance given.

N.B. In cases where IT equipment is cited as the basis for a claim you will **ALWAYS** be expected to submit the latest draft of your work. **If you do not do so, you will receive a zero grade for that piece of work.**

1. Circumstances and guidelines involving IT equipment failure which prevented you from **acquiring** skills/knowledge/competencies:

- **Failure affecting the majority of equipment in a computer workroom**

Given that IT equipment can fail, if this occurs on one or two occasions within a semester then it would be expected that your lecturer would make alternative arrangements to cover the work. However, if this situation were to occur for several booked sessions, then the lecturer concerned would be expected to countersign your claim for extenuating circumstances. It would also be expected that this situation would be taken into account when assessing the module.

- **Failure affecting a single workstation in a workroom**

This would not be considered to be an appropriate basis upon which to submit a claim for extenuating circumstances.

- **Failure of your personal computer or network link**

If you have chosen to use your own computer and are then unable to carry out the work as a result of this action, this would not form the basis of a valid claim.

- **Failure to provide appropriate software**

If you choose to do an individual project based on a particular version/type of

software, then the onus is upon you to ensure that this software is available prior to starting the project. This action should form part of your project plan, and any problems arising from compatibility or availability of appropriate software would not be accepted as valid extenuating circumstances on the basis that it would show an inappropriate lack of planning.

- **Insufficient computers in the workroom for the class size**

It would be expected that the lecturer concerned would take appropriate action in such an eventuality and if necessary take this issue into account as part of the assessment module.

2. Circumstances and guidelines involving IT equipment failure which will prevent you from **demonstrating** skills/knowledge/competencies

- **Failure affecting a large number of systems at assignment deadline time**

If a significant number of computers were out of action for several hours then this might form the basis for granting a short extension to the assignment deadline. It would be reasonable to expect you to submit the latest draft of your work from a few days prior to the deadline to support your request. IT Services could notify Faculties that such an incident had occurred in support of the claim, which could be transmitted via E-mail and attached to your claim.

- **Failure of home computer**

Students are responsible for ensuring that their own computer equipment is installed with the latest and appropriate anti-virus software and is serviced regularly. All work must be backed up using appropriate electronic means e.g floppy disc, CD Rom etc. and stored separately from the computer. Failure to submit assessments on time due to failure of your own equipment will not be upheld.

- **Failure of University equipment**

There may be occasions when, due to unforeseen circumstances, the University's own computer equipment is unavailable for use. If this happens you can request confirmation from Information Services of this including the time period and the date(s) of its unavailability. The Faculty Extenuating Circumstances Panel will take into account the proximity of this incident to the dates for submission of your work when making its decision.

- **Theft of home computer**

Students are expected to make a back up copy of all their work on a floppy disk. This should be stored separately from the computer. A claim submitted on this basis would not be upheld.

- **Insufficient computers/printers to do the work**

A claim submitted upon this basis would not be supported on the grounds that it would indicate lack of advance planning on your behalf.

- **University's systems incompatible with home computer**

It would be expected that you should check that work brought in from home could be printed at the University well before assessment deadline. A claim submitted on this basis would not be upheld.

- **Failure of the computer resulting in an inability to save work**

A claim submitted on this basis should always be accompanied by the submission of the latest draft of your work.

- **The computer rooms closed earlier than expected**

A claim submitted upon this basis would not be supported on the grounds that it would indicate a lack of advance planning on your behalf.

- **Failure of floppy disk**

This is one of the most common claims for extenuating circumstances and is rarely upheld. If you are expected to be computer literate you should have a secure back up copy of your work and therefore should not be affected seriously by the loss of work from your disk. If your floppy disk does fail, you must submit the latest draft of your work by the normal hand-in date for that piece of work. It would certainly not be acceptable for a final year computing student to submit a claim on this basis.

IT Services could examine the disk for evidence of your work, and endeavour to repair the disk where possible.

- **Failure of both main disk and back up disk**

There may be occasions when a faulty system may have caused the corruption of all of your disks. It may be possible for IT Services staff to confirm that this had occurred and it is expected that you would be able to submit the latest draft of your work by the normal hand-in date for that piece of work.

- **Failure of Printing Facilities**

It is a very common problem for students to wait until the last moment to print out work and then find that printing facilities fail. A claim submitted on this basis would not be supported on the grounds that this indicates poor planning on your part.

<p>Q3 How do I make a claim?</p>	<p>Q10 What should I include when I explain my circumstances?</p>
<p>You need to complete the attached form, which you can get from your Faculty Office, the Information Centres, Employability and Student Support Services or Students' Union Advice Centres. A copy can also be found on the University's web pages.</p>	<p>The circumstances must have been at the same time as the acquisition of the skill/knowledge/competency or the assessment of the module. If you have missed an assignment through ill health, then the illness must coincide with the preparation, writing or deadline of that assessment. If you are a part-time student and have been unable to submit your work by the original deadline date because, for instance, you were required by your employer to work away from home for several weeks at the time you should have submitted your work, you must provide a letter from your employer confirming this. The circumstances should be detailed concisely. The Panel should be provided with the essential information to enable it to make an informed decision regarding the circumstances.</p>
<p>Q4 What else do I need to do?</p>	<p>Q11 Supporting Evidence</p>
<ul style="list-style-type: none"> • It is your responsibility to supply the appropriate evidence to support your claim. If you need to provide a full medical report some GPs may make a charge for this service. • You cannot self-certificate for late submission or non-submission of work. A full medical report from your GP will be needed. • You should not submit a claim where a seminar, lecture or lab work has been missed due to illness. If you are a full-time student and miss a seminar/lecture, you can self-certificate. You can't self-certificate for late submission of work or non-submission of work relating to general assessment. • If you join an award part-way through the year, late entry will not be viewed as an extenuating circumstance. 	<p>Please note that minor illnesses or ailments such as a cold will not be accepted as valid reasons for extenuating circumstances. Unless you have seen your GP or Counsellor at the time of your illness or problem, it is unlikely that your claim will be accepted. For instance, a letter from your GP stating that you were seen on a particular date and told him/her that you HAD BEEN ill will not normally be accepted by the Panel. Dates of evidence must correspond with the extenuating circumstances detailed.</p> <p>Part B A supporting statement is required in Part B of the form to provide evidence in support of the claim. This should be obtained from a GP, Counsellor or other independent person qualified to provide an opinion on the circumstances. A doctor's note must be on headed paper and/or stamped by the surgery.</p> <p>Your circumstances will dictate the nature of the evidence that is required in Part B. For example, an illness would require evidence from a GP or Counsellor. The Students' Union Student Advice Centre or the appropriate tutor will be able to offer advice to you on the appropriate form of evidence which will be required for other kinds of circumstance, particularly if it is not practically or emotionally possible to produce evidence at the time (e.g. close family bereavement, assault etc). In the case of a close family bereavement, a death certificate or a letter from an appropriate relative or GP or other corroborating evidence will be accepted.</p>
<p>Q5 If I submit a claim for extenuating circumstances when do I have to hand in my work?</p>	<p>Q12 What if I have no evidence?</p> <p>A claim is unlikely to be upheld without appropriate supporting evidence. You should review the circumstances and try to find an independent person, organisation or support service that could provide verification. A member of staff may be able to provide a supporting statement.</p> <p>Q13 What happens next if my claim is upheld?</p> <p>If your claim is upheld your work will be marked and a grade confirmed by the appropriate Board in due course. Unless your claim is for late submission you will be given the opportunity to either accept the grade achieved or submit for further assessment in that module (or component of module) against which you have claimed extenuating circumstances so that you can prove your level of ability in that assessment. Please note that you will not simply be given a higher grade because of your extenuating circumstances. Further details can be obtained in Section 1.4.6 (Extenuating Circumstances) of the Undergraduate Modular Framework Regulations which can be found on the University's website.</p>
<p>Where a claim for extenuating circumstances has been submitted, you must submit your coursework either by the original deadline date for submission of that piece of work or, within a maximum of 10 working days of the original deadline date. The Extenuating Circumstances Panel will take account of the timing of your extenuating circumstances and the date you submitted your work. The decision will lie with the panel.</p>	<p>Q14 What happens if my claim is not upheld?</p> <p>You can appeal against the decision by writing to the Dean of Students and Academic Registrar within seven working days of the receipt of the decision. For advice on this process, the Students' Union Student Advice Centre should be contacted. (Stoke - t: 01782 294469) (Stafford - t: 01785 353311)</p> <p>It should be noted that the only grounds for an appeal against the decision of an Extenuating Circumstances Panel are that the Panel did not take proper account of the circumstances, or that new evidence which, for good reason, was not previously available for consideration by the Panel has now been obtained. If you have passed the work and the Board is willing to accept this work as a second submission, then a 4R may be recorded and accepted by the June Award Board. The Board is not required to undertake this action but is allowed to in cases where it is deemed to be appropriate.</p>
<p>Q6 Who will consider my claim?</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Each Faculty has at least one person designated to consider straight forward claims. More complex claims are considered by a full Faculty Extenuating Circumstances Panel. Each case is considered individually and anonymously. The Faculty will decide whether to uphold your claim or not and will inform you, in writing, of its decision. Sometimes it may have to defer its decision until you can supply further information.</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Q7 How often do the Panels meet?</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Straight forward claims will be dealt with as soon as possible. Formal panels normally meet at least two or three times during the year. Your Faculty Office will tell you when the next meeting will take place.</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Q8 Who will know about my circumstances?</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Only the Chair of the Panel and the administrator will have access to your name and details of your circumstances. The rest of the Panel members will be unaware of who has submitted the form. The claim form includes a self-sealing flap, which secures your identity and restricts access to the information given. The University acknowledges that some extenuating circumstances are of a highly sensitive nature and that you may feel reluctant to detail the circumstances on the form. In such cases 'Confidential' should be written on the form and supporting evidence attached in a sealed envelope where appropriate. It is the responsibility of all staff to ensure confidentiality is maintained. N.B. You are strongly advised to talk to your Personal Tutor or other appropriate member of staff about your extenuating circumstances in addition to submitting your claim form. Although your tutor will not be able to influence the decision of the Faculty Panel, s/he may be able to direct you to further support and guidance as appropriate.</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Q9 The Claim Form</p>	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>
<p>Don't panic! If you need guidance in completing the form you can contact the Students' Union Student Advice Centre on 01782 - 294629 (Stoke) or 01785 - 353311 (Stafford). The claim form is easy to complete and consists of two sections: Both Part A and Part B must be completed before you hand in the form. Part A asks for details of the circumstances and the assessments affected and Part B asks for supporting evidence/statement in relation to the claim. Only one form needs to be completed when claiming for extenuating circumstances, and the modules affected should be listed in Section A-1. The form consists of:</p> <p>Part A</p> <ul style="list-style-type: none"> • Your details (to be sealed down upon completion) <p>Part A-1</p> <ul style="list-style-type: none"> • Details of the circumstances. <p>Part A-2</p> <ul style="list-style-type: none"> • Is there supporting evidence? (This will be required by the Panel in order to consider your claim) <p>Part A-3</p> <ul style="list-style-type: none"> • Which assessments were affected and the effect of the circumstances (e.g. Late submission, mitigating circumstances etc.) 	<p>Q15 What if I miss the deadline date for submission of my extenuating circumstances form?</p> <p>Any claim for extenuating circumstances, after the Panel has met, will <u>not</u> be accepted. In such instances, students should appeal in writing to Francesca Francis (Dean of Students and Academic Registrar)</p>

*Submission is defined as the date at which the claim is received by the appropriate Faculty Office.

EXTENUATING CIRCUMSTANCES

Part A You must complete this section of the form, and seal the perforated flap when finished.

Staple flap here

Name	Registration No.	Award	Faculty
Address (to which you want the Panel's decision to be sent)			
			Postcode
Telephone Number		Email	
I confirm that to the best of my knowledge the information given on this form is a true and accurate statement of my personal circumstances. I understand that details of this claim will remain confidential to the panel except in certain circumstances detailed in the procedures.		Your Signature	
		Date	

Part A-1 Please give brief details of your circumstances - do not exceed the space provided.

DO NOT WRITE IN THIS SECTION

Please tear along the dotted lines and fold over to conceal your personal details in Part A

CHECKLIST FOR COMPLETION BEFORE HANDING IN THE FORM

Part A All your personal details completed fully

Part A - 1 All the boxes in the table completed

Supporting Evidence

Relevant supporting Evidence attached and/or

Part B completed fully

Latest Drafts of work attached as proof of work completed (if required)

Staple flap here



Part A-2 Do you have supporting evidence in relation to your claim?

Yes

No

If No, then a supporting statement will be required by the Extenuating Circumstances Panel. This may be provided where appropriate by staff from the Students' Union Advice Centre, your Personal Tutor or other tutor or Pro Vice-Chancellor or other independent suitably qualified person. If your extenuating circumstances are medically related supporting evidence must be provided by your GP or counsellor.

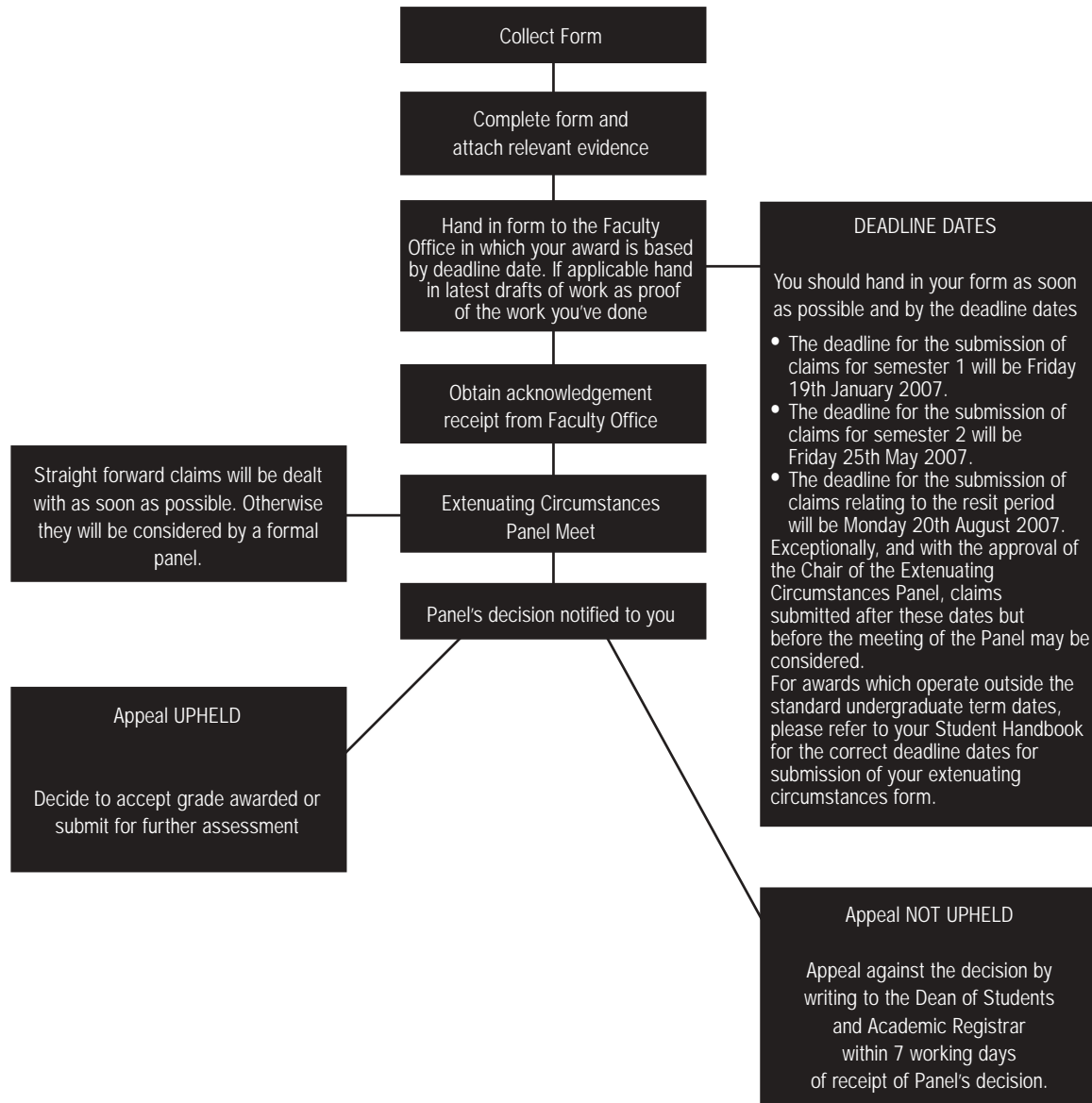
Part B If you have not included a doctor's note a Statement must be completed by your GP, Counsellor or other person suitably qualified to provide an opinion/supporting statement on your circumstances.

Name		Position
Contact Address		
Telephone No.	Signature	Date
If the circumstance covers more than one module/course component, part B need only be completed once. Please provide a brief outline of the extent to which, in your professional judgement, the student was/will be affected by the circumstance and the dates to which his/her circumstances apply.		Official Stamp

Supporting Statement

Once completed the claimant should return this form to the appropriate Faculty Office.

Flowchart of Procedures



**ACADEMIC AWARD REGULATIONS
Procedure for Dealing with Breaches of Assessment Regulations –
Academic Dishonesty**

Name of regulation :	Procedure for Dealing with Breaches of Assessment Regulations – Academic Dishonesty
Purpose of regulation :	To define academic dishonesty and to determine procedures for the investigation of academic dishonesty at Staffordshire University
Approval for this regulation given by :	Academic Board
Responsibility for its update :	Dean of Students and Academic Registrar
Regulation applies to :	To all students registered on Staffordshire University awards
Date of Approval :	28 June 2006
Proposed Date of Review :	May 2007

1. Introduction

- 1.1 Assessment, in any form, is the means by which the University tests whether a student has achieved the objectives of a programme of study and the standards of an award. It is fundamentally important that students are assessed fairly and on equal terms with each other for the same award. Any attempt by a student to gain unfair advantage over another student in the completion of assessment, or to assist someone else to gain an unfair advantage, is cheating.

- 1.2 The University has a public duty to ensure that the highest academic standards are maintained in the conduct of assessment and the proper discharge of this duty is essential to safeguard both the legitimate interests of its students and the University's reputation. Alleged academic dishonesty which threatens the integrity of the University's assessment procedures and the maintenance of its academic standards, is viewed as a serious offence and will be thoroughly investigated.
- 1.3 Certain Professional bodies place upon students, registered for a programme to which they give professional recognition, an obligation to adhere to principles or standards of professional conduct. Failure to meet these standards may lead to a student not gaining professional recognition, irrespective of the standard of his/her academic performance.
- 1.4 The University reserves the right to use appropriate software to detect academic dishonesty (plagiarism).

2. Definition

Academic dishonesty may be defined as any attempt by a student to gain an unfair advantage in any assessment.

It may be demonstrated by one of the following:

1. AIDING AND ABETTING a student in any form of dishonest practice.
2. BRIBERY – paying or offering inducements to another person to obtain an advance copy of an unseen examination or test paper or to obtain a copy of a coursework assignment in advance of its distribution to the students concerned.
3. COLLUSION – where two or more students collaborate to produce a piece of work which is then submitted as though it was an individual student's own work. Where students in a class are instructed or encouraged to work together in the pursuit of an assignment, such a group activity is regarded as approved collaboration. Where there is a requirement for the submitted work to be solely that of the individual, collaboration is not permitted. Students who improperly work collectively in these circumstances will be regarded as being guilty of collusion.
4. COMMISSIONING another person to complete an assignment which is then submitted as your own work.
5. COMPUTER FRAUD – the use of the material of another person stored on a hard or floppy disk as if it were your own

6. **DUPLICATION** – the inclusion of coursework of any material which is identical or similar to material which has already been submitted for any other assessment within the University or elsewhere eg submitting the same piece of coursework for two different modules.
7. **FALSE DECLARATIONS** in order to receive special consideration by Examination Boards.
8. **FALSIFICATION OF DATA** – the presentation of data in projects, laboratory reports etc. based on work purported to have been carried out by the students which have been invented by the student or altered or copied or obtained by other unfair means.
9. **MISCONDUCT IN EXAMINATIONS OR TESTS** such as:
 - taking crib notes or other unauthorised material concealed in any manner into an examination or test
 - taking into an examination or test an unauthorised computer disk containing pre-coded data
 - the use of an unauthorised dictionary
 - the use of unauthorised material stored in the memory of a pre-programmable calculator, watch, organiser, mobile telephone, or pager
 - obtaining an advance copy of an ‘unseen’ written examination or test paper
 - communicating or trying to communicate in any way with another student during an examination or test
 - copying or attempting to copy from another student sitting the same examination or test
 - being party to impersonation where another person sits an examination or test in the place of the actual student or a student is knowingly impersonated by another
 - leaving the examination or test venue to refer to concealed notes
 - taking rough notes, stationery, scripts or examination or test papers which indicate that they are not to be removed, from the examination or test venue
10. **PLAGIARISM** may be defined as the representation of another person’s work, without acknowledgement of the source, as the student’s own for the purposes of satisfying formal assessment requirements. Examples of plagiarism are:
 - (i) the use in a student’s own work of more than a single phrase from another person’s work without the use of quotation marks and acknowledgement of the source;
 - (ii) the summarising of another person’s work by simply changing a few words or altering the order of presentation, without acknowledgement;

- (iii) the use of ideas or intellectual data of another person without acknowledgement of the source, or the submission or presentation of work as if it were the student's own, which are substantially the ideas or intellectual data of another person;
- (iv) copying the work of another person;
- (v) the submission of work, as if it were the student's own, which has been obtained from the internet or any other form of information technology;
- (vi) the submission of coursework making significant use of unattributed digital images such as graphs, tables, photographs, etc. taken from books/articles, the internet or from the work of another person;
- (vii) the submission of a piece of work which has previously been assessed for a different award or module or at a different institution as if it were new work;
- (viii) a student who allows or is involved in allowing, either knowingly or unknowingly, another student to copy another's work including physical or digital images would be deemed to be guilty of plagiarism.

THE ABOVE LIST IS NOT EXHAUSTIVE AND SHOULD NOT BE INTERPRETED AS SUCH BY STUDENTS.

10.1 Plagiarism within a distributed learning environment will be dealt with in the same way as for more traditional learning methods.

3. Responsibilities

- 3.1 Faculties should take responsibility for ensuring that all students registered on awards in their Faculty are made aware of these regulations and the definitions contained therein. All Award Handbooks should include clear advice to students on this matter and cross-referenced to these Regulations.
- 3.2 Students should also be made aware of the seriousness with which proven cases of academic dishonesty will be dealt and the likely penalties which Examination Boards may impose. Students who are unclear about any of the above definitions should seek advice from their tutor or from the Students' Union Advice Centres.
- 3.3 A lack of awareness or understanding, of these regulations will not constitute grounds for a case of academic dishonesty to be dismissed by an Assessment Disciplinary Committee.

4 Procedures For Dealing with Suspected Cases of Academic Dishonesty

Where an examiner suspects that there has been any form of academic dishonesty the following procedures should be followed:

4.1 COURSEWORK

- 4.1.1 Where a tutor suspects that plagiarism or other form of academic dishonesty in relation to coursework has been committed he/she together with another member of academic staff approved by the Faculty Dean responsible for the subject area in which the module is located should analyse the work in question in order to assess the extent and nature of the offence. This initial investigation may involve requiring the student to attend a viva voce or preliminary hearing to verify the tutor's suspicions without prejudice. The student will be given at least 24 hours written notice of the Faculty's intention to hold a viva voce or preliminary hearing. A written report outlining the nature of the case and the outcome of the investigation should be produced and a copy provided for the Faculty Dean or nominee in which the student's award is based and, if appropriate, the Faculty within which the module is based.

If, following the viva voce or preliminary hearing, the Dean of Faculty or nominee believes that academic dishonesty has been committed, the student will be invited to discuss the allegation in the normal way (see 4.1.4 below).

- 4.1.2 The work in question should be marked as though plagiarism or other form of academic dishonesty is not suspected, but the Examination Board should not consider the candidate's marks until it has been adjudged whether or not an offence has been committed.
- 4.1.3 Where the work in question has clearly been taken entirely from a published source, for example, where the tutor can supply a copy of the relevant text or media, the work need not be marked. Reference should be made to the source in the written report.
- 4.1.4 Where plagiarism or other form of academic dishonesty is suspected, the student concerned should be informed, in writing, by the Faculty Dean (or nominee) which owns the module. A copy of these regulations should be included with the letter. The student shall be invited to attend an interview.
- 4.1.5 If the first invitation to attend an interview is not responded to, a second invitation will be sent. If you fail to respond on the second occasion, the matter will be forwarded to the next Assessment Board with a recommendation that a zero mark is given for that assessment. The

Award Board will then determine the overall penalty and inform you, in writing, of its decision.

- 4.1.6 The Faculty Dean (or nominee) and the internal examiner/tutor shall interview the student who has the right to be accompanied by a fellow student or a representative from the Students' Union. If the student acknowledges that he/she is guilty of plagiarism or other form of academic dishonesty as outlined in the report of the investigation, he/she will be asked to sign the report immediately, or return it signed within 24 hours of receipt of the report (excluding weekends and statutory bank holidays) which shall then be sent to the Dean of Students and Academic Registrar. The Chair of the relevant Examination Board shall also receive a copy where he/she is not the Faculty Dean or nominee.
- 4.1.7 The Faculty Dean (or nominee) shall advise the student to produce a written statement addressed to the Chair of the Examination Board outlining any relevant factors that the Board should take into account when considering the case concerned.
- 4.1.8 If the student does not acknowledge that he/she was guilty of academic dishonesty as it is stated in the written report, the Faculty Dean (or nominee) shall send the report unsigned by the student, to the Dean of Students and Academic Registrar who shall convene a meeting of the Assessment Disciplinary Committee.
- 4.2 Examinations or Tests
 - 4.2.1 Any candidate suspected of contravening the examination regulations in a formal written examinations, open book examination or class test must be approached at the time by two invigilators, whenever possible, and any unauthorised materials confiscated. The candidate's examination answer book should be endorsed at that point with the exact time, date and signature(s) of the invigilator(s).
 - 4.2.2 Except where the candidate is causing a disturbance likely to affect other candidates, the suspected candidate should be permitted to complete the examination.
 - 4.2.3 Before leaving the examination room, the candidate should be informed that the incident will be reported to the Dean of Students and Academic Registrar. The candidate should also be instructed to attend any remaining examinations as normal.
 - 4.2.4 A full report of the incident must be written immediately after the examination by the invigilator(s) and submitted to the Examinations Section in the Information Centre at the appropriate site of the University.

- 4.2.5 Upon receipt of such a report the Dean of Students and Academic Registrar will inform the appropriate Faculty Dean or nominee.
- 4.2.6 The Faculty Dean (or nominee) in which the student's award is based shall invite the student, in writing, to attend an interview within five working days of the alleged incident. A copy of these regulations shall also be included.
- 4.2.7 If the first invitation to attend an interview is not responded to, a second invitation will be sent. If you fail to respond on the second occasion, the matter will be forwarded to the next Assessment Board with a recommendation that a zero mark is given for that assessment. The Award Board will then determine the overall penalty and inform you, in writing, of its decision.
- 4.2.8 The Faculty Dean (or nominee) and the invigilator(s) who originally approached the candidate during the examination shall interview the student. If the student acknowledges the academic dishonesty as detailed in the written report prepared by the invigilator(s) he/she shall sign the report which shall then be sent to the Dean of Students and Academic Registrar. The Chair of the Examination Board shall also receive a copy where he/she is not the Faculty Dean or nominee.
- 4.2.9 The Faculty Dean (or nominee) shall advise the student to produce a written statement addressed to the Chair of the Examination Board outlining any relevant facts that he/she would like the Examination Board to take into account when considering the case concerned.
- 4.2.9 If the student does not acknowledge that academic dishonesty occurred as indicated in the written report, the Faculty Dean (or nominee) shall send the report, unsigned by the student, to the Dean of Students and Academic Registrar who shall convene a meeting of the Assessment Disciplinary Committee.

5 The Assessment Disciplinary Committee

- 5.1 The Dean of Students and Academic Registrar (or nominee) shall inform the student, in writing, of the date and time of the Assessment Examination Disciplinary Committee and shall invite the student to attend. The student may be accompanied by a fellow student or a representative from the Students' Union.
- 5.2 The student may if he/she wishes, prepare a statement regarding the alleged offence. Any such statement should be sent to the Dean of Students and Academic Registrar at least one working day before the meeting of the Assessment Disciplinary Committee.
- 5.3 The membership of the Assessment Disciplinary Committee shall normally be:

Chair – Dean of Faculty in which the student's award is based;

The Dean of Students and Academic Registrar (or nominee);

One other Faculty Dean (not directly responsible for the Assessment concerned);

One other member of academic staff (not directly involved in the award concerned);

President of the Students' Union (or nominee);

Secretary (nominated by the Dean of Students and Academic Registrar)

5.4 The papers for the Committee will normally include:

- (i) the report of the internal examiner and other member of academic staff on the extent and nature of the offence;
- (ii) any statement from the student;
- (iii) any confiscated materials;
- (iv) any relevant text, source material or media;
- (v) regulations for the particular award relating to the assessment;
- (vi) regulations of any external validating body appropriate to the award;
- (vii) a copy of these procedures.

5.5 Papers received will remain confidential to the Committee except where it might be appropriate to refer papers and the findings of the Committee to the relevant Examination Board.

5.6 The Committee will invite the student concerned and at least one of the members of academic staff responsible for writing the report on the case to give evidence. Any other person considered relevant to the case may also be invited to speak.

5.7 Minutes of the meeting will be kept and will be circulated to members only.

5.8 The finding of the Committee will be either that:

- (i) Academic dishonesty did not occur
- or
- (ii) Academic dishonesty did occur

5.9 The Committee should then assess the extensiveness of the academic dishonesty and make any comments to the Examination Board as deemed appropriate.

- 5.10 If the Committee finds that academic dishonesty occurred the Secretary will inform the Chair of the relevant Examination Board of this decision and shall supply a statement of the Committee's assessment of the severity of the offence.
- 5.11 The Dean of Students and Academic Registrar shall inform the student, in writing, of the findings of the Assessment Disciplinary Committee.
- 5.12 The Secretary of the Assessment Board shall inform the Dean of Students and Academic Registrar of the assessment decision who shall then submit a written report of the case to Academic Board on an annual basis.

6 Action of the Examination Board

- 6.1 The decision of the Assessment Disciplinary Committee is final and the Examination Board cannot re-examine the facts of the case.
- 6.2 The Examination Board shall make its assessment decision in accordance with the regulations of any external validating body and/or the University. Where the student has admitted the offence or where it has been proven, the Examination Board shall take action in accordance with 6.3.1 or 6.3.2 below.
- 6.3 The Examination Board shall treat all cases seriously.

6.3.1 Undergraduate Awards

For a first case of proven academic dishonesty, normally a Grade Point 0 will be given for that element of the module. You will be allowed to be reassessed in that element (provided you have a referral opportunity remaining) for a maximum Grade Point of 4R for that element.

For a second case of proven academic dishonesty, whether in the same academic year or previous academic year, a Grade Point 0 will be given for the whole module. Provided you have a referral opportunity remaining at the discretion of the Award Board, you will be allowed to be reassessed in all elements of the module for a maximum Grade Point of 4R for that module.

If you are a final year student, the Award Board must also give consideration to the maximum degree or other classification you may obtain subsequently.

For a third case of proven academic dishonesty, whether in the same academic year or previous academic year, a Grade Point 0 will be given for the whole module and you will fail the award with no opportunity to be reassessed in that award or to take a replacement module. You will also not be allowed to enrol on any other award of this University.

Postgraduate Awards

For a first case of proven academic dishonesty, a Grade Point 0 will be given for that element of the module. You may, at the discretion of the Award Board, be allowed to be reassessed in that element (provided you have a referral opportunity remaining) for a maximum Grade Point of 7R for that element.

For a second case of proven academic dishonesty whether in the same academic year or previous academic year, normally, a Grade Point 0 will be given for the whole module. You will not be allowed to be reassessed or take a replacement module and will fail the award.

If you are a final year student, the Award Board must also give consideration to the maximum classification you may obtain subsequently.

The Award Board must also give consideration to whether or not you should be awarded an intermediate qualification, taking into account the extent of the plagiarism.

- 6.3 Where evidence becomes available subsequent to the recommendation of the Examination Board, it will be possible for the matter to be re-opened and, if appropriate, a recommendation made to Academic Board that the award be withdrawn.
- 6.4 In cases where academic dishonesty has been suspected but not proven an Examination Board must not discuss suspicions or allegations.
- 6.5 We take our responsibilities to disabled students seriously. If you need us to make adjustments in order that you can attend a hearing, please let us know in advance and we will aim to meet your individual needs. This could mean us relocating the hearing to a more accessible venue and/or making arrangements for a communicator or advocate to be present at the hearing. To enable us to do this, please contact Francesca Francis, Dean of Students and Academic Registrar on 01782 294960, within 7 days of the hearing.
- 6.6 Students on Distance Learning awards and those studying at Partner Colleges in the UK and overseas
 - (i) It is recognised that attendance at a hearing or interview in the University might be problematic for students on distance learning awards or studying at Partner Colleges in the UK or overseas.
 - (ii) Such students will therefore be given the opportunity to:
 - attend a hearing or interview in the University OR

- attend a hearing or interview in one of the University's Partners Colleges with the permission of that Partner College. Video conferencing of such a hearing or interview will be considered where appropriate OR
 - respond by correspondence to an identified member of staff in the University in accordance with the particular stage of the regulation in question. It is expected that this will be the norm.
- (iii) In all such cases, the timescales for replying to students and requiring replies from students will need to be adjusted. However, both the student and the University will be expected to fulfil their respective responsibilities within a reasonable timeframe.

Staffordshire University's commitment to equality and diversity means that this regulation has been screened in relation to the use of gender neutral language, jargon free plain English, recognition of the needs of disabled people, promotion of the positive duty in relation to race and disability and avoidance of stereotypes. This document is available in alternative formats on request.