

Staffordshire University
Faculty of Computing, Engineering and Technology

University Undergraduate Modular Framework
Joint Honours Awards

BSc (Hons)/BEng (Hons) Joint awards

Student Handbook 2006-2007

BSc(Hons) awards are 3 Years to 4 Years Full Time
Individual modules may be studied on a Part Time basis

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Welcome

Welcome to the Faculty of Computing Engineering and Technology. The Faculty comprises around 3000 students and 200 staff engaged in a wide range of undergraduate and postgraduate awards across our Stafford, Stoke and Lichfield campuses. Most, if not all, of your studies will be based at our Stafford campus where you will be able to take advantage of excellent facilities, experienced and

approachable staff and a dynamic learning community.

Award Overview

The BSc(Hons) Joint award scheme is an innovative portfolio of awards based upon full awards already offered within the faculty. The portfolio consists of 37 half degrees which when combined provide 502 joint degrees. These degrees offer a greater choice of degree title and flexibility for students, thus widening the recruitment pool and thus potential participation and personal development opportunities. Choices and structure of joints are available at

<http://www.soc.staffs.ac.uk/aal1/joints/techjoints.htm>

Award Curriculum

The full structure of awards can be viewed at

<http://www.soc.staffs.ac.uk/aal1/joints/techjoints.htm>

This website contains the structures for all the awards in the joint scheme and links to the modules contained within them.

The academic year is split into two Teaching Blocks. Each Teaching Block is 12 weeks of academic contact. Level C(Year 1) contains Teaching Blocks 1 and 2, Level I (Year 2) has Teaching Blocks 3 and 4, and Level H (Year 3) has Teaching Blocks 5 and 6.

At each level you will study 120 CATS points. To complete your study to Bsc(Hons) you must complete 360 cats of study.

If you complete 120 Cats you are eligible to receive a Certificate in Higher Education.

If you complete 240 Cat points you are eligible to receive a Diploma in Higher Education.

If you complete 300 Cat points you are eligible to receive a non honours degree

The current academic timetable is indicated on the Faculty web site.

<http://www.fcet.staffs.ac.uk/>

Summary of Module Contents

All modules studied can be viewed at <http://www.soc.staffs.ac.uk/aal1/joints/techjoints.htm>

Management of the awards

Staff-Student Liaison Committee

The Staff-Student Liaison Committee meets on a Wednesday afternoon twice each teaching block. The aim of this committee is to give students the opportunity to air opinions, report and support good areas and air grievances about their learning experience in a formal surrounding. The composition of the committee will normally be

Award Tutors
Action Point Secretary
Student Representatives
Learning Resources representatives

The students will elect the student representatives in induction week, or the nearest available time, on the basis of 1 representative per level per programme. The committee holds the right to alter this number if and when it sees fit.

The student representatives will elect three representatives (one from each level) to sit on the Award Management Committee. The committee will publish action points resulting from the discussions.

The Award is managed in accordance with the academic regulations of the Undergraduate Modular Framework.

http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf

Student representatives forum

The student representatives are encouraged to organise their own meetings on a regular basis (normally once a month). The actions from this meeting are reported to:

The award tutor, etc., for urgent action points
The staff-student liaison committee for information, or action

The award manager for information

This forum enables the students to benefit from shared experience and fosters cross level participation.

Award day-to-day management

Award Tutors manage the awards on a day to day basis. Each named award has a named award tutor. The role of the award tutor is to:

- Involve the students in discussions about award management issues
- Conduct the initial stages of monitoring for quality control purposes.
- Provide a forum for feedback on students learning experience.
- Liaise with module tutors vis-à-vis assessment strategies.
- Maintain the academic profile of the award.

Module Management

Each module will have a Module Tutor. The role of the module tutor is to:

- Ensure the efficient interpretation and delivery of the module
- Make arrangements for all assessment requirements.
- Ensure all relevant student work is assessed for submission to the assessment board
- Implement regular module evaluation via student feedback.

Part Two - Student Guide

Introduction

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

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

It is divided into sections as follows:

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Section 1: Who's Who in the Faculty

The Faculty Office

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

The Faculty Office can help with:

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

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.

Section 2 Administration

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

Enrolment

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.

Student Card

This one card is also your Library card and Students Union card; if you lose it, a first replacement will cost £5.00. If you lose your second card a further replacement costs £7.00. Any subsequent cards will

cost £10.00 each. You can be asked to produce it at any time and will need to do so as a means of identification for examinations.

Data Protection Act

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

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

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

Sometimes, particularly as you get to the end of your course, prospective employers or other universities could contact us to verify details about you, such as your assessment results 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

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.

Amending Your Module Choices

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

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

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

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

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

Changing Awards

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

The possibilities of change, however, are not unlimited. Tutors need to satisfy themselves that you have met, or will be able to meet, the learning outcomes of your new award. Generally, the earlier in your career as 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.

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

Post

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

Amendments to Personal Details

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

Registration with a General Practice

It is essential to register with a General Practice in the Stoke/Stafford area in order to ensure access to medical help if you become ill. The process can be completed by taking your medical card to the local GP of your choice and asking to register. A list of local GPs can be obtained from the Student Health

Service. If you wish to register with either of the General Practices offered to students you can do during Arrival Weekend or during their normal working hours. Contact details for the Student Health Service can be found in Section 3.

- **Award and Module information**

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

- **General notices**

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

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

Section 3 Services for Students

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

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

University Services

University support is delivered by;

- (A) Accommodation Office
- (B) Employability and Student Support
- (C) Financial Services
- (D) Information Services
- (E) Student Administrative Services
- (F) Student Guidance Officer
- (G) Students' Union

(A) Accommodation Office/Residences

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

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

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

Contact: Stafford 01785 353563 Stafford Court, Beaconside

(B) Employability and Student Support

Careers & Employability Service

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

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

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

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

Contact: 01782 294991. Stoke: Cadman Building

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

Childcare Service

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

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

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

Contact: Stoke: 01782 294981 or Stafford: 01785 353371

Counselling Service

There is a core staff team of professionally trained counsellors

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

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

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

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

Disability Advisory Service

The service provides a range of information, advice and facilities for disabled students. Visit www.staffs.ac.uk/uniservices

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

Contact: 01782 294977 Stoke - 4/5 Winton Square

Stafford: 01785 353302 – Ground Floor, Beacon Building.

Multi-faith Chaplaincy

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

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

chaplains@staffs.ac.uk

Contact: 01782 294982, Faith House, Stoke,

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

Student Health Service

NHS Medical Services are available at Stoke & Stafford Campuses.

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

Contact: Stoke 01782 747174 Federation House, Station Road.

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

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

Contact: Stafford 01785 353570 Beaconside Health Centre,

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

(C) 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

(D) 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>

(E) 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

(F) 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

(G) 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

➤ **Faculty/Subject Level Services and Support**

- (1) Personal Tutors and Student Mentors

All students will be assigned a Personal Tutor (PT) 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.

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

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.

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)

Section 4 Teaching Learning and Assessment

Attendance and Absence

Attendance for all **formal teaching** is **compulsory**. On some occasions, owing to illness or other commitments, your absence may be unavoidable. All tutors recognise this, and on such occasions you should have a word with the tutor concerned rather than to assume that no-one has noticed. If you cannot contact your tutor, you should leave a message with the Faculty Office.

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

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

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

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

Lectures and Seminars

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

Assignments

- **Minimum Mark Requirement for Assessments**

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

- **Deadlines for coursework**

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

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

- **Ethical Clearance**

In a few cases you will need to make sure that the work that you do for a particular module has appropriate ethical approval. This will only apply to cases where the activities you undertake to

achieve the learning outcomes of the module involve research or work with other people where the issues of consent, confidentiality and the research participants' welfare are involved.

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

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

- **Handing in Your Assignments**

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

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

The deadline for submitting assignments is 3.30pm

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

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

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

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

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

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

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

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

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

Examinations and Class Tests

- **Class Tests**

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

- **Examinations**

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

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

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

- **Special Examination Arrangements**

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

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.

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

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

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

- It can, if your profile of results is otherwise strong enough, compensate up to 30 credits of modules failed at Grade Points 3 and 2 per level (this means that your result for the module is recorded as a '4C'; you do not therefore have to resubmit any work)
- It determines 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'

- **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 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)

- **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.

- **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.

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

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

Results

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.

Collecting Your Work

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

Progression to the Next Level of Your Award and Graduation

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

- **From Level 1 to Level 2**

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

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

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

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

- **From Level 2 to Level 3**

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

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

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

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

- **Graduation**

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

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

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

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

Please remember that the information above is just to give you the briefest of guides to the key principles underpinning the classification of your degree. The University's web pages have the

full academic award regulations and you should consult these if you want to know more. See the 'Academic Award Regulations: Undergraduate Modular Framework' Section 1.6, and especially 1.6.3 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf

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:-

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 leasers students negotiate learning outcomes commiserate with a specific level and credit, before submitting a negotiated assessment. More detailed information on APL is available in the policy document. http://www.staffs.ac.uk/images/apel_policy_tcm68-12703.pdf

7 Student Commitments

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

Opportunities, Resources, Support, Guidance and Information

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

- Through ensuring that the Learning Outcomes of your 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

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>Q16 What happens if my claim is not upheld?</p>
<p>Q7 How often do the Panels meet?</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>Q8 Who will know about my circumstances?</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>Q17 What happens if my claim is not upheld?</p>
<p>Q9 The Claim Form</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: Part A • Your details (to be sealed down upon completion) Part A-1 • Details of the circumstances. Part A-2 • Is there supporting evidence? (This will be required by the Panel in order to consider your claim) Part A-3 • Which assessments were affected and the effect of the circumstances (e.g. Late submission, mitigating circumstances etc.)</p>	<p>Q18 What happens if my claim is not upheld?</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

