

2018/2019 Undergraduate Course Handbook

BSc (Hons) Project Management

School of Built Environment and Engineering

PROMT



LEEDS BECKETT UNIVERSITY

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1 Welcome to the Course

1.1 Message from the Dean of School

Whether you are joining us as a new student or returning to continue your studies, we hope you will enjoy your experience with us and find your studies interesting, challenging and relevant to your development and future career plans.

Our aim is to provide students with a research- informed, innovative and relevant curriculum that is linked to current industry practices and standards. Our courses are highly valued by employers, professional bodies and other stakeholders. Our School has a strong tradition of delivering programmes that provide students with the opportunity for academic and practical experience. This approach, coupled with our close involvement with employers, produces graduates who are highly regarded in the workplace.

Through our approach to student support and to teaching and learning we aim to place you, our students, at the heart of everything we do. You will experience a diverse range of teaching approaches. We also use a variety of different methods of assessment and attach considerable importance to providing you feedback on your assessments.

The School curricula encompasses sustainability embracing broader social, economic, and environmental issues fundamental to understanding, preserving, and enriching the built and natural environments.

As a School we strive to be student-centred and value your opinions and feedback. We want to hear about the things you enjoy and that you think we do well, but also want to know when you think there are ways in which we can improve your experience. There are many ways in which you can provide feedback including through your student academic representatives, through written or on-line module evaluation feedback forms and through student open meetings, forums with staff and student representative meetings with me.

We maintain a strong commitment to our undergraduate and postgraduate programmes and our facilities are well equipped for each major area of our course provision. Our courses are situated in the heart of the city at Northern Terrace and where possible the majority of

your teaching will take place here, however some sessions may be scheduled in other buildings on our City Campus. The Library is located in the Leslie Silver building which is adjacent to Northern Terrace.

I would like to wish you well in your chosen studies and hope you have an enjoyable and successful year.

Professor Akintola Akintoye

Dean of School of Built Environment and Engineering

1.2 Message from your Course Director

This handbook provides you with information that you will need on your course. You should find it helpful when you first start, when you are preparing for assessment and at any time that you need help or advice in connection with your studies here. You will also receive a Module Handbook for each module you study on your course.

The course team is looking forward to working with you this year and we hope that your time studying with us at Leeds Beckett University is both enjoyable and successful.

On behalf of our University and the whole course team I would like to wish you well in your studies.

Mark Laurillard

BA(Hons), DMS, MSc, MCMI, MAPM, FHEA

Course Director, Project Management

1.3 Academic Calendar and Timetable

Our standard student academic calendar is summarised below:

Week Commencing Monday	Student Calendar
20.08.18	
27.08.18	Bank Holiday 27.08.18
03.09.18	
10.09.18	
17.09.18	Student Welcome and Induction Week
24.09.18	Semester 1 Teaching Starts
01.10.18	
08.10.18	
15.10.18	
22.10.18	
29.10.18	
05.11.18	Contact Disability Advice by 09.11.18 for reasonable adjustment relating to S1 exams
12.11.18	
19.11.18	
26.11.18	
03.12.18	
10.12.18	
17.12.18 - 04.01.19	Christmas Break
07.01.19	Formal Examinations Period
14.01.19	Formal Examinations Period
21.01.19	Student Welcome and Induction Week
28.01.19	Semester 2 Teaching Starts
04.02.19	
11.02.19	
18.02.19	
25.02.19	
04.03.19	Contact Disability Advice by 08.03.19 for reasonable adjustment relating to S2 exams
11.03.19	
18.03.19	
25.03.19	
01.04.19	
08.04.19	
15.04.19 – 26.04.19	Easter Break
29.04.19	
06.05.19	Formal Examinations Period & Bank Holiday
13.05.19	Formal Examinations Period
20.05.19	
27.05.19	Bank Holiday 27.05.19
03.06.19	
10.06.19	
17.06.19	
24.06.19	
01.07.19	
08.07.19	
15.07.19	
22.07.19	
29.07.19	
05.08.19	
12.08.19	

Full details of this and future standard student academic calendars are available at:

www.leedsbeckett.ac.uk/about-our-university/term-dates.

Once you have enrolled, you will have a student login. You can find timetable information by following the link to the Timetabling web page:

www.leedsbeckett.ac.uk/studenthub/timetabling

1.4 Key Contacts

Course Director and Course Team

The course team consists of academics from across the School, some you will meet in later years, or only on one or two modules. The details of the module leaders will be given in each module guide.

Academic staff can be contacted by email (these will be given in each module guide), and will endeavour to reply within two working days. Staff may also be contacted by phone – their numbers will be detailed in the individual module guides. You are encouraged to make appointments with academic staff so that you can benefit from discussions about your studies, assignments and learning.

Academic Advisor

You will be allocated an Academic Advisor whose role is to be a point of contact for you to raise any matters you wish in relation to the course. Normally, your academic advisor will remain the same throughout your studies here. More details about the role of your Academic Advisor are in section 4.1 below.

Student Experience Team

They are an excellent source of information and assistance – more information is available in section 4.2

Course Representative

Course Representatives are student volunteers who represent your views at course-level, in course forums and in meetings with academic and support staff. Details about being a Course Representative are available at www.leedsbeckett.ac.uk/studenthub/course-representatives.htm. The Students' Union oversees Course Representatives and more information is available at <https://www.leedsbeckettsu.co.uk/studentvoice/coursereps>

Course Administrator

Your Course Administrator is Thom Day: T.Day@leedsbeckett.ac.uk or 0113 812 9301. Thom is based in the office area of Northern Terrace, during office hours.

Areas you can contact your Course Administrator include: registration queries, timetables, general queries and advice on administration, results and related queries.

Academic Librarians

The course has the benefit of two Academic Librarians. You are encouraged to contact them for assistance in finding learning resources and for any queries about materials you may need for your studies. Their contact details are:

Catherine Parkin and Alison Park:

http://libguides.leedsbeckett.ac.uk/prf.php?account_id=5506

Their email is: parkin.park@leedsbeckett.ac.uk

Their phone numbers are: 0113 812 1101 and 0113 812 3381

1.5 Keeping in Touch

Academic and administrative staff at our University use your student email address to contact you. It is important that you check this account regularly. You can forward emails from your student email address to a preferred personal email address, however, quarantine and spam filters needed by our University mean that emails sent from external email addresses may be delayed, blocked or deleted. **IT IS THEREFORE IMPORTANT THAT YOUR STUDENT EMAIL ADDRESS IS THE ONLY EMAIL ADDRESS THAT YOU USE TO**

CONTACT UNIVERSITY STAFF. Information on how to access your student email address can be found on the Student IT Support Pages

(<http://libguides.leedsbeckett.ac.uk/mybeckett/emailtimetable>).

We will inform you of class activities and course notifications, including any cancellations. We will endeavour to do this as swiftly as possible, and will use a variety of means to do so, including: emails, MyBeckett, text and phone calls.

For each module, the Module Handbook will include the preferred method of communicating general information about that module to you.

Please make sure that you inform your Course Administration team whenever you change your address and contact details. It is important that you also update your records yourself. You can do this via the My Account/Update my Data tab on MyBeckett. This will ensure we can always contact you in an emergency, and that you receive any important University communications that we may need to send you.

MyBeckett

MyBeckett, the portal and virtual learning environment provides:

- access to your modules and timetables;
- your reading lists and email account;
- your personal storage area on our University IT servers;
- information on where to look for academic or personal support (Support tab);
- information on opportunities such as jobs, careers, part-time work, placements and volunteering (Opportunities tab)

Further information and support for using MyBeckett can be found on the MyBeckett Support Pages (<http://libguides.leedsbeckett.ac.uk/mybeckett/guides>).

1.6 Working in Partnership

We are committed to working in partnership with you and the Students' Union to provide you with an inclusive, safe and engaging learning environment which is conducive to study for all our students and our staff. An important element of your time studying with us is

your engagement in developing your learning. Your engagement and attendance on your course enables you to further your learning and supports your achievement, course completion and aspirations for the future. There is an expectation that students will attend, engage in their learning and submit for assessment. We provide support for you to maximise your time studying with us and to develop your learning, skills and abilities to support you in your chosen career path.

We seek active participation by all our students in the continuous enhancement of our courses and through our monitoring, annual review and enhancement processes. These are formal processes used by our University for assuring the academic standards and quality of your course and its continuous improvement. These processes utilise your feedback, External Examiners' reports, feedback from staff and others, data relating to student outcomes on the course and student surveys to reflect on areas of good practice and areas for further enhancement. We invite all students to participate in a range of opportunities to provide us with feedback on your course and modules. This may include discussions with staff, focus groups, and meetings (e.g. with Course Representatives or with staff) and formalised student surveys e.g. mid module reviews, end of module evaluations and specific course or other surveys such as the Student Barometer, National Student Survey and Destination of Leavers in Higher Education Survey. We utilise the outcomes of these surveys to benchmark our courses nationally and to inform annual course enhancements.

Informal feedback is also welcome at any time either via your Academic Advisor or module tutor or via your Course Representative. Our partnership with you enables us together to make the most of your learning experience with us and to enhance the quality and reputation of your course. You can find out what actions have been taken in response to your feedback through your Course Representative, the Students' Union, your tutors or through the Library.

1.7 Course Representatives

You have the opportunity of becoming an elected Course Representative working in a voluntary capacity with students, the Students' Union, the Course Director and members of the course team and our University. The Course Director, working in partnership with our

Students' Union, enables the process for election and appointment of Course Representatives. The Students' Union provides training and development for Course Reps and supports their engagement in enhancement activities. Being a Course Representative provides an opportunity for you to enhance your own learning and the development of relevant professional and employability skills in parallel with your studies.

As a Course Representative you would play an important role in:

- acting as a point of contact and advocate for students on your course and in supporting their active engagement;
- gathering feedback from students on your course to inform further enhancements to the quality of your course and the student experience;
- enabling dialogue and good communication between students and staff on the course;
- working with the Course Director, members of the course team and the Students' Union to enhance your course;
- facilitating and engaging in meetings about your course; and
- being an ambassador for your course.

Further details about Course Representatives are available on the Students' Union web site, on the Students web site and in our University's Academic Regulations.

2 Studying on this Course

The course is accredited by the Association for Project Management. This is the chartered professional organisation that assures the course meets their requirements for content and syllabus. You will learn and develop a suite of transferrable skills both in the technical aspects of managing projects and in managing and leading diverse teams of people. The skills you develop will be relevant in many different sectors and roles, so that you will be able to become a highly sought after professional in due course.

2.1 Course Specification

The Course Specification is a concise description of your course's aims and objectives and how you will be taught and assessed. The Course Specification can be found on the online course finder; just search for your course title here <https://courses.leedsbeckett.ac.uk/>

Course Structure

The course structure outlines the modules that will be delivered on this course. Full details of the structure for this course can be found in the Course Specification.

Course Learning Outcomes

All courses are benchmarked against the Frameworks for Higher Education Qualifications of UK Degree-Awarding Bodies (FHEQ-DAB). The FHEQ-DAB can be viewed on the Quality Assurance Agency website: www.qaa.ac.uk. For more details on the Course Learning Outcomes specific to this course please view the Course Specification.

Module Information

The University has invested in more web-based solutions to make it easier to engage with our module evaluation process. We have embedded an easy link within your MyBeckett Module Content to take you to your personal 'My Survey Dashboard'. From within your MyBeckett module content you are only two clicks from your latest online module evaluation.

For detailed information about the modules on this course please refer to the Module Handbooks.

2.2 Course Resources

In addition to the extensive resources in the Library, you will have access to specialist project management software and we expect that you will become increasingly confident and proficient in its use as a tool in managing projects.

2.3 Skills you will Gain during the Course

Communication and team work

We all need good communication and team working skills, especially in Project Management – you will therefore learn about many different approaches to communication and team working and understand the importance of getting it right. You will become increasingly confident in practicing your communication skills. Employers are looking for people who can communicate with confidence using a wide range of techniques, and manage a diverse range of stakeholders. Presenting is an important skill of communication, and one that you will be encouraged to become confident in.

Software Skills

You will learn to use a range of software, including project planning and control, spreadsheets, decision analysis and support software, amongst others. There is a wide range of support available in learning to develop your technology skills, which employers increasingly value.

Research

The ability to conduct meaningful research, using diverse sources, and to produce compelling and useful findings is an important skill you will develop.

Professional engagement in the Subject

You will develop and expand your engagement with project management, both as an academic subject and as a practical suite of skills. You will be encouraged to develop your network of contacts, join the professional body, and attend their events. You should become confident in networking and building professional relationships so that you can enhance your learning and put it into practice

Graduate Attributes

All our undergraduate students will develop distinctive attributes. The course will encourage you to:

- be enterprising
- be digitally literate
- Have a global outlook.

These attributes have been chosen in order to enhance students' employability prospects and provide skills for graduates to cope in the wider world in the future, as well as to enhance each student's learning experience.

Digital literacy is promoted through:

- The use of the Virtual Learning Environment in teaching and learning in all the modules and levels of the course
- The use of digital technologies which assist with planning, tracking, controlling, and the associated cost and performance management. There are specialist software programmes such as Microsoft Project, @Risk, Excel that the course will equip you to become confident in using.

The global outlook is encouraged and achieved through:

- Academic staff and guest speakers have diverse project management experience and who bring that experience into their delivery.
- Embedding sustainability in relation to project management is brought into teaching throughout the course. This also relates to global aspects and perceptions of sustainability.
- Examining and evaluating project management practices in a wide range of environments. This enhances the professional awareness of students to the wider application of their skills within a global setting.

Enterprise skills are supported throughout the course

- Independent learning and research attributes form an important part of the course. In the final year, students complete a supervised research paper on an approved project-related subject of their choice. This Independent piece of work enables students to show their research skill, and ability to collect, and interpret relevant data gathered to form and generate meaningful and logical conclusions about professionally relevant themes. The learning attributes associated with a successful research paper are well valued by employers throughout the profession.

- Final year students complete a Major Project, which consolidates all the previous learning, and develop a practitioner 'toolkit' as preparation for their professional careers.
- On the sandwich degree programme, students gain real-life experience of working within the profession through a twelve month work placement. Furthermore, our students' practical knowledge and understanding of project management is enhanced through our liaison with organisations who encourage students to apply for work placements, visit their organisations, and assist on real life projects.

Additional Activities/Recognition

You will have opportunities to gain recognition during your time at Leeds Beckett University for the extra activities you do in addition to your studies, including volunteering, student societies, playing in our University sports teams and being a Course Representative.

2.4 Graduate Attributes

There are three Graduate Attributes for Leeds Beckett University and these are tailored to suit your course. The three attributes you should achieve by the end of the course are for you to be digitally literate, have a global outlook and for you to be enterprising. Learning about these attributes and being assessed on them as part of your modules will provide you with capabilities which are essential for your future career and wider life as you move on from your studies here. You will be formally assessed on all the attributes in some of your modules at each academic level in each year of your course. For more information on graduate attributes please visit

https://skillsforlearning.leedsbeckett.ac.uk/local/graduate_attributes/category_homepage.shtml

Information on your assessment is included in your Module Handbooks.

The modules at each level for each attribute are listed below and examples of the assessment and module activities will clarify how you will see and work with the attributes through your course.

2.5 Work-Related Activities and Employability

The Course Specification outlines what work-related activities are associated with this course. Specifically the course has the third year as a placement. You will have the opportunity to work for a year on a placement where you will experience projects at first hand. You will be able to apply your learning and develop your skills. This also set you up for developing your employability skills at level 6.

The course has a very high employability rate for graduates. Over recent years, this has been in excess of 97% of graduates employed within six months.

2.6 Opportunities for Graduates

The Course Specification includes details of any accreditations, career paths, further study options and other opportunities for graduates.

2.7 External Examiner

The External Examiner assures that you are assessed fairly in relation to other students on the same course and also that the standard of your own award is comparable to similar courses taken by students in other higher education institutions within the United Kingdom.

The details of the External Examiner for this course are as follows:

- Dr. Iain Reid
- Lecturer, Department of Operations, Technology, Events and Hospitality Management
- Manchester Metropolitan University

The External Examiner(s) provide an annual report for your course and your Course Administrator can provide details of the External Examiner's report on request. Further details on all External Examiners' reports can be located here:

www.leedsbeckett.ac.uk/studenthub/external-examiners-reports

3 Assessment and Feedback

3.1 Assessment

Assessment Strategy

Information on the various methods of assessment can be found in the Course Specification.

University Assessment Regulations

Our University's assessment regulations are contained within the University Academic Regulations. Regulations on progression, award eligibility and honours degree classifications are available at: www.leedsbeckett.ac.uk/public-information/academic-regulations/.

Course-Specific Assessment Regulations and Professional Body Requirements

Whilst the course is accredited by the Association for Project Management, our professional body, they currently do not place any additional regulations on the course other than those in place by the university

Assessment Schedule

Please note the exam/assessment periods in the academic calendar (see section 1) and make sure that you are available during those periods.

Examination

Individual module guides will specify the examination assessment schedule, including any specific expectations.

Coursework

Individual module guides will specify the coursework assessment schedule, including hand in requirements and any specific expectations.

Reasonable Adjustments and Assessment Support

Disabled students should contact Disability Advice at the earliest possible opportunity to discuss their support requirements for assessments and / or examinations.

Where adjustments are required in relation to examinations, Disability Advice should be contacted no later than **Friday 9 November 2018** in advance of the semester one exam period, and by **Friday 8 March 2019** in advance of the semester two exam period. This will provide the best chance of implementing the recommendations from the adjustment plan for that semester's main exam period. Where applications are made after these dates, we will try to put recommendations in place, but this may not always be possible. Please see Disability Advice on the 'Support' tab in MyBeckett for further information.

Submitting Assignments

The Module Guides for each module will give specific details of assignment hand in requirements. Generally, the course expects this to be via Turnitin, although this may vary due to the specific nature of the module or assignment. Deadlines for submission of each assignment will be provided in the modules guide and the assignment brief. We strongly recommend that you use the excellent facilities on skillsforlearning.leedsbeckett.ac.uk where you will find a wide range of material available to assist in your academic studies.

It is important for your progression and achievement that you submit all work for all assignments in a timely manner. It is also important that you keep copies of all work submitted until after you have graduated. You should also keep any receipts confirming the submission of assignments. In the event of your submitted work being lost you may be required to produce a copy of the work and submission receipt. If you are unable to do so, your work will not be marked.

It is important to note that submitting all assignments is a requirement of your course. Should you experience extenuating circumstances which prevent you from submitting on time please make yourself aware of section 3.4 of this handbook. Without any form of extenuating circumstances, standard penalties apply for late submission of assessed work. Full details of the penalties for late submission of course work are available in section 3.11

of the Academic Regulations at www.leedsbeckett.ac.uk/public-information/academic-regulations.

If you have been recommended 'flexibility around deadlines' as a reasonable adjustment in your Reasonable Adjustment Plan, your Course Administrator will be able to advise you of the process.

As noted above, the course expects most assignment hand in to be via Turnitin. Any exceptions to this will be noted in the specific Module Guide and/or in the assignment brief.

Further information on Turnitin is available here:

<http://libguides.leedsbeckett.ac.uk/mybeckett/turnitin>

3.2 Getting Feedback on your Assessed Work

Assessed work will normally be returned with appropriate feedback within four weeks of your submission. Each Module Handbook will provide you with specific guidelines on how and when you will receive this. The Course Specification explains how feedback will be provided on both formative and summative assessments.

3.3 How do I Get my Results?

Generally, results for assignments submitted via Turnitin will be made available through MyBeckett. We would encourage you to regularly check your emails so that any notifications of results reach you swiftly. All marks are issued provisional until they are ratified by an Exam Board at the end of each semester and year.

Results from module assessments and decisions on progression to the next level of study (e.g. from level 4 to level 5 of an undergraduate degree) or awards (if you are in the final level) are available on the *Results Online* system from:

www.leedsbeckett.ac.uk/studenthub/results-online.htm.

Results will only appear within *Results Online* five working days after the date of the Progression and Award Board meeting (the meeting where your end of level outcome will be decided) or the Module Board meeting (the meeting where modular outcomes are decided).

If you are unsure about when you might receive your results or have queries relating to your results, you should contact your Course Administrator.

3.4 Extenuating Circumstances and Mitigation

If you are experiencing problems which are adversely affecting your ability to study (called 'extenuating circumstances'), then you can apply for mitigation. The University operates a fit to sit/fit to submit approach to extenuating circumstances which means students who take their assessment are declaring themselves fit to do so.

Examples of extenuating circumstances include personal or family illness, bereavement, family problems or being a victim of crime. You will need to provide evidence to prove your situation; the Students' Union Advice Service can offer guidance on what evidence you will need to present.

Further information can be found at www.leedsbeckett.ac.uk/studenthub/mitigation.

If you need assistance or further information on extenuating circumstances, you can contact the course administrator. The forms and supporting narrative is available at the website above. Once you have submitted the documents (and any appropriate evidence), a panel will review your request and make a decision. The decision will be emailed to you at your university email address, so please make sure you check your emails regularly.

If you have been recommended 'flexibility around deadlines' as a reasonable adjustment in your Reasonable Adjustment Plan, your Course Administrator will be able to advise you of the process.

3.5 Re-assessment

If you have not passed a module at the first attempt you will be eligible for re-assessment. See your Module Handbook for details of the relevant re-assessment process (e.g. whether it is coursework, an examination, a presentation or other form of assessment/when it will take place/what the deadline is).

You will be advised via Results Online of your options for re-assessment. You are advised to contact your Course Director, Module Leader, Course Administrator or Academic Advisor for any necessary clarification.

3.6 Student Appeals

If you feel that you have in some way been disadvantaged during your studies and this is reflected in your results, then you may have grounds for an academic appeal.

After your results are available on Results Online you have 15 working days to submit a request for an appeal hearing. You will find the information you need, including grounds for appeal, when and how to appeal and frequently asked questions at:

www.leedsbeckett.ac.uk/studenthub/appeals.htm.

You are strongly advised to seek guidance from the Students' Union Advice Service on whether you have grounds for an appeal and the completion of the paperwork – see section 4 for Students' Union Advice Service contact details.

3.7 Academic Misconduct

Academic integrity is a fundamental principle within the University and is strongly linked to good academic practice. The University has processes to investigate alleged breaches of academic integrity and, where a breach of academic integrity is admitted or found, applies appropriate penalties.

Any attempt to gain an unfair advantage, whether intentional or unintentional, is a matter of academic judgement and may be considered to be a breach of academic integrity. Examples of unfair practice include, but are not limited to cheating, plagiarism, self-plagiarism, collusion, ghostwriting and falsification of data. Definitions of these offences and the serious consequences of breaching academic integrity can be found in our Academic Regulations: Section 10 Academic Integrity: www.leedsbeckett.ac.uk/public-information/academic-regulations.

There are a range of resources available to help you understand what is and what is not permitted and how to use other people's ideas in your assessed work. These include the Skills for Learning website which can be found at <http://skillsforlearning.leedsbeckett.ac.uk>

If you are unsure on how to reference your work correctly please seek advice from your tutors or access the Skills for Learning resources online.

4 Where to Get Help

4.1 Academic Advisor

Your Academic Advisor (see Key Contacts in section 1) will be an academic member of staff who teaches you on your course. Your Course Director will make sure that you are given the contact details of your Academic Advisor at the beginning of each year, usually in your course induction. Normally, your named advisor will aim to follow you right through the duration of your course.

Your Academic Advisor has an important role to play in supporting you in academic matters while you are studying on this course. If you are struggling with your work, want to discuss your assessments and ways to improve your marks, your named Academic Advisor is there to support you. Your meetings with the Academic Advisor should be led by you. You might want to talk about career aspirations, your course, your progress and /or your academic results. You may want to set objectives for academic goals. They will also be able to signpost you to Student Services who can advise on a range of matters such as financial worries, accommodation worries or if you are anxious or need counselling. You can access Academic and Personal Support on the 'Support' tab in MyBeckett, which may direct you to support services such as Student Experience Team, Wellbeing and the Students' Union Advice Service, or you can ask your Academic Advisor to help you access further support.

Getting to know your Academic Advisor in the first year of your course is really useful especially when University life and degree level study might be different from what you are used to.

4.2 Student Experience Team

If you have any questions about or problems with life at our University, the first place to call, email or contact is the Student Experience Team. The team can help with a broad range of

enquiries including: funding and money advice, being an international student, disability, counselling and wellbeing support, student cards, accommodation, fee payments, support from the Students' Union, how to access on-line services, getting help with your CV, preparing for an interview, careers guidance and getting a part-time job. Details of these and other services are available under the Support and Opportunities tabs in MyBeckett, or on the 'Students' homepage: www.leedsbeckett.ac.uk/studenthub.

You can find members of the Student Experience Team in the Student Hubs on the ground floor of the Rose Bowl at City Campus and also in Campus Central at Headingley. Their telephone number is 0113 812 3000 and their e-mail address is studentexperience@leedsbeckett.ac.uk. They work closely with the course teams, the Students' Union, all University Services and external organisations to make sure that if they don't have the answer to your question they will know who will.

4.3 Disabled Students

Support for disabled students is available from our Disability Advice team. Support is available for students with a range of disabilities including:

- epilepsy, diabetes and IBS
- depression, anxiety and eating disorders
- dyslexia, dyspraxia, and AD(H)D
- Autism Spectrum Conditions
- Mobility difficulties
- Sensory impairments

Support is individually tailored depending on the nature of your disability and the demands of your course.

Disabled students can also access the Disability Resource Areas in each library and the support provided by the Library Learning Support Officer. More information is available at http://libguides.leedsbeckett.ac.uk/using_the_library/disabled_and_dyslexic_users.

More information on disability advice is available under the Academic and Personal Support sections of the Support tab in MyBeckett, and on the 'Students' home page.

4.4 Library Help

The Library

The Libraries at City Campus (Sheila Silver Library) and Headingley provide a range of study environments to suit your needs and are both open 24/7, 365 days a year. The website (<http://libguides.leedsbeckett.ac.uk/home>) gives you access to thousands of resources and information about Library services available to support you.

Academic Librarian

Your academic librarian (see Key Contacts in section 1) liaises with your lecturers to ensure physical and electronic information resources for your subject are available in the Library and they work with you throughout your time here to help you develop information and digital literacy skills.

Help and Information Points

If you have any questions about using the library or need IT support you can get help:

- from the Help and Information Point on the ground floor of each library
- online (including 24/7 chat): http://libguides.leedsbeckett.ac.uk/contact_us
- by phone - 0113 812 1000 (including 24/7 IT support).

Skills for Learning

Skills for Learning provides a wide range of web resources and publications to help your academic skills including teamwork, research, essay writing and time management plus information to help you reference and avoid plagiarism. Information about workshops and one-to-one tutorials can be found at: <http://skillsforlearning.leedsbeckett.ac.uk/>.

Microsoft Office 365

Our University provides students with a free subscription to Office 365 which can be downloaded from the IT tab in MyBeckett. All students who are registered for a

qualification at Leeds Beckett University are eligible and you will be able to use the subscription for the duration of your course. For instructions and more information, please visit our Student IT Help pages at

http://libguides.leedsbeckett.ac.uk/it_support/software/microsoft_office_online .

4.5 Students' Union Advice Service

The Students' Union Advice Service offers free, independent, non-judgemental advice and guidance to all Leeds Beckett Students. This can include advice on any problems you might have whilst on your course including all the Academic Regulations (Mitigation, Extensions, Complaints, Appeals, Disciplinary procedures and Academic Integrity). We can also give advice on any issues you may have with your housing including disrepair, contract checking and issues with deposits. We can also advise on student funding and debt.

We will listen to your problem and outline what options are available to you, so you can make an informed decision on what to do.

Hopefully you will never need us but just remember we are here for you if you do.

Email: suadvice@leedsbeckett.ac.uk

Tel: 0113 812 8400

<http://www.leedsbeckettsu.co.uk/advice>

5 What to do if you...

5.1 ...are absent for more than one day

You must notify your Course Administrator if you are absent for more than one day (for example for an interview, emergency unforeseen circumstances, or for compassionate leave). If you are going to apply for mitigation you will need to provide written evidence of the reason for your absence (see section 3).

International Students

Please be aware that our University fully complies with United Kingdom Visas and Immigration (UKVI) policy at all times. There are legal reporting requirements for all students in the UK on a Tier 4 student visa, and full attendance is mandatory for all Tier 4 students. Failure to meet UKVI attendance requirements could lead to your academic sponsorship being withdrawn and your visa being revoked. Tier 4 students need to be aware of their responsibilities whilst in the UK, please see www.ukcisa.org.uk for full information.

For up to date information about visas, immigration issues and other matters relating to international students, please contact the International Student Advice Centre at internationalstudentadvice@leedsbeckett.ac.uk.

5.2 ...are ill

If you are unable to study because of illness for more than seven consecutive days (including weekends), you must provide us with a **Fit Note**:

"A fit note (or Statement of Fitness for Work) allows your doctor or other healthcare professional to give you more information on how your condition affects your ability to work. This will help your employer understand how they might help you return to work sooner or stay in work. Fit notes may also be called medical statements or a doctor's note." (NHS Choices, n.d.)¹

You can send a digital copy of your Fit Note to your Course Administrator, and then send the original by post.

If you are absent through illness on the day of an examination or assignment deadline and you intend to apply for mitigation, you must also provide us with details and any available evidence as soon as possible. Contact your Course Administrator to get a copy of the appropriate extenuating circumstances form.

¹ This quote is extracted from NHS Choices (n.d.) **What are fit notes?** [Online]. Available from: <<http://www.nhs.uk/chq>>. [Accessed 26 February 2016].

For more information on 'fit to sit' and mitigation please visit

www.leedsbeckett.ac.uk/studenthub/mitigation.htm.

5.3 ...have a comment, compliment or complaint

We are committed to providing a high quality experience for all our students. We welcome comments and compliments from students, and find them valuable for on-going improvements to our provision. Comments and compliments about your course can be raised with your Course Representative or directly with your personal tutor/academic advisor.

If you have a specific complaint about an act or omission of our University, you may be able to make a complaint under the Student Complaints Procedure. In the first instance, you should raise the matter as soon as possible with the member of staff most directly concerned, or with the person who can best resolve it. If this does not resolve the matter, or if the complaint is too serious to be addressed in this way, then you should make a formal complaint in writing. Information about how to make a complaint, including the student complaints procedure and a complaints form, is available online at:

www.leedsbeckett.ac.uk/studenthub/complaints.htm.

5.4 ...are considering suspending studies or withdrawing from the course

If you are considering withdrawal from your course you should speak to your personal tutor/academic advisor, a member of staff at our Student Hub or the Students' Union to discuss your reasons. If there is a problem, University or Students' Union staff may be able to help. It may be possible to arrange suspension of studies from your course.

Withdrawing from your course permanently or temporarily could impact the availability of future student funding should you decide to return to the course or commence a new course at Leeds Beckett or elsewhere. Please seek advice from the Student Money Team or Students' Union Advice Team.

If you are considering withdrawing, permanently or temporarily, you must complete a withdrawal form, which you can obtain from your Course Administrator. This form must be submitted as soon as possible to your school office as withdrawals cannot normally be

backdated. For further details see the Student Regulations at:
www.leedsbeckett.ac.uk/public-information/student-regulations.

6 Relevant Policies

All student regulations and policies are available at: <http://www.leedsbeckett.ac.uk/public-information/student-regulations/>

6.1 Safety, Health and Wellbeing

Policy Statement

Our University is committed to providing a vibrant, ethical and sustainable working environment that values wellbeing and diversity. This commitment exists alongside our wider legal and moral obligations to provide a safe and healthy working environment for our staff, students and members of the public who may be affected by our activities. Further details of our Health and Safety policies are available at: <http://www.leedsbeckett.ac.uk/public-information/student-regulations/>

Smoking

No smoking is permitted in any of our University buildings, this includes the use of vapour cigarettes (or other similar devices); if you do smoke outside our buildings please make sure that you stand at least five metres away from building entrances and boundaries.

Use of Laptops within our University

If you need to charge your laptop battery, please make sure that the battery charger/lead are undamaged, and only plug it into a designated power socket – if you are unsure of where these are, please ask a member of staff. Please make sure your battery charger cables do not create a trip hazard.

Fire Safety Procedures

Fire information is present on Fire Action Notices displayed in all our University buildings. These are normally present in corridors. Please read and follow the instructions.

All fire exit routes are clearly identified. You should familiarise yourself with the location of fire exit routes and fire assembly points for the buildings that you may use in the course of your studies which can be found on the blue and white Fire Action Notices. Use the nearest available route out which may not be the route you use daily to enter the building.

If you discover a fire, you should sound the alarm by operating the Fire Alarm Call Point. You should report the circumstances and site of fire using the emergency number 4444 - indicated on the Fire Action Notice.

Do not tackle the fire unless you have been trained to do so. Evacuate the building to the fire assembly point indicated on the Fire Action Notice. Do not re-enter the building until officially authorised to do so.

On hearing the Fire Alarm, everyone should proceed calmly to the nearest available safe fire exit, as indicated by the green and white fire exit signage. Take appropriate action to assist visitors and mobility-impaired persons or wheelchair users to a safe refuge.

Upon exiting the building, continue on to the fire assembly point so as not to impede the remaining evacuees exiting the building. Evacuation is practised through fire drills. However, you should regard any continuous sounding of the alarm as a fire incident and act accordingly.

Disabled Students

You are expected to declare any disability that would affect your safety in the event of a fire, e.g. hearing impairment or the use of a wheelchair. If you are referred to the Disability Adviser, a Personal Emergency Evacuation Plan (PEEP) will be developed for you as appropriate.

Disabled students must declare their disability, to the University, for it to be taken into consideration. You can find further information about the support available to disabled

students studying at our University and contact details on the Support tab in MyBeckett and our website: www.leedsbeckett.ac.uk/studenthub/disability-advice.

First Aid

First Aid Notices (green and white) are displayed in all University buildings alongside the Fire Action Notices (predominantly blue and white) and alongside, or adjacent to, each First Aid box. First Aid Notices provide all the information you may require to seek and summon assistance.

First Aider contact details can also be obtained from the Student Hub or from Security: City Campus, internal ext. 23154 or Headingley Campus, internal ext. 23165.

Accident and Incident Reporting

All accidents and incidents and dangerous occurrences, must be reported to, and recorded by University staff. Accident report forms (HS1) are available at reception offices, Security and Student Hubs.

Infectious Disease

Campus-based students who have been diagnosed with a serious infectious disease such as TB, measles, meningitis or chicken pox should notify their Course Director or Course Administrator as soon as possible giving information regarding which groups of students (and/or colleagues and clients on placements) you have been in contact with and when. For diseases such as TB or meningitis, the West Yorkshire Health Protection Team may also wish to speak to you (or your family) to determine if others require screening or medication. You should follow advice given by the hospital or your GP about when it is safe to return to University.

6.2 Regulations

There are two sets of documentation you need to be aware of, the University Regulations and the Student Contract.

The University Regulations relate specifically to your studies and your course. They cover issues such as assessment, progression and award requirements amongst a range of other issues.

The Student Contract deals with a range of issues which apply to all students of our University.

6.3 University Academic Regulations

Our Academic Regulations can be found at: www.leedsbeckett.ac.uk/public-information/academic-regulations. You should familiarise yourself with these Regulations.

The following sections are of particular relevance to your course:

- Education and Assessment
- Progression and Award
- Examinations
- Progression and Award Boards and Module Boards
- Disabled Students
- Extenuating Circumstances and Mitigation
- Appeals
- Academic Integrity

The Students' Union Advice service (www.leedsbeckettsu.co.uk) is able to offer advice and guidance on how to understand and use the Regulations.

Where students are undertaking any form of research project, reference should be made to the Research Ethics Policy and Research Ethics Procedures which can be found at:

www.leedsbeckett.ac.uk/studenthub/research-ethics.htm.

6.4 Student Contract

The Student Contract is available at the following web link: www.leedsbeckett.ac.uk/public-information/student-regulations. You should familiarise yourself with the Student Regulations relevant to you and ensure you adhere to the Student Contract.

Leeds Beckett University Student Charter

Working together for success

Leeds Beckett University and our Students' Union are committed to working in partnership with our students to ensure that our University is an inclusive, safe and engaging learning environment which is conducive to study for its students and work life for its staff.

Our Student Charter sets out how we can do this by working together to understand and fulfil our commitments to one another. Our Student Charter has been produced jointly with the Students' Union and we will review it, together, every year. Our University's Vision seeks to put students at the centre of all our activities and this Student Charter is a contribution towards that goal. The Leeds Beckett Student Charter is not a contractual document, but provides a guide to what members of the Leeds Beckett Community can expect of each other in terms of engagement and behaviour.

We work to shape and sustain a supportive, safe, inclusive community for active learning and the building of skills for life.

We will

- Work together within a progressive, independent, and active environment which promotes lifelong learning.
- Support a culture of personal and academic resilience.
- Collaborate to build partnerships for learning.
- Work together to sustain our bold, industrious spirit.

We forge an environment which builds trust, accountability and transparency.

We will

- Maintain mutually respectful codes of behaviour.
- Promote the availability of information and support for all.
- Ask for help when we need it.
- Be honest, clear and assertive with each other.
- Use the means available to give a compliment, raise a concern or make a complaint.
- Take advantage of opportunities for formal and informal learning.

We foster inclusive academic, cultural, social, emotional and creative development for all.

We will

- Share an exciting and challenging curriculum which is contemporary and relevant.
- Promote a culture of critical enquiry and rigorous scholarship.
- Support participation in extracurricular opportunities which enhance career and personal development.
- Enable one another to plan, develop, and drive forward our individual educational and career goals.
- Acknowledge and celebrate our joint and separate successes.

We are responsible, diligent, reliable and considerate in our academic and professional actions and behaviours.

We will

- Act with academic integrity.
- Listen to and respect the differing perspectives of those from different cultures and backgrounds.
- Work together within a positive collaborative learning and working environment, wherever, and however, we engage.
- Take care with our personal and professional digital identity and recognise the impact it may have on us and others.

We seek active engagement, feedback and participation in the issues that affect us.

We will

- Work together to enhance our experience of our University.
- Collaborate to promote learning and support enhancement, through mutual reflection and feedback.
- Build partnerships to enable our University communities to engage with our external stakeholders.
- Support the development of courses which prepare our graduates to be ready for work, ready for life and ready to seize the opportunities that lie ahead.
- Use our knowledge of local and world issues to strengthen our global outlook and build a sustainable environment for a thriving future for all.

Our Student Entitlements

As a full-time or part-time campus-based undergraduate student you are entitled to:

1. Access online learning materials and resources for every module through a virtual learning environment and have access to the resources and information of an up to date library.
2. Opportunities for on-going feedback on your work and progress towards your assessments in every year of your course.
3. Participate in a course induction, which will be provided at the beginning of each year of your course.
4. A meeting with your Academic Advisor once per semester. [All new and first year students will be invited to a meeting with their Academic Advisor within four weeks of the start of their studies].
5. A course that has been informed in its development by external stakeholders (e.g. employers, professional bodies).
6. Participate in Personal Development Planning within the context of your course.
7. Have the opportunity to engage in embedded activities within your course which develop and enhance your graduate employability and lifelong learning.
8. Receive clear dates at the beginning of each module about your assessment, submission dates, when and how you receive formative feedback on assessment during every module, and how you will receive feedback on marked assessments within the 4 week feedback period.
9. Receive clear and easy to understand information about your course and the services available to you.
10. Be engaged, via your course student representative, in your course review, evaluation and development processes.
11. Have your questions to our University's services responded to within the advertised timescales in our corporate service standards.
12. Normally be given your course timetable no later than four weeks before the beginning of each semester.

Attendance Statement

The University expects you to attend and fully contribute to all mandatory sessions on your timetable as set out in your student contract. Engagement in your lectures, seminars and practicals is an important part of your learning - contributing both to the University community and the learning experience of your fellow students on the course.

We monitor your attendance at the University as regular attendance and academic achievement are closely linked. Moreover, by monitoring your attendance we can identify students who may need our guidance or support at an early stage to help them progress in their studies. This is part of our commitment to ensuring an excellent education and experience and supporting your success at Leeds Beckett.

The principal attendance system adopted within the University uses i-Beacons installed in all our teaching spaces which interacts with the Leeds Beckett application in your smartphone or tablet using Bluetooth technology. For those students who do not have a smart device you will be able to register manually via any student PC on campus allowing you to check in to your class. Some Schools may monitor your attendance via alternate methods which may include your lecturer asking you to sign a paper register.

The University does understand that from time to time there is good reason why you cannot attend a class, and in this instance you must contact your School office to let them know so the attendance system can be updated accordingly.

Please note that reports from the attendance system will allow attendance data to be shared with you and your Course team. You might be asked to contact the School office so that appropriate academic or pastoral support can be offered, should your attendance record give cause for concern.

Our most important aim is to support your studies, but we are also required to report attendance to various external bodies such as the Student Loan Company and the Home Office. There are measures in place for students who seek to falsely register either their own or fellow students' attendance.

If you have yet to download the Leeds Beckett app please follow the instructions at

<http://www.leedsbeckett.ac.uk/studenthub/student-app/>

Our Attendance Policy is available under 'Student Contract' at

www.leedsbeckett.ac.uk/public-information/student-regulations

Your Student Contract can be accessed at www.leedsbeckett.ac.uk/public-information/student-regulations