

2018/2019 Undergraduate Course Handbook

BAH Retail Management

Leeds Business School

BARMT



LEEDS BECKETT UNIVERSITY

If you require this information in an alternative format (such as an audio version), please use [SensusAccess](#) to convert this document in to your preferred format:
visit <http://bit.ly/librarydisability> and click the 'Accessible Resources' tab

Contents

1	Welcome to the Course	1
2	Studying on this Course	10
3	Assessment and Feedback.....	16
4	Where to Get Help.....	23
5	What to do if you.....	27
6	Relevant Policies.....	30

1 Welcome to the Course

1.1 Message from the Dean of School



Welcome to Leeds Business School, a diverse, inclusive and vibrant community dedicated to student experience, to education, to impactful research and to developing all of its members to their utmost potential.

On behalf of all our staff I would like to say how proud we are to have you with us, and how excited we are to engage with you throughout every stage of your learning journey.

Leeds Business School is an active choice, a choice to participate, to experience, to grow and to contribute – in a state-of-the-art, inspiring and connected environment.

Our mission is to bring you closer to business, to industry and to the professions – through the way we teach, the flexibility of our offer, the courses we champion and the business leaders we showcase. It's about being work-ready and life-ready, with the enthusiasm, the competitive edge and the practical tools to thrive.

Welcome to business co-creation, not just business education. Welcome to Leeds Business School.

Dr George Lodorfos

Dean, Leeds Business School

1.2 Message from your Course Director

Hello students and welcome back to your studies at Leeds Beckett.

You have chosen to study a fantastic discipline, where you will end up working in one the most dynamic and innovative global industries. In the UK the Retail industry accounts for 8% of GDP with an annual turnover in excess of £360 billion. It is also the largest commercial employer within the UK with a workforce of over 3 million. Your degree will continue to develop your skills in learning and critical thinking but will also prepare you to enter the graduate workforce.

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

The course team is looking forward to working with you again 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 we wish you well in your studies.

Alistair Macauley & Chris Morley

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 Student Hub web page:

www.leedsbeckett.ac.uk/studenthub/timetabling

1.4 Key Contacts

In line with the University's expectations the programme operates a Personal Tutor system. All students are allocated to a personal tutor/mentor who is the first point of contact for non-academic/module related pastoral support. Students enrolled on the programme will be supported throughout their studies by personal tutors and the course team. All students will also have access to:

- The personal tutor on a weekly basis.
- Course Leader support, advice and information (as appropriate);
- Administrative staff for administrative support, guidance and assistance

Alistair Macauley and Chris Morley are your key contacts for the course and will also act as your personal tutors. We will let you know at induction who your personal tutor is going to be for this academic year.

We will communicate with you in person, via your student email and through MY Beckett.

When contacting your personal tutor and/or course leader this should be done via email or in person.

Course Leader

Alistair Macauley

Tel: 0113 812 6720

Email: a.macauley@leedsbeckett.ac.uk

Rose Bowl, room 503

Personal Tutors

Alistair Macauley

Tel: 0113 812 6720

Email: a.macauley@leedsbeckett.ac.uk

Rose Bowl, room 503

Chris Morley

Tel: 0113 812 26772

Email: C.A.Morley@leedsbeckett.ac.uk

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 www.leedsbeckettsu.co.uk.

Course Administrator

Email: fblretail@leedsbeckett.ac.uk

Tel: 0113 812 9030

Academic Librarian

Each course has a specific Academic Librarian who has detailed knowledge about your chosen subject. He or she will buy all the resources for your subject in the library, and will teach you how to make the most of the information available to you during your course. You will meet your Academic Librarian at your induction. Further help is available at the Help and Information Point in each Library. They can be contacted on 0113 812 1000 (21000 if calling internally).

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.**

We will inform you of class activities and course notifications, including any cancellations, via text and on MyBeckett. For each module, the Module Handbook will include the preferred method of communicating general information about that module to you.

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 and a wide range of other information.

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 (undergraduate students)/Postgraduate Taught Experience 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 personal 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 Students' Union, working in partnership with our University, jointly enables the process for election and appointment of Course Representatives, their training, development and 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 Student Hub web site and in our University's Academic Regulations.

2 Studying on this Course

Retail is one of the UK's largest private employer sectors. It is a dynamic and complex industry that continues to grow and develop constantly changing to appeal to customers in a variety of channels. The industry is highly commercial and driven by sales and profits operating in a highly competitive global market. Successful students will develop a range of skills and knowledge to move into graduate opportunities across the whole industry. This is encompassed in three key themes;

- (i) awareness of the macro environment in which retail takes place
- (ii) the management of the retail environment
- (iii) research and analysis in the retail sector

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 is investing in more web-based solutions to make it easier to engage with our module evaluation process during 2017/18. 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

There are a number of resources that you have access to. This includes the following;

- LIBRARY
- Virtual Learning Environment
- Library Management System
- The Resource Discovery Tool, "Discover"
- Skills for Learning
- Careers Services
- Student Hub

Further information will be given during induction and throughout the academic year.

2.3 Skills you will Gain during the Course

Skills Developed

The BA (Hons) Retail Management course is aimed at those with aspirations for a career in all aspects of 'retail'; this may be as a specialist marketer, technological innovator, logistics, brand developer or operate in such areas as visual merchandising or finance. In addition graduates could become a holistic manager and leader of units, departments or businesses. The course will also give the student enterprise skills to set up their own business.

To maximise the opportunities that this dynamic industry presents for the student, the course aim is:

'that any student who successfully completes the BA (Hons) Retail Management will have the skills, knowledge and attributes to become an innovative, consumer focused and entrepreneurial manager, anticipating and adapting to change in the complex international, multi- channel retail management field'.

Other skills include; team-working, research, critical thinking and evaluation, presentation and independent learning.

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. They will provide you with capabilities which are essential for your employability and wider life as you move on from your studies here. You will be formally assessed on them in some of your modules at each academic level in each year of your course. The tasks and assessments you do for the modules at each level increase in complexity. For more information on graduate attributes please visit

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

Our university has a Taxonomy which is used to design your course. Information on your assessment is included in your module handbook.

The modules at each level for each attribute are listed below and examples of the assessment and some of the module activities will clarify how we build the Graduate Attributes through your course.

DIGITAL LITERACY

In BA (Hons) Retail Management the horizontal and vertical integration of digital literacy has been developed as follows:

- Research digital skills are introduced at Level 4 in 'Information for Marketing', developed further at level 5 in 'Retail Operations and SCM', 'Multi Channel Retailing' and level 6 in the 'Strategic Retail Management', 'Retail Futures' and the 'Individual Project'.
- Business technologies are developed further in 'Retail Operations Management and SCM' and consolidated within 'Strategic Retail Management'
- Business software and new technologies are introduced as specific to the subject content thus social communications (currently Facebook, Twitter, Skype) are discussed in 'Consumer and Services Marketing', consolidated in options such as 'Digital Marketing' and in 'New Product and Services Development'. This differs in approach from one off engagement with software, for instance in 'Retail Operations Management and SCM', but which permeates level 6 through the 'Individual Project'
- Trends in changes to technology are inculcated into all modules, particularly those which address the enterprise graduate attribute; 'Managing and Leading Stakeholders', 'Retail Management' and the 'Individual Project' would be good examples at each level.

ENTERPRISE

Enterprise has been defined by Leeds Beckett University as embodying the catalyst between research and practice, having employability skills and coherently embedding work placements or work related experiences. For retail management a strategy to address these issues has resulted in explicit requirements for the course to:

- (i) include a minimum of two weeks work placement
- (ii) encourage employer contribution to course development and delivery but as a minimum provide opportunities to solve industry related issues
- (iii) develop entrepreneurial and intreprenurial skills by the creation of opportunities for all students to be innovative, creative and engage in 'blue sky' thinking to create business solutions

In BA (Hons) Retail Management these requirements are clearly evidenced in the sector itself, as well as this course. The practical notion of enterprise begins by examining the

industry in 'Retail Industry' – in this module the two week placement is introduced. This continues as a theme into level 5 where 'Retail Operations Management and SCM' provides students with a contemporary view of enterprise prior to their level 5/6 optional sandwich placement year. Without enterprise, as concept, the retail industry would not have existed and therefore level 6 modules are heavily focus on developing this graduate attribute; this is particularly evidenced in 'Multi Channel Retailing', 'Strategic Retail Management', 'Retail Futures'.

GLOBAL OUTLOOK

A global outlook is coherently engendered within BA (Hons) Retail Management by addressing the three themes under which the course is being developed:

- i. awareness of the macro environment in which retail takes place
- ii. the management of the retail environment.
- iii. management, leadership and organisation

Modules which look at people and stakeholders such as 'Consumer and Services Marketing' and 'Managing and Leading Stakeholders' provide a strand of developmental activity for examining cultural changes, demographics and ethical differences across a range of retail contexts. However Retail operations management and SCM also considers internal aspects of the organisation.

The external environment is considered across the market, its changing trends and increasing global outlook. Management of the Retail Environment is examined in a number of modules; 'Retail Business Economy', 'Retail Operations Management and SCM', 'Consumer Insight' and 'Multi Channel Retail', 'Strategic Retail Management' and 'Retail Futures' – this theme creates enterprising solutions for global issues within the real world

context. The matrix of graduate attributes illustrates how a global outlook is developed over levels.

2.5 Work-Related Activities and Employability

The Course Specification outlines what work-related activities are associated with this course.

In year three of your course you will have the opportunity to undertake a 48 week industrial placement, although this is not mandatory. To prepare you for the world of work we have ensured that you will have exposure to business throughout your course. This will include guest lectures, case studies and working on company set projects.

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:

Ms Claire Blanchard

Glyndwr 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 Regulations. Regulations on progression, award eligibility and honours degree classifications are available at: www.leedsbeckett.ac.uk/public-information/student-regulations.

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

The examination schedule will be published on the Student Portal. Please keep checking for updates.

Coursework

Where a module is wholly or partly assessed by coursework, the submission date will be clearly stated on the assessment brief when it is circulated to students.

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

You will be notified of the submission requirements on the assessment sheet and/or you will be advised by your module tutor, normally via MyBeckett.

Each assignment must have an Assignment Cover Sheet attached. These can be obtained from the reception desk at Rose Bowl Room 304.

Each Assignment Form must be fully completed and securely attached to the assignment (e.g. stapled or within a plastic wallet).

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.

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 at www.leedsbeckett.ac.uk/public-information/academic-regulations.

Turnitin

Module tutors place Turnitin in MyBeckett modules to help you with your academic work. When you submit your work through Turnitin it will 'match' your work against a massive

global database of books, e-books, journals, websites and other students' work. You can see if parts of your work 'match' work in the database and check whether you have attributed this to the source. Turnitin can only help you if you submit drafts of your work a reasonable length of time before the submission deadline.

Please be aware that Turnitin guarantees to 'match' your work and return the result to you within 48 hours. Sometimes it may be quicker than this, but there is no guarantee. The second time you submit a draft of this work Turnitin guarantees that it will 'match' and return your work within 24 hours. Again it may be quicker, but do not rely on this. If you submit a third draft of the work through Turnitin it will again only guarantee a 'match' and return within 24 hours. Therefore, if you want to use Turnitin to help you check your work you must start to submit drafts for matching at least four days before the deadline.

Turnitin cannot detect plagiarism, it can only 'match' text. If you are not sure how to interpret the 'originality report' which Turnitin makes available to you, please ask your module tutor.

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.

There will also be a number opportunities for you to receive formative feedback. This may include;

- Student presentations
- Class discussions
- Submission of draft work
- Assessment workshops

This feedback, in some cases may be instant although other methods might mean you will have to wait for your feedback, depending on the 'formative' assessment method. In the case of your summative assessment; this will be given back to you within the time frame set by the university although this might be sooner depending on the assessment.

3.3 How do I Get my Results?

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 acceptable evidence to support a claim for extenuating circumstances:

- Medical Appointment Letter
- Doctor's Note
- E-mail from tutor
- Death Certificate
- Funeral Order of Service
- Crime report and number (this should also be accompanied by evidence of the work you had been preparing such as notes, work plan, draft assignment)

The following will not be accepted as evidence:

- Note from a friend
- Wedding invitation
- Corrupt USB stick
- Bank Statements

If you have consulted the University Student Wellbeing Service in relation to your circumstances, you may submit a statement of attendance as supporting evidence. It is expected that you would also have some other form of evidence of your circumstances to verify your request.

Examples of acceptable extenuating circumstances include:

- Bereavement
- Illness
- Hospitalisation
- Victim of crime
- Transport cancellation, where this can be evidenced
- Court attendance
- Traumatic incident
- Serious family illness where the impact on the students' ability to undertake assessment may be demonstrated
- Accident

The following are not acceptable extenuating circumstances:

- Holidays
- Weddings
- Family celebrations
- Printing problems
- Computer failure, corrupt USB sticks
- Financial problems
- Work-related problems
- Pressure or anxiety associated with assessment preparation or exams
- Accommodation issues
- Mild illness (less than 7 days) would not normally warrant mitigation. The Faculty Mitigation Co-ordinator will determine whether a mild illness warrants an extension to the assessment deadline should an extension be requested
- Mis-reading assessment arrangements

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.

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, Course Administrator or Personal Tutor 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

Our University wants to give you credit for your learning and for work which you have done yourself. Unfair practice occurs when you have not done the work yourself.

Any attempt to gain an unfair advantage, whether intentional or unintentional, is a matter of academic judgement and may be considered to be unfair practice. Examples of unfair practice include, but are not limited to cheating, plagiarism, self-plagiarism, collusion, ghost-writing and falsification of data. Definitions of these offences and the serious consequences of unfair practice can be found in our Academic Regulations: Academic Misconduct:

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 Personal Tutors/Academic Advisor

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

Your personal tutor/academic advisor has an important role to play in supporting you in academic and personal matters while you are studying on this course. The meetings will include discussion about career aspirations, your course, your progress, and your academic results. You may want to set objectives for academic and life goals which you can store on your e-portfolio. Personal tutors/academic advisors are not trained counsellors and will signpost you to other University services if they can't help you. These services may, for example, be the Students' Union, the counselling service or the Student Hub.

In the first year your tutor will probably initiate communication to request a meeting at a mutually convenient time, but later in your course it should be your responsibility to set up the meeting. If you ask information to be kept confidential it will be and a note will be kept securely in your University notes with an indication of who can access the information.

You are entitled to have one meeting per semester with your personal tutor/academic advisor in each year of your course. But your personal tutor/academic advisor may ask you to come to see them more frequently and you should feel free to contact them if you need to see them urgently.

4.2 Student Hub

If you have any questions about or problems with life at our University, the first place to call, email or pop into is the Student Hub. 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 at www.leedsbeckett.ac.uk/studenthub.

There is a Student Hub on the ground floor of the Rose Bowl at City Campus and one also in Campus Central at Headingley. Their telephone number is 0113 812 3000 and their e-mail address is StudentHub@leedsbeckett.ac.uk. They work closely with the course team, 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.

You can also use 'my Hub' <https://myhub.leedsbeckett.ac.uk/students/login?ReturnUrl=%2f> which is an online resource available 24/7 where you can access information and guidance about a range of services, register and make appointments with Services, register for workshops and employability tutorials, search for job vacancies and use a range of careers resources.

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.

www.leedsbeckett.ac.uk/studenthub/disability-advice.

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.

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 (library.leedsbeckett.ac.uk) 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: library.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/>

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.

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.

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].

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.

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

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. There are further details at www.leedsbeckett.ac.uk/staffsite/services/human-resources/working-here/safety-health-and-wellbeing/safety-health-and-wellbeing-a-to-z.

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 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 Regulations

Our University 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
- Award Boards
- Disabled Students
- Extenuating Circumstances and Mitigation
- Academic 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 aim to achieve 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 each other 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, differing perspectives, including 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 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 personal tutor once per semester. [All new and first year students will be invited to a meeting with their personal tutor 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/>

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