

2019/2020 Distance Learning Course Handbook

MSc Responsible Tourism Management

School of Events, Tourism and
Hospitality Management

MSRTM: MSc Responsible Tourism Management

PDRTM: PG Diploma Responsible Tourism Management

PCRTM: PG Certificate Responsible Tourism Management



LEEDS BECKETT UNIVERSITY

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1 Welcome to the Course

1.1 Message from the Dean of School

It gives me great pleasure to welcome you to the School of Events, Tourism and Hospitality Management.

Our School's mission is to inspire and educate the events, tourism and hospitality leaders of tomorrow so that they can make a positive difference in the world. This guides what we do: from what we teach to how we teach; from the topics we think we should research; to how we share the results of our endeavours. In trying to live up to our aspiration, we encourage critical thinking and a spirit of questioning among students and staff, and promote stakeholder engagement with those who share our ambitions to improve the world through events, tourism and hospitality education and research.

We claim a degree of success in achieving our ambitions. In December last year, a former postgraduate student won a competition organised by an influential trade body, which required him to demonstrate an advanced knowledge of cutting-edge event management practices. In January this year, one of our responsible tourism management alumna won the prestigious Women in Tourism award based on the success of her social enterprise. In March, we were told that four of our former students were named in the trade press as being among a list of 35 outstanding events professionals under the age of 35. This is remarkable given the tens of thousands of people working in this sector. 5 of our former students were listed in a similar exercise in 2018. To these we could add others, including the achievements of our current students, several of whom have already gained national recognition via professional association and subject association prizes.

My colleagues and I look forward to helping you gain the skills and knowledge associated with developing a career in your chosen field. You are joining an award-winning School; one that has been deemed a Centre of Excellence by two national industry bodies.

Our intention is to provide you with a top-class education that will enable you to join the labour market and prosper or to go on to further study at the highest levels. Even though you are not studying on campus, I am also hoping that you will become a proud member of

our alumni network. That way, we will continue to collaborate long after you started your education with us.

In the meantime, enjoy your studies!



Professor Rhodri Thomas

Dean - School of Events, Tourism and Hospitality Management

1.2 Message from your Course Director

Welcome to the Responsible Tourism Management course.

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.

All of us in the Responsible Tourism team are looking forward to meeting you and working with you over the next year, and we hope that your time on the course is both enjoyable and successful.



We have developed a full and exciting programme of teaching and learning opportunities for you over the next year which includes guest speakers, fieldtrips and applied learning opportunities, all of this which will help you to prepare for your future career. There will also be opportunities for you to meet the wider Responsible Tourism network and I hope that you will be able to take full advantage of this so that you can develop and strengthen your network in this field.

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

Dr Davina Stanford

Course Director, MSc Responsible Tourism Management

d.j.stanford@leedsbeckett.ac.uk

1.3 Distance Learning Academic Calendar and Timetable

	w/c Monday	Teaching week	Mon	Tues	Wed	Thurs	Fri	Sat	Sun	Notes
1	29.07.19									Summer Break
2	05.08.19									Summer Break
3	12.08.19									Summer Break
4	19.08.19									Summer Break
5	26.08.19									BH/Summer Break
6	02.09.19									Summer Break
7	09.09.19									Summer Break
8	16.09.19	1								Course Induction
9	23.09.19	2								MI
10	30.09.19	3								TW01
11	07.10.19	4								TW02
12	14.10.19	5								TW03
13	21.10.19	6								TW04
14	28.10.19	7								TW05
15	04.11.19	8								TW06
16	11.11.19	9								TW07
17	18.11.19	10								TW08
18	25.11.19	11								TW09
19	02.12.19	12								TW10
20	09.12.19	13								This week may be a self-study week or formative assessment earlier in your module programme. (end of module assignment)
21	16.12.19	14								
22	23.12.19									Christmas Break
23	30.12.19									Christmas Break
24	06.01.20	1								Course Induction
25	13.01.20	2								MI
26	20.01.20	3								TW01
27	27.01.20	4								TW02
28	03.02.20	5								TW03
29	10.02.20	6								TW04
30	17.02.20	7								TW05
31	24.02.20	8								TW06
32	02.03.20	9								TW07
33	09.03.20	10								TW08
34	16.03.20	11								TW09
35	23.03.20	12								TW10
36	30.03.20	13								This week may be a self-study week or formative assessment earlier in your module programme.
37	06.04.20									
38	13.04.20									Easter Monday
39	20.04.20	14								Assessment Prep / Hand in
40	27.04.20	1								Course Induction
41	04.05.20	2								MI
42	11.05.20	3								TW01
43	18.05.20	4								TW02
44	25.05.20	5								TW03
45	01.06.20	6								TW04
46	08.06.20	7								TW05
47	15.06.20	8								TW06
48	22.06.20	9								TW07
49	29.06.20	10								TW08
50	06.07.20	11								TW09
51	13.07.20	12								TW10
52	20.07.20	13								This week may be a self-study week or formative assessment earlier in your module programme.
53	27.07.20	14								

Trimester 1	Course induction week commencing 16 September 2019
	Module induction week commencing 23 September 2019
	Teaching starts week commencing 30 September 2019
	End date 22 December 2019
Trimester 2:	Course induction week commencing 6 January 2020
	Module induction week commencing 13 January 2020
	Teaching starts week commencing 20 January 2020
	End date 26 April 2020
Trimester 3:	Course induction week commencing 27 April 2020
	Module induction week commencing 4 May 2020
	Teaching starts week commencing 11 May 2020
	End date 2 August 2029

The three starts per year calendar can be found here <http://bit.ly/21tfdbh>.

Reassessment periods will be confirmed in Module Handbooks.

The University's standard term dates are available here:

<http://www.leedsbeckett.ac.uk/about-our-university/term-dates/>

1.4 Key Contacts

Course Director

Your Course Director is a key point of contact and will be available to speak to you by Skype via phone or email regarding any concerns you have for the course overall. Subject specific academic support is provided by the individual module leaders. Administrative support is provided by Tom Greasley.

Pastoral support is provided across the course team and we do everything we can to ensure that your wellbeing is ensured during your time with us. You will be allocated an academic advisor and your academic advisor will be your first point of contact for any pastoral matters. You are also welcome to contact your course director. You will be provided with an academic advisor early on in the academic year. You be in contact with your academic advisor at allocated times in the year (typically at the start of each trimester). Your academic advisor will check how you are settling in, help you identify any study issues and where to find support and will provide initial guidance on your end of year research project.

If you want to meet with any member of the team, just email to make an appointment for a Skype tutorial.

The Course Director is supported by Module Leaders, Academic Advisors and other colleagues across the Faculty. There are a number of members of staff working on the Responsible Management Team, who teach on the programmes, work on their own research and carry out external consultancy work, sometimes overseas.



Dr Simon Woodward is Module Leader for Communities, Culture and Heritage. Simon has over 20 years' experience of consultancy work, and does a great deal of advisory work in the UK and overseas on managing cultural heritage and other aspects of sensitive tourism development. He is also responsible for managing the delivery of other tourism courses within the School of Events, Tourism and Hospitality

Management. S.c.woodward@leedsbeckett.ac.uk

Lucy McCombes leads the module on Local Economic Development and Poverty Reduction, and works with Simon on Communities, Culture and Heritage. With a background in international and national development through tourism, Lucy has a particular interest in the social anthropology of tourism, and is currently studying for her PhD at the University of Groningen in the Netherlands. L.mccombes@leedsbeckett.ac.uk





Trish Coll leads the module on Responsible Tourism Marketing. Her professional career in tourism & hospitality has included various positions including consultancy for marketing communication campaigns and strategies, as well as working as a volunteer in various capacities involved in sustainable tourism management. Trish is currently a PhD student & continues to collaborate with travel industry partners to investigate successful marketing narratives and impacts of storytelling for future marketing strategies. T.coll@leedsbeckett.ac.uk



Before joining the university Davina spent several years working on the practical application of responsible tourism in destinations through her work as a consultant for international and national agencies. Davina is course leader and leads the modules - Responsible Tourism Management Theory & Practice; Tourism and Destination Management: Planning and Policy. D.j.stanford@leedsbeckett.ac.uk

Dr Kyriaki Glyptou has an Environmental Scientist degree (MSc, EUR ING) from Wageningen University in the Netherlands and a PhD on Tourism Destination Management and Regional Development from the Business School of the University of the Aegean in Greece. Kyriaki has gained professional exposure through participation in international projects assessing and managing tourism impacts, and fostering sustainability in the Mediterranean ecosystem. Kyriaki teaches on the Natural Resources and Environmental Management module. K.Glyptou@leedsbeckett.ac.uk.



Dr Milka Ivanova has a background in History, Sociology and Intercultural Communications. Currently she is the Secretary for the Research Committee on International Tourism for the International Sociological Association. She is module leader for the Research Methods Module. M.Ivanova@leedsbeckett.ac.uk.





Dr Elisa Burrai has experience in researching tourism and ethics with a particular focus on the volunteer tourism field. She has also worked with several NGOs and charities which operated in tourism. Her research interests include tourism and ethics and tourism and international development. She is module leader for the Research Project and is module leader for Ethical Tourism Business Management E.Burrai@leedsbeckett.ac.uk.

Academic Advisor

As a student enrolled on the programme you will be supported throughout your studies by an Academic Advisor and the wider Course Team. All students are allocated to an Academic Advisor who is the first point of contact for non-academic/module related pastoral support. All students will also have access to:

- Course Director support, advice and information.
- Administrative staff for administrative support, guidance and assistance.

We want to help all our students to work efficiently and effectively on their courses. Your Academic Advisor will help you identify and develop your own personal development programme to ensure you possess all of the skills required to be a successful student. These include such skills as academic communication skills, Harvard Referencing System skills, time management, note-making, effective reading and problem-solving strategies. You will be referred to the correct support as appropriate.

Online Learning Tutor



Support for distance learning students is also offered by our Online Learning Tutor, Dr Jane Turner. Jane will be working with you during your time here at Leeds Beckett University and will be on-hand to provide you with any extra support related to non-academic content of your studies. This could include research skills, study skills or any other learning support. Whilst she is not an IT expert, please do also get in touch should you

encounter any technical issues. If your query is beyond her knowledge, she will pass you on to someone else that can provide assistance. Jane.turner@leedsbeckett.ac.uk

Jane will always aim to come back to you within 48 hours of you getting in touch with her.

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 works closely with your academic tutors and is here to ensure you have the smoothest possible student experience. They are the first point of contact for any queries you may have and are here to help you whenever you need them.

Your Course Administrator deals with all non-academic / learning issues. For example, log on details, registration and enrolment procedures, and fee queries. They make sure you can access the modules you are supposed to be studying in any particular Semester. They also ensure your personal records of contact details and level of qualification are correct.

Your Course Administrator forms part of the School Course Administrative Team who will be happy to help with any queries you may have if your Course Administrator is unavailable.

The Course Administration Office is open 9.00am – 5.00pm Monday to Fridays (*All year except for bank holidays and the closure between Christmas and New Year*).

Your Course Administrator is:

Tom Greasley

Email: tourism@leedsbeckett.ac.uk

Tel: 0113 812 1824

Academic Librarian

Library staff are always happy to help with any Library or student IT queries you have via their 24/7 enquiry service (which includes online chat):

http://libguides.leedsbeckett.ac.uk/contact_us

Your Academic Librarian is Laurence Morris. His email address is

L.D.Morris@leedsbeckett.ac.uk and his telephone number is 0113 812 1102

Subject-specific Library guidance and recommended resources are also available here:

http://libguides.leedsbeckett.ac.uk/schools/events_tourism_hospitality

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/it_support/office365/outlook).

We will inform you of course notifications, including any cancellations via email. Please monitor MyBeckett and your student e-mail address for announcements. We also post notification on our closed RTM Facebook page. Request your invitation to the group here <https://www.facebook.com/groups/510245839027677/>.

For each module, My Beckett will include the preferred method of communicating general information about that module to you. Typically, module information will be emailed to your student email addresses. There will also be module discussion groups on Microsoft Teams.

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.

Skype for Business

Skype for Business is a communication tool for staff and students:

- Make calls using audio, video and instant messages across the University community.
- Create and participate in group online meetings to support project assignments.
- Available across University devices and personal mobiles via a free downloadable app.
- Fully integrated with the Office 365 suite already used by staff and students.

Your course team will advise how Skype for Business will be used on your course and make guidance available as required.

Microsoft Teams

Microsoft Teams is a collaboration working and digital community platform that has channels for different projects, conversations and topics, allows you to add files, image, links, videos and more

Your course team will advise how Microsoft Teams will be used on your course and make guidance available as required.

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.

We have had feedback via the Student Forum and student reps which has resulted in:

- Increased contact opportunities with staff (virtual / face to face / online) and between students through enhanced online portals and provision of study tours.
- Greater involvement in decisions about how your course is run.
- Helped managed the workload on the course by moving assignment dates to try and take account of workloads over Christmas and other busy periods and reducing the number of core readings.
- Enhancing your career prospects by promoting suitable job opportunities, providing live project work, and encourage you to shape your research project to a topic that will help you bridge to your next career step.

2 Studying on this Course

The aim of this course is to address the key management issues which arise through the activity of tourism. The philosophy followed in the course builds on the principles of the Cape Town Declaration for Responsible Tourism which acknowledges the importance of making “all forms of tourism sustainable through all stakeholders taking responsibility for creating better forms of tourism”. The implementation and challenges of this aspiration is through research informed teaching and the application of a critical edge to consider the concept of the triple bottom line, stakeholder theory, resilience, creating shared value, CSR and theories of change and change management (for example behavioural and institutional change).

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 is [available](#) from your Course Administrator.

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

	Learning Outcome	Course(s)
LO1	Evaluate, apply and synthesise relevant concepts, theories and models of responsible and sustainable tourism and apply them to the management of resources and businesses	MSc / PG Dip / PG Cert
LO2	Evaluate the management of responsible tourism in an applied way in a range of complex destination and business contexts	MSc / PG Dip / PG Cert
LO3	Analyse a situation and plan a creative and innovative process of change through engaging with a range of stakeholders in order to achieve sustainable development objectives through tourism	MSc / PG Dip / PG Cert
LO4	Adopt an autonomous approach to their own learning and continuing professional development	MSc / PG Dip / PG Cert
LO5	Analyse and critically understand the complex strategic issues and management choices faced in introducing responsible tourism practices	MSc / PG Dip
LO6	Present reasoned and well-structured arguments showing creative insights and solutions based on the systematic collection, analysis, synthesis, evaluation and interpretation of data	MSc

Module Information

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

2.2 Course Resources

The Course Specification specifies the physical and online resources available to students on this course. On a distance learning course, all required resources will be made digitally available to you, although you have access to the Offsite Library Service.

Your course will primarily be delivered through our virtual learning environment, MyBeckett. Via this platform, you will be able to access learning materials, interact with your course colleagues and submit all your assessments.

An introduction to MyBeckett for Distance learning students, which includes how to log in, browser requirements and finding your way around is available at:

http://libguides.leedsbeckett.ac.uk/using_the_library/distance_learners_offsite/online_library_induction. Your online course induction will tell you more about studying online and provide guidance on how to be a successful online learner.

2.3 Professional Accreditation or Recognition Associated with the Course

There is no professional accreditation or recognition associated with this course.

2.4 Skills you will Gain during the Course

Skills Developed

On successful completion of your degree you will be able to:

- critically understand the key concepts of responsible tourism
- analyse strategic issues and management choices faced in introducing market-led responsible tourism practices
- apply key responsible, sustainable and pro-poor tourism concepts to the management of resources, destinations and companies

- understand and analyse issues of responsible tourism specific to protected area and rural area management and cultural heritage management
- evaluate the application of responsible tourism in a business or destination context
- understand key methodologies and research tools for data-gathering
- assess and critically evaluate evidence with reference to methodology and the source of the data.

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.

2.5 Work-Related Activities and Employability

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

The increasingly professionalization of the tourism industry means that continuing professional development is essential if people are to advance in their careers, and many students undertake the course for this reason. Furthermore, the specific fields of sustainable or responsible tourism and associated niche sectors such as ecotourism are expanding and diversifying, and people are seeking the knowledge they need to act decisively and effectively in these fields. Typical career paths for graduates from our programme are:

- Promotion to a more senior role within their current organisation, often with specific responsibility for introducing or enhancing responsible tourism measures to the existing portfolio of accommodation or tour provision.
- Internship as a junior member of a consultancy team, followed by independent working as a consultant.
- A move from a junior role within the private sector to an advisory or middle-management role within the public or third sector.

- Ability to undertake consultancy in responsible tourism at a more senior level, including as team leader.
- We also have a number of students who have used the skills and knowledge they gain on the course to set up their own responsible tourism business.

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 Chris Stone

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 and award eligibility are available at:

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

Coursework

If your module requires you to undertake coursework, details of this will be published in advance within your module on MyBeckett. You will also find these details within your Module Handbook.

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.

Please see Disability Advice on the 'Support' tab in MyBeckett for further information.

Submitting Assignments

You will find details of submission deadlines within your module on MyBeckett and in your module handbooks.

A short video is available here which explains how to submit your assignment via MyBeckett.

[How to submit via MyBeckett with Blackboard](#)

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.

Your tutors will usually ask you to submit written work via Turnitin, as this helps to support the development of your academic writing and referencing.

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.

As you work through each module you may also be asked to undertake a formative assessment. These do not contribute to your final grade but are important pieces of work that will help provide the foundation for the assessments which are graded (summative assessment). This gives you the opportunity to get feedback from your module tutors and to gauge how you are progressing on each module before you submit your graded assessment. Tutors are also happy provide feedback on your work by arranging a Skype tutorial.

3.3 How do I Get my Results?

Provisional results in most cases will be made available through MyBeckett. These results are not final and are subject to change following scrutiny by the External Examiner.

Results from module assessments and decisions on awards 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.

You can request a Request for Extension / Mitigation / Authorised Absence Form from your Course Administration Team (ethmpostgrad@leedsbeckett.ac.uk). Completed forms along with **appropriate evidence** must be submitted to your Course Administration Team within the timescales given in the guidance. Late submissions will normally be rejected. Outcomes from the mitigation panels, which are held approximately once a month, will be e-mailed to you via your student e-mail account.

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).

Re-assessment details can be found in MyBeckett along with the date for re-submission. You will be advised via Results Online of your options for re-assessment. It is your responsibility to make yourself available for re-assessment. You are advised to contact your 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. <https://www.leedsbeckett.ac.uk/studenthub/academic-integrity/>

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 are encouraged to contact your Academic Advisor for an initial Skype call and to keep in contact without throuhought your studies, should you have any challenges that you wish to discuss.

4.2 Online Learning Tutor

Your course is supported by an Online Learning Tutor, who will be your first point of contact during your module studies, following up on student engagement and providing support and feedback. They will answer everyday module issues. Dr Jane Turner is your online learning tutor. Jane.turner@leedsbeckett.ac.uk

4.3 Course Administrator

If you have a question or a problem relating to your course, your Course Administrator is there to help you. Course Administrators work closely with academic staff and can make referrals to teaching staff or to specialist professional services as appropriate. They can give you a confirmation of attendance letter, and a transcript. You may also like to contact your Course Rep or the Students' Union Advice team for additional support with course-related questions.

4.4 Online Student Support

Within MyBeckett you will see two tabs (Support and Opportunities) where you can find online information and resources for yourselves. The 'Support' tab gives you access to details of services available to give you academic and personal support. These include Library Services, the Students' Union, Money advice, Disability advice and support, Wellbeing, International Student Services and Accommodation. There is also an A-Z of Support Services, and access to online appointments/registration.

The 'Opportunities' tab is the place to explore the options you have for jobs, work placements, volunteering, and a wide range of other opportunities. For example, you can find out here how to get help with your CV, prepare for an interview, get a part-time job or voluntary role, take part in an international project, or join societies closer to home.

4.5 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.

The Student Experience Team's telephone number is 0113 812 3000 and their e-mail address is studentexperience@leedsbeckett.ac.uk. For Distance Learning students in the vicinity of Leeds, 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 Campus. 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.

4.6 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. We would encourage you to contact us as early as possible to enable us to

implement any adjustments you may need. If you have a disability and have not previously declared it, please fill in our registration form [here](#) or contact the Disability Advice team on 0113 8125831 or email disabilityadvice@leedsbeckett.ac.uk

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 <https://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.

4.7 Library Help

The Library

Our Library has invested in a wealth of electronic resources, and maintains these so that you can access a wide range of digital resources. The website (<http://libguides.leedsbeckett.ac.uk/home>) gives you access to thousands of resources and information about Library services available to support you.

If you are able to visit Leeds Beckett, there are two Libraries: Sheila Silver Library at City Campus and Headingley Library—both open 24/7, 365 days a year. Additionally, if you are in the UK, you may be able to access your local education institution's library using SCONUL access.

Offsite Service

As you are registered on a Distance Learning course, you are eligible for the Library's Offsite service. This offers help with accessing electronic resources, access to other libraries, postal book loans and journal article supply. See the Library website http://libguides.leedsbeckett.ac.uk/using_the_library/distance_learners_offsite for details of eligibility and more information.

Library Academic Support

The Library Academic Support Team can help you develop your academic skills such as critical thinking, academic writing and analysing data, and research skills such as how to find, use and evaluate information for your studies. Your Academic Librarian (see Key Contacts in section 1) also liaises with your lecturers to provide the information resources you need for your subject and to arrange academic skills sessions to support you in your studies.

The team maintains a number of websites to support your learning:

- In your Subject guide, you'll find a variety of information resources which have been selected as a good starting point for research in that area. These are available from the homepage of the Library website: <http://library.leedsbeckett.ac.uk> or via the Course or Support tabs in My Beckett.
- On the Skills for Learning website, you'll find online resources covering topics such as essay writing, research and time management, plus information to help you reference and avoid plagiarism. You'll also find information about workshops (both online and in person) that are designed to help you succeed in your assessments. The Skills for Learning website can be found at: <http://skillsforlearning.leedsbeckett.ac.uk/> or via the Library or Support tabs in My Beckett.

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/>.

4.8 IT Resources

Wi-Fi

University Wi-Fi is provided by eduroam, a secure wireless network, which also allows you Wi-Fi access if you visit other universities. To connect:

1. Select eduroam from available Wi-Fi
2. Your login details are:

Username: e.g., c1234567@leedsbeckett.ac.uk

Password: your normal university password

*Android Users: Select under Phase 2 Authentication – MS-CHAPv2

Help is available from the Library Advice Points or http://libguides.leedsbeckett.ac.uk/it_support/wifi

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 .

OneDrive

OneDrive Leeds Beckett is your individual file storage with 1TB of storage space. With OneDrive you can access and share your files across your devices. This is accessible on University PCs and off-campus through Office365 portal. See the Saving your Work pages on the Library website for more information.

http://libguides.leedsbeckett.ac.uk/it_support/office365/onedrive

Media Equipment – free loans

You can borrow high-end Media Equipment for free. Browse, reserve and collect equipment ranging from GoPros to Remote Presenters from the ground floor of the Shelia Silver and Headingley Libraries.

<https://www.leedsbeckett.ac.uk/studenthub/media-equipment/>

4.9 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>

4.10 Leeds Beckett Distance Learning Community

Connect with other Distance Learners here at Leeds Beckett to discuss your experiences and communicate with peers from fellow courses. You can find our Leeds Beckett Distance Learning Community on Google Communities by searching for “Leeds Beckett Distance Learning Community”. Once you have found it, simply click to join, and start getting to know fellow students – from both your course and other distance learning courses at Leeds Beckett.

5 What to do if you..

5.1 ...are unable to participate in your studies for a significant period of time

Whilst we understand that as a Distance Learner you will most likely be balancing your study time alongside other commitments such as work and family, you must notify your Course Administrator and Online Learning Tutor if you are unable to participate in your studies for a significant period of time that will affect your study. If you are going to apply for mitigation you will need to provide written evidence of the reason for your absence (see section 3).

5.2 ...are ill during an assessment period

If you are unable to submit a summative assessment due to 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.

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.

<http://www.leedsbeckett.ac.uk/studenthub/changing-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

If you are planning to visit the University in person you will need to make yourself aware of the following policies.

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.

Zero Tolerance

You should also familiarise yourself with our Zero Tolerance Report and Support web page: <https://www.leedsbeckett.ac.uk/studenthub/zero-tolerance/>

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: <http://www.leedsbeckett.ac.uk/-/media/files/public-information/student-regulations/student-contract.pdf?la=en>. You should familiarise yourself with the Student Regulations relevant to you and ensure you adhere to the Student Contract.

Out Student Charter is available at: <https://www.leedsbeckett.ac.uk/-/media/files/academic-regs-new/2018/20-student-charter-1819.pdf?la=en>

Engagement Statement

The University expects you to engage with and fully contribute to all learning sessions within your distance learning modules. Fully engaging with your online presentations and activities is an important part of your learning, contributing both to the University community and the learning experience of you and your fellow students on the course.

We monitor your engagement with the course material as engagement and academic achievement are closely linked. Also, by monitoring engagement 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 University does understand that from time to time there is good reason why you cannot engage with your studies for a significant period of time, and in this instance you must contact your School office or Online Learning Tutor to let them know so that our records can be updated accordingly.

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