



**Programme Handbook**

**Part A**

**Programme of Study:**

**TEMPLATE**

**2016 / 2017**

The Programme Handbook is presented in two parts.

- Part A contains information that is specific to your programme of study and should be made available via your Programme Site within Blackboard.
- Part B contains generic information that is relevant to all students and is available on the QEO Website and for students via the Student Channel link: [http://www.salford.ac.uk/\\_data/assets/pdf\\_file/0010/848206/Programme-Handbook-Part-B-2016-2017.pdf](http://www.salford.ac.uk/_data/assets/pdf_file/0010/848206/Programme-Handbook-Part-B-2016-2017.pdf).

This template for Part A gives guidance on the structure and **minimum** content of the handbook.

## **SECTION A - Aims and intended learning outcomes of the programme**

To include:

- Aims and intended learning outcomes of the programme as described in the Programme Specification.

## **SECTION B - Programme structure**

To include:

- Details of core modules, option modules, pre-requisite modules, pathways, module eligibility for compensation and any other conditions, as set out in the programme and module specification, which may affect module enrolment.

## **SECTION C - Teaching, learning and assessment methods**

To include:

- Definitions of terms used (e.g. "the seminar is an informal teaching situation where students will be expected to make a contribution to the issues being discussed. Seminars are timetabled fortnightly").
- Guidance on study skills.

## **SECTION D - Assessment requirements**

To include:

- Clear identification of all formal assessment (including any practical and/or professional work and/or placement) which contributes to progression or award at each level.
- Information on marking criteria, progression requirements and award classification.

## **SECTION E - Assessment procedures**

Assessments are normally submitted online through Blackboard. Exceptionally, due to the nature of the assessment, it may be necessary for your work to be submitted offline.

To include:

- The mechanisms for the electronic submission of assessed work.
- The mechanisms for the submission of assessed work which can only be submitted offline.
- Link to related University policies and procedures via Part B Handbook [http://www.salford.ac.uk/data/assets/pdf\\_file/0010/848206/Programme-Handbook-Part-B-2016-2017.pdf](http://www.salford.ac.uk/data/assets/pdf_file/0010/848206/Programme-Handbook-Part-B-2016-2017.pdf).
- Information on systems for giving assessment feedback, dissertation supervision entitlements, and means of dissemination of examination results.

## **SECTION F - Staff details/sources of help**

To include:

- Contact information for relevant academic and administrative staff
- Arrangements for Personal Tutoring
- Links to other sources of help (e.g. askUS, The Library)  
<http://www.askus.salford.ac.uk/>  
[www.salford.ac.uk/library](http://www.salford.ac.uk/library)
- Link to the *Student Complaints Procedure*.  
<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## **SECTION G - Communication with students**

To include:

- Information on how the school communicates with students (e.g. notice boards, web-site, e-mail)
- Ways in which student feedback is obtained (e.g. evaluative questionnaires, representation on Student Staff Committees).

## **SECTION H - Responsibilities of students**

To include:

- Links to the University participation policy and, as appropriate, School attendance and participation requirements; what steps will be taken if a student is absent or not participating.  
[http://www.salford.ac.uk/data/assets/pdf\\_file/0005/600197/StudentEngagement.pdf](http://www.salford.ac.uk/data/assets/pdf_file/0005/600197/StudentEngagement.pdf)
- Expectations of student conduct (e.g. behaviour in lectures, tutorials, seminars, laboratories, including health and safety requirements; restrictions on eating, drinking, use of mobile phones).



# **Programme Handbook**

## **Part B**

### **Information for All Students on Taught Programmes of Study**

**2016 / 2017**

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## **Student Charter**

The University of Salford's Student Charter was formally implemented in September 2012. It has been developed by the University in partnership with the Students' Union and sets out general principles of the service, support and information you, as a student, can expect from the University and from your Students' Union, and what standards of engagement, participation and behaviour the University expects from you in return.

The Charter is designed to give you confidence that the University is committed to giving you the best possible student experience; it is not a formal binding agreement but rather a summary of more detailed information found in a range of policy documents relating to different aspects of being a student. There are links to all these policy documents at the end of the Charter.

You can download the Student Charter at:

[http://students.salford.ac.uk/uos\\_student\\_charter.pdf](http://students.salford.ac.uk/uos_student_charter.pdf)



## **Learning and teaching**

Over the course of your studies, you will be taught in a variety of formats which include:

**Lectures:** a formal method of teaching where the lecturer provides a presentation or talk, often to a large group of students, on a specific subject. When student participation is not explicitly requested, you are expected not to disrupt the lecture by speaking with your neighbour, texting a friend, etc.

**Seminars:** an informal teaching situation which tends to be a mixture of tutor-led and student-led discussion. Students will be expected to make a contribution to the issues being discussed. Seminars are often linked to lectures and offer you an opportunity to apply and discuss the ideas and concepts introduced in lectures.

**Tutorials:** another form of small group, informal teaching that is student-oriented and often student-led. Like the seminar, tutorials involve a two-way relationship between tutor and students.

**Practical Work:** In different subject areas, students are likely to undertake practical work such as laboratory sessions, field trips, clinical skills, design work and performance.

**Blackboard:** the virtual learning environment will be used to provide you with information, resources, lecture notes and interactive activities. Blackboard is a vital and useful resource for staff and students, and engaging with Blackboard is as much a part of your studies as attending lectures and tutorials. <http://blackboard.salford.ac.uk>. You should check the Blackboard sites you are enrolled onto on a regular basis.

**Blackboard Collaborate:** Blackboard Collaborate is a web conferencing tool where staff and students can interact in an online environment in real time. You can chat to each other using a headset and even see each other if you have a webcam. If you are a distance learner, your lectures may take place in a virtual classroom in Blackboard Collaborate and sessions can be recorded for later viewing.

### **What should I do when I'm not in class?**

One of the factors that can make the transition to university difficult is not knowing what to do with your time between scheduled classes. For example, you may have a seminar at 10am and then have nothing else on your timetable until 3pm that afternoon. It is essential that you recognise that this is not 'wasted time' but an opportunity for independent study. For example, the time between scheduled teaching sessions can be spent in the library, consolidating your notes from that morning's lecture, completing background reading or reviewing last week's lecture notes before your seminar that afternoon. You may find it helpful to make a 'to do' list for the day so you are clear about how your time is going to be used. Make sure this 'to do' list sets realistic goals, such as 'read one chapter of background material' or 'take notes from one critical source', etc. You can find information about study skills at:

<http://www.salford.ac.uk/skills-for-learning>

## Assessment

Throughout your programme of study you will be required to complete assessments to demonstrate your learning of subject knowledge and transferable key skills. You will experience a range of different types of assessment during your programme which will include some of the following:

- Essays
- Written examinations
- Presentations
- Coursework projects and portfolios
- Laboratory assessments and reports
- Practical assessments
- Group work
- Design and art work
- Performance
- Computer programming
- Fieldwork reports
- Dissertations
- Other types of assessment appropriate to your area of study

## Submission of assessments

Assessments are normally submitted online through Blackboard. Exceptionally, due to the nature of the assessment, it may be necessary for your work to be submitted offline. Your module leader will inform you what method you must use to submit your work for assessment.

Instructions for submitting work via Turnitin (via Blackboard) are available here: <http://www.salford.ac.uk/library/help/esubmission>

Instructions for offline submission of assessments are included in the programme specific section of this handbook. If you are in any doubt about the requirements for assessment submission, you should consult the relevant module leader.

The deadline for any assessment submission is 4.00 pm (UK time) on the specified day.

Whether online or offline, it is your responsibility to ensure that work is submitted successfully and that the correct version has been submitted. If you find that you have submitted the wrong version of an assessment, you must contact the Digital Skills team on 0161 295 2444 before the final date for submission. Once the final date for submission has passed, no further action can be taken and work which has been submitted, whether online or offline, cannot be withdrawn. In the case of online submission, you must ensure that work is submitted to the correct Turnitin folder or equivalent. You should take particular care to ensure that you do not upload the final version of your assessment into a draft submission folder.

## **Late submission of assessments**

You should always aim to submit your assessments on the published submission date but it is permissible for assessments to be submitted up to 4 working days late. Any work submitted after 4.00 pm on the specified deadline day will be considered to be one day late. Late submission of assessments will incur penalties as specified in the Late Submission of Assessed Work policy. If work submitted late is of pass standard your mark will be reduced by a penalty of 5 marks per working day (or part thereof), although the late penalties cannot take the mark below the minimum pass mark for the assessment. You can make a claim for Personal Mitigating Circumstances (PMC) if you had good reasons for submitting work late. If your PMC is accepted, your late submission penalties will be removed. Assessed work cannot be submitted more than 4 working days late.

If you are a disabled student and you have an extension to your deadline recommended in your Reasonable Adjustment Plan (also known as a Student Support Plan), you will be entitled to use this if you need it. If you are struggling to meet a deadline or to submit your work within an extended deadline if you have one, and this is for disability-related reasons, please contact askUS Life Disability & Learner Support, at least four days before your work is due. An adviser will discuss your options. Extensions to deadlines for students with a student support plan do not apply to resubmitted work.

If you need adjustments to the assessment process for disability-related reasons, you must arrange to have a Reasonable Adjustment Plan appointment with askUS Disability & Learner Support. Disability & Learner Support can also make examination and other arrangements for a temporary condition, such as a broken hand. Further information and FAQs about askUS Disability & Learner Support are available here: <http://www.askus.salford.ac.uk/page/faq>

More information about late submission regulations and penalties is available here: <http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## **Non-submission of assessments**

The consequences of non-submission may be significant. If you do not submit a piece of assessed work or do not attend a timetabled assessment such as an examination, you will fail that assessment and you may not be entitled to compensation for a failed module.

If you have a good reason for not submitting work or not attending an assessment you should use the Personal Mitigating Circumstances (PMC) procedure to make a claim to have these circumstances taken into account. As a result you may be granted a replacement assessment opportunity. If you do not submit/attend an assessment in your final year, this may mean that you will not be able to attend the same graduation celebration as the rest of your cohort, even if you have an accepted PMC claim. There is further information about Personal Mitigating Circumstances (PMC) later in this handbook.

## Written Exams

Most programmes of study at the University will include at least one written examination. Written examinations normally take place during designated examination periods in January and May. Examinations can take place at other times of the year, so you should refer to BlackBoard module sites and the assessment schedule for your programme of study for further information. You will be provided with details of the times, dates and locations of your exams in advance of the exam date. Guidance on the rules for your exams is available here:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## Reassessment

If you fail one or more module assessments at the first attempt you will normally be offered a second attempt at these assessments, usually in late August or early September. If, following these second attempts your marks improve sufficiently to pass all failed modules, you will be allowed to progress to the next level/stage of study or to graduate. Please note that the maximum module mark achievable at reassessment is normally the pass mark (40% for undergraduate programmes and 50% for postgraduate courses).

If you do not manage to pass a module following the second attempt, you will normally be offered a third and final attempt, called a 'retake'. Retaking a module means starting the module again from scratch in the following academic year, attending teaching sessions and completing all the module's assessments again, regardless of whether or not you passed them at the first or second attempt. The maximum module mark achievable at retake is the pass mark. If you pass all the modules that you retake, you will be allowed either to proceed to the next level/stage of study or to graduate.

Where you have been permitted to retake a failed module, but the module is no longer offered by the University, you are entitled to substitute the module with another that is deemed to be suitable. If this happens, you must discuss this situation with your Programme Leader.

If you retake any module, you will be required to pay a fee.

If you are studying on a Masters programme and you fail a module which forms part or the whole of the final 60 credit stage you will be permitted one reassessment opportunity only and you will not be permitted to retake the module.

For more information about reassessment see the Academic Regulations for Taught Programmes:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## Referencing

Referencing your assessments properly is a requirement of the University and good practice in referencing reduces the risk of committing academic misconduct.

Comprehensive guides to referencing at the University of Salford are available here:

<http://www.salford.ac.uk/skills-for-learning/home/using-and-referencing-information/referencing>

### **How do I know that my assessments are being marked fairly?**

The University uses a number of different safeguards to ensure that your work is marked fairly and consistently. All written examinations at programme levels 5, 6 and 7 are marked anonymously. Assessed coursework may also be anonymously marked.

All work above Level 4 is moderated internally. This means that a sample of marked work is checked by someone else to ensure that it has been assessed fairly and in accordance with the agreed criteria. In addition independent External Examiners are appointed to every programme in the University. It is their responsibility to check that assessment processes are fair. They also sample assessed work to ensure that internal marking has been carried out fairly and consistently and is of an appropriate standard in line with national academic standards and expectations for that subject discipline.

### **What criteria are used to mark my assessments?**

All assessments are either awarded a mark or a pass/fail grade; where a mark is given, it is awarded in line with the University marking scale of 0-100%. The University marking scale below provides brief grade descriptors and Schools have developed subject-specific marking criteria that align with the University descriptors.

For undergraduate programmes (levels 3, 4, 5 and 6) the pass mark is set at 40% and the marking scale is:

Percentage mark	Level of performance
90-100	outstanding
80-89	excellent
70-79	very good
60-69	good
50-59	fair
40-49	adequate
30-39	unsatisfactory
20-29	poor
10-19	very poor
0-9	extremely poor

For postgraduate programmes (level 7) the pass mark is set at 50% and the marking scale is:

Percentage mark	Level of performance
90-100	outstanding
80-89	excellent
70-79	very good
60-69	good
50-59	satisfactory
40-49	unsatisfactory
30-39	inadequate
20-29	poor
10-19	very poor
0-9	extremely poor

Your module marks are made official ('ratified') at meetings of the Module Board of Examiners. The Programme Board of Examiners makes decisions about students progressing from one academic level to the next and about students' final awards and degree classifications. These meetings are attended by lecturers and by External Examiners.

### **How do I progress to the next level of study?**

An undergraduate degree programme normally covers levels 4, 5, and 6. Undergraduate modules are worth 20 credits (or multiples thereof). To progress from one level of study to the next, you must gain 120 credits at that level. On a full time programme, progression between levels takes place at the end of each academic year. In order to graduate with an honours degree on most programmes, you must accumulate 360 credits over the whole programme.

Some undergraduate programmes offer placements, typically at level 5, and this can mean that you need to accumulate more than 120 credits at that level and more than 360 credits overall. You can find details of credit requirements for your course in Part A of your programme handbook.

If you are studying a postgraduate programme, you may be permitted to progress to the final project/dissertation stage of your programme of study with 90 credits from the 120-credit Postgraduate Diploma stage, depending on whether your missing 30 credits relates to a prerequisite module for the project stage.

Modules may include more than one component of assessment and your overall module mark is calculated from the component marks. Sometimes these assessments contribute equally to your overall module mark, sometimes one assessment is worth more than the other.

In some circumstances, a student may be awarded the credits for a module they have failed if they have gained sufficiently high marks in other modules at the same academic level. This is called compensation. Compensation is not available for all modules; Part A of your programme handbook will provide information about compensation on your course.

The University's Academic Regulations for Taught Programmes provides more information about academic progression and compensation.

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

### How is an undergraduate honours degree classification decided?

Your final degree classification will **normally** be decided by calculating your programme mark from the weighted mean average of your best 100 credits' worth of module marks at each of Levels 5 and 6. The contribution from your Level 5 marks is weighted at 25%, and your Level 6 contribution is weighted at 75%. This will usually mean that the whole or a proportion of your lowest marked module at both Levels (depending on the module size) will be excluded from the programme mark calculation. Your class of degree is determined by the programme mark as shown below:

#### For new students starting their programme of study in 2016/17:

Minimum Programme Mark	Class of Degree
70.00%	first
60.00%	upper second
50.00%	lower second
40.00%	third

#### (ii) For existing students who commenced their programme of study prior to 2016/17:

Minimum Programme Mark	Class of Degree
68.50%	first
59.00%	upper second
49.50%	lower second
40.00%	third

For example if you completed your degree programme with a profile of Level 5/6 module marks as follows:

L5: 51 (20 credits), 67 (40 credits), 42 (40 credits), 53 (20 credits)

L6: 66 (20 credits), 40 (20 credits), 55 (40 credits), 57 (40 credits)

then the lowest Level 5 mark of 42 for 40-credit module is weighted as 20 credits in the contribution to the programme mark (to exclude 20 credits) and the lowest Level 6 mark of 40 is excluded from the following programme mark calculation:

$$\text{Programme mark} = 25\% \times ((1020 + 2680 + 840 + 1060) \div 100)$$

$$+ 75\% \times ((1320 + 2200 + 2280) \div 100)$$

$$= 25\% \times 56 + 75\% \times 58$$

$$= 57.50\% \text{ (lower second class Honours degree)}$$

If you registered at the University for level 6 modules only (commonly referred to as a top-up degree), then your degree will be classified on all 120 Level 6 credits.

### **Postgraduate Diplomas with Distinction or Merit**

If you are eligible for the award of Postgraduate Diploma and achieve a programme mark of at least 70% you will be awarded a Postgraduate Diploma with distinction. If you have not been awarded a Postgraduate Diploma with Distinction but you have achieved a programme mark of at least 60% you will be awarded a Postgraduate Diploma with Merit.

### **Masters Degrees with Distinction or Merit**

If you are taking a Masters Degree and you achieve a programme mark of at least 70% and a project/dissertation stage mark of at least 70% you will be awarded a Masters Degree with Distinction. If you have not been awarded a Masters Degree with Distinction but you have achieved a programme mark of at least 60% and a project/dissertation stage mark of at least 60% you will be awarded a Masters Degree with Merit.

### **Foundation Degrees with Distinction or Merit**

Foundation Degrees, containing 120 credits at Level 4 and 120 credits at Level 5, are not classified in the same way as honours degrees but can be awarded with Distinction or Merit, depending on your overall programme mark derived from your best 100 credits' worth of module marks in each of the two levels.

See section 9 of the University's Academic Regulations for Taught Programmes for more information about the calculation of your programme mark, particularly if your programme does not consist of a standard number of credits.

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

### **HNCs and HNDs with Distinction or Merit**

HNCs and HNDs can be awarded with Distinction or Merit. See section 9 of The University's Academic Regulations for Taught Programmes for more information <http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

### **Getting Feedback on your Work**

You are entitled to have feedback on all your assessed work – that includes written and oral examinations, coursework assignments, performance and practical assessments. The purpose of the feedback is to enhance your learning and help you to improve.

Feedback on assessed work should be provided to you through Blackboard within 15 working days of the published submission deadline (i.e. normally three weeks, not counting days when the University is closed).

In the case of written examinations and larger pieces of assessed work feedback should, as a minimum, constitute an individual unratified mark or grade and an opportunity for you



to view your annotated examination script/dissertation/project and/or electronic feedback sheet. An unratified mark is one which has yet to be confirmed by a Module Board of Examiners and could therefore be changed.

You should contact your School Office if you do not receive any feedback within the expected time.

If you are entitled to collect any pieces of assessed work from your School, it is your responsibility to ensure that you collect them at the time your School informs you they will be available. Student work will not be kept indefinitely.

Assessments are organized and controlled in line with the Assessment and Feedback for Taught Awards Policy.

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

### **External Examiners**

The University's Academic Regulations for Taught Programmes identifies the functions of an external examiner as:

- (a) to verify that academic standards are appropriate for the award, or part thereof, for the programme(s) to which he or she has been appointed;
- (b) to ensure national comparability of academic standards;
- (c) to ensure that the assessment process is fair and fairly operated.

External examining is the main mechanism used by universities to demonstrate that they meet academic standards in the UK. External examiners are independent of the University and are drawn from academia and industry. They are also suitably qualified and experienced in the subject, or specialism within that subject, that they are appointed to examine. There is usually at least one external examiner appointed to a programme. For combined degrees and those where professional body requirements need to be benchmarked there may be more than one examiner looking at elements of your programme. Details of external examiners appointed to your programme can be found in part A of your programme handbook or through your Programme Blackboard site.

External examiners play a role in the following:

- approval of assessment briefs through the verification process. This process seeks to ensure that the assessment is appropriate, instructions to complete it are clear and the marking criteria to be used is suitable;
- moderating samples of student work to ensure that marking has been undertaken correctly and consistently;
- in the case of ephemeral assessments such as performances, external examiners may be in attendance;
- ratifying module marks at the module exam board. Your marks are not confirmed until they have been through this process and may be subject to change until ratification

- has taken place;
- confirming that University regulations are appropriately applied in relation to progression and award decisions which are made at the programme exam board;
  - writing an annual report to confirm that assessment processes are rigorous, have been conducted according to the University's policies and procedures, and that standards are comparable with other UK institutions . They will also highlight areas of good practice and recommendations for improvements. These reports should be shared with you through the Staff Student Committee meeting in semester 1;
  - meeting students to determine academic standards and the quality of the student experience. If you are required to meet with the external examiner you will be given clear guidance as to the scope and purpose of this meeting;
  - providing comments to programme teams throughout the year on proposed amendments to programmes and modules.

### **Overview of Assessment**

You may find the following documents which provide an overview of assessment and classification processes helpful:

For undergraduate students

[http://www.governance.salford.ac.uk/cms/resources/uploads/files/policies/Overview\\_of\\_Assessment-How\\_do\\_you\\_know\\_your\\_marks\\_are\\_fair.pdf](http://www.governance.salford.ac.uk/cms/resources/uploads/files/policies/Overview_of_Assessment-How_do_you_know_your_marks_are_fair.pdf)

For postgraduate students

[http://www.governance.salford.ac.uk/cms/resources/uploads/files/policies/Overview\\_of\\_PG\\_T\\_Assessment-How\\_do\\_you\\_know\\_your\\_marks\\_are\\_fair.pdf](http://www.governance.salford.ac.uk/cms/resources/uploads/files/policies/Overview_of_PG_T_Assessment-How_do_you_know_your_marks_are_fair.pdf)

## Engaging and Communicating with you

It is essential you check your student email account regularly as this is the primary form of communication used by the University. Your tutors and programme leader will communicate with you when appropriate through your student email account and through Blackboard. Sometimes your School Office might send you important letters and messages through your student email account.

You will also get more general communications from askUS about opportunities, activities and important University announcements. The Student Channel at [www.salford.ac.uk/students](http://www.salford.ac.uk/students) carries regular news and announcements; the Student Channel is the home page on browsers on open access PCs around the campus. You will receive a askUS Newsletter every Monday throughout term-time during semesters one and two. The newsletter contains a summary of the week's news and announcements and will be sent to your student email account.

AskUS will also send you news bulletins from time to time through your student email account, whenever there is an especially important message.

It is important that you keep your contact details including your address and mobile phone number up to date on our records. In emergency cases – for example, if part or all of the University is closed for any reason – we may send you an SMS message to your mobile phone. You can update your personal details on the Student Channel at [www.salford.ac.uk/students](http://www.salford.ac.uk/students).

### The askUS newsletter

During semesters one and two you will be sent the weekly askUS newsletter via email. This will keep you updated with everything that's happening across the University including: the latest careers and enterprise events and opportunities, Sport, Student's Union, askUS and SALFOOD events, information about finance, wellbeing and other support, Skills for Learning support and information, and important notices about subjects such as timetabling information.

### Let's talk: Listening to and connecting with our students

The 'Always Listening: Connecting with our students' policy sets out how the university and our students communicate and engage with each other and how we work together in partnership to improve our students' experience. The document can be accessed by following the link:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## Remember to keep in touch through Twitter and Facebook!

**Twitter:** UoS\_Studentlife

**Facebook:** AskUS: University of Salford

## **Sources of Help**

### **Academic staff**

The full-time academic staff – in general, called lecturers – are here to teach, to engage in research and/or academic enterprise, and to manage the administration of your programme. Their time is divided between these activities. For the most part, they are here to teach and provide support for you in your learning, though at certain times during the year they will be engaged in research or academic enterprise related activities that may take them away from the University campus.

### **Key roles in learning and teaching**

Staff sometimes fulfil several roles within the University. Here's a list of some of the staff roles that relate to learning and teaching:

**Programme Leader:** responsible for the day-to-day running of a specific degree programme. If, for example, you're unclear about what modules you should be attending, or your timetable, or your assessed coursework requirements, you should ask your Programme Leader. In Salford Business School, the responsibilities of the Programme Leader are managed by Directors of Academic Programmes.

**Module Leader:** the lecturer responsible for the running of a particular module, usually the principal lecturer for that module. If you're unclear about any specific aspects of a module or its assessments, the Module Leader is available for advice.

**Personal Tutor:** provides personal, pastoral support to students either directly or through signposting and referring students to other sources of support as necessary. See the next section for more information.

**Graduate Teaching Students and Part-time Lecturers:** The University appoints a number of Graduate Teaching Students (GTS) each year. These individuals are studying for a PhD and are also involved in teaching on undergraduate programmes. Schools also employ part-time tutors. Although they are not in the School so regularly, you can contact them by email or leave a note for them via the School Office.

**Academic Support Librarians:** responsible for the development and provision of appropriate printed and electronic resources, information literacy training and research support for staff and students.

**Technical Demonstrator (arts):** provide technical and practical support to learning and teaching activities, support you in the technical development of your ideas and concepts, and assist in the use of relevant facilities.

**Technical Staff and Demonstrators (sciences):** support practical laboratory classes, research projects and field trips. They also assist with using equipment, demonstrating techniques and explaining scientific concepts

**University Link Lecturers** (School of Nursing, Midwifery, Social Work and Social Sciences/School of Health Sciences): University link lecturers ensure that staff at a placement have access to support and guidance in relation to the learning and assessment of the students who are undertaking a placement there. They also communicate with students and staff when there may be a problem at a placement.

**Placement Tutors** (does not include NHS placements): Placement tutors manage students' placements and internships and work with students and staff within the University and the providers of placements and internships.

## **Personal Tutors**

At the beginning of your programme, you'll be allocated a personal tutor to act as your adviser throughout your studies; your personal tutor is responsible for facilitating your overall development. S/he will meet you at least once in each semester to see how you're getting on and to encourage your academic development. Meetings may be face-to-face, by telephone or over the internet and your personal tutor will keep a record of what you discuss.

Your personal tutor is the official first point of contact for you. You can discuss any issues relating to your life at the University with your personal tutor and, if you have any particular personal/family/financial problems that become urgent, you should arrange to see your tutor.

The University also has a wide range of support services that are described in the 'Other Sources of Help' section of this handbook. Many are staffed by professional advisors and counsellors who will be able to help.

If, at any stage, and for whatever reason (which you won't be asked to divulge), you wish to be allocated a different personal tutor, you should speak to your Programme Leader or the staff in your School Office.

The University's personal tutoring policy is available here:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

Contact details for all staff are available on the University website:

<http://directory.salford.ac.uk/>

## **Staff in School Offices**

There may be occasions when the staff in your School Office may be able to help with your enquiries. Here are some examples of the types of queries that the staff can help with, although this list may vary from School to School:

- Results – including queries on marks, resits opportunities, compensation etc.

- Exam information
- Receipt of hard copy submissions
- Module option choices
- Change in student status, i.e. interruption, withdrawal, extensions
- Personal Mitigating Circumstances/Appeals/Academic Misconduct
- Registration to modules and access to blackboard
- Timetabling
- Fee enquires
- Availability of academics/contact details
- Where to go to for information
- Letters for embassy's/references
- Graduation

## **Academic, personal and professional development**

A wide range of services to assist with your academic, personal and professional development are provided by the Library and by askUS.

### **The Library**

In addition to books and journals, services provided by the Library include information literacy, ICT and research skills training, reading list and information resources support for programmes and modules, and a range of student learning spaces. Help and advice is also available from the Academic Support Librarian for your School, and Library enquiry services. For further information, go to [www.salford.ac.uk/library](http://www.salford.ac.uk/library).

### **Skills for Learning**

Skills for Learning brings together all academic learning skills resources into one website <http://www.salford.ac.uk/skills-for-learning>. Here you will find on-line help on a huge variety of topics such as referencing, finding good quality information for your assignments, academic reading and writing, ICT, Digital skills etc. There is also a facility for booking onto workshops and one-to one appointments. These are run by staff such as Study Skills Consultants, Wordscope tutors, Academic Support Librarians and Digital Skills Trainers.

### **Wordscope**

Wordscope offers support for students who want to improve their academic writing skills. The programme has been especially effective in raising students' written English at all levels of attainment. Wordscope is delivered through a series of ten progressive workshops. These are FREE of charge. Those attending 7 or more sessions will receive a certificate. More information about Wordscope is available here: <http://wordscope.salford.ac.uk>

## **Personal Development Planning**

Personal Development Planning (PDP) is designed to help you make the most of your university education and to help plan your career. PDP focuses on helping you to develop a range of academic skills. It also facilitates preparation for your career after graduation. Your personal tutor and programme leader will be able to provide you with information about PDP in your School.

Further details about PDP are available at: <http://www.careers.salford.ac.uk/page/pdplink>

## **Careers & Employability**

You may have a very clear idea of the career you want to follow once you graduate. Alternatively, your programme of study may offer a wide range of career options and you haven't made your choice yet. You might not know all the options open to you. The University's Careers & Employability service can help you understand your options and offers many ways of helping you to be more successful in landing that graduate job once you've made your choice. The comprehensive package of help the team can offer you includes:

- Careers advice
- Information on job-hunting
- Guidance on creating or improving your CV
- Application and interview skills training
- Regular Careers Fairs introducing you to local, regional, national and international employers
- Advice and support on paid and unpaid work placements
- Volunteering opportunities
- Access to part time and vacation work opportunities
- Self-employment and entrepreneurship support

You can find out more about Careers & Employability, including how to contact your local advisor, at [www.careers.salford.ac.uk](http://www.careers.salford.ac.uk)

## **Making the most of opportunities outside your programme of study**

Coming to study at University is a fantastic first step on the road to success. However, there are around 1,000,000 students graduating from UK Universities each year so you face considerable competition when it comes to employment. Your participation in the learning opportunities presented by your programme of study such as participating in group work, giving presentations, taking up work experience opportunities can be enhanced by a wide range of activities offered by askUS and the Students' Union:

- Become a Student Rep or Students' Union Officer
- Join one of the many University of Salford Students' Union clubs and societies
- Gain valuable work experience through volunteering, a work placement or live project
- Improve your academic work with our study skills support
- Attend a Careers Fair where you can meet employers and find out about work placements and graduate opportunities
- Develop your employability skills through part-time work
- Get ahead of the game with careers information, advice and guidance
- Improve your job seeking skills with advice and workshops in CV writing, job application and interview advice and workshops
- Start your own business with enterprise and self-employment support
- Find a mentor or mentor other students through our InterLink or Salford Industry Advice programme
- Use our full range of Library services
- Get fit, healthy and develop your leadership skills through sport

### **Where do I find out more?**

More information can be found at <http://www.salford.ac.uk/students> under the '**Opportunities**' banner.

### **Other useful websites:**

University of Salford Student's Union <http://www.salfordstudents.com/activities/>

Advantage – our portal for part-time jobs, work placements and other work experience opportunities, graduate jobs, recruitment fairs, events to meet employers and much more: <http://myadvantage.salford.ac.uk>

## **Other Sources of Help**

### **askUS –**

We can offer you help and support on any student support question including finances, visas, wellbeing and disability. Our **askUS** desks are open across campus every weekday to answer your questions. <http://www.askus.salford.ac.uk/>

### **Student Advice and Wellbeing**

Student Support offers a wide-ranging support and advice service. We have trained advisers who can help with all types of financial, personal and emotional issues. Our international advisers can support international students with visa and immigration issues as well as with general advice on living and studying in the UK. All advice is free, impartial and confidential.

You can access Student Support at the askUS Desk in University House and our satellite desk at MediaCityUK. Our Advisers will be able to answer the majority of your questions or signpost you to where you can find the relevant information. They will also be able to make appointments for you to see Specialist Advisers for more complex queries,



including Finance, Disability, Wellbeing or visa-related issues. You can also call 0161 295 0023, or email [advice@salford.ac.uk](mailto:advice@salford.ac.uk) for advice or to request a one-to-one appointment.

## **Equality and Diversity**

The University is committed to and strives for equality of opportunity for all its students and staff (existing and prospective) and will recognise and celebrate their diversity. In practice this means that we:

- are committed to providing an environment where all people are respected and treated fairly regardless of irrelevant characteristics or distinctions such as: gender, race, colour, ethnic or national origin, age, disability, socio-economic group / background, religious belief / faith, political belief or affiliation, marital status, family responsibilities and sexual orientation;
- will develop a culture in which diversity is celebrated;
- will not discriminate unfairly or illegally against anyone and will take positive action to promote equality and diversity;
- embed equality and diversity at the heart of our mission and values, including action against individuals who behave in a discriminatory manner. '

Further details of the University's commitment to equality and diversity can be found at: <http://www.equality.salford.ac.uk/listen> and [http://www.askus.salford.ac.uk/student\\_diversity](http://www.askus.salford.ac.uk/student_diversity)

## **Pregnancy, Maternity, Adoption and New Parenthood**

As part of the University of Salford's commitment to the promotion of equality, the Student Pregnancy, Maternity, Adoption and New Parenthood Policy has been developed outlining how those programme applicants and students affected will be supported. To access the document visit the following webpage:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## **Disclosing a Disability**

If you have a disability it is helpful for you to disclose it as it enables your School to support you through your studies and for you to realise your academic potential while studying at the University. Your disclosure helps the University to meet its responsibilities

In the context of your studies, "disability" means physical and sensory impairments, specific learning difficulties (such as dyslexia), mental health issues, or health conditions (such as heart disease, epilepsy, cancer or HIV), or any other condition which has a significant impact upon your daily life or ability to study.

Staff within your School are accustomed to helping students with a wide range of disabilities to gain the most out of their studies. This may be through adapting the form of delivery of the teaching and/or making reasonable adjustments to the assessment methods. In

order to ensure that you get the most appropriate support for your studies, you must make an appointment with a Disability and Learner Support Adviser in askUS. The adviser can prepare a Reasonable Adjustments Plan (previously known as a Student Support Plan) with you and also advise on and, depending on the nature of your disability, may help you to apply for additional external support if this is appropriate. **Without a Reasonable Adjustments Plan, you will not get adjustments in your examinations or other assessments.**

### **How can you disclose a disability?**

You may have disclosed a disability on application or registration. If so, then you will probably have had an e-mail from Disability & Learner Support in askUS, asking you to contact them for an appointment to discuss a Reasonable Adjustments Plan. If you haven't contacted them for an appointment already, please do so as soon as possible.

You may want to disclose a disability after registration. You can do so to any of the staff who teach you, to your programme leader, to your personal tutor or to askUS Disability & Learner Support. If you disclose to a member of staff in your School, you will be asked to contact askUS for an appointment. If at any stage you don't want to take matters any further, you will be asked to sign a non-disclosure form confirming this. However, you will be welcome to take up support at a later date.

Many students discover during their studies that they have a specific learning difficulty, such as dyslexia or dyspraxia. The University can help you to get a diagnostic assessment if you are experiencing dyslexic-type difficulties. Please contact askUS Disability & Learner Support.

Information and advice about appointments and the range of services and support that the University provides to disabled students is available here:

<http://www.advice.salford.ac.uk/disability>

If you undertake a placement as part of your programme of study, especially if your placement is assessed, it may be in your best interest to discuss your disability and any reasonable adjustments that you may require with the staff at your placement. If you have any questions about this, you should discuss this with your personal tutor or programme leader or an askUS Disability and Learner Support Adviser.

You can contact Disability & Learner Support through any askUS Desk, or phone 0161 295 0023 or e-mail [disability@salford.ac.uk](mailto:disability@salford.ac.uk).

### **Reasonable Adjustment Plans (previously known as Student Support Plans) and PMCs**

If you have a Reasonable Adjustments Plan (RAP) from askUS Disability & Learner Support which covers adjustments for assessments and examinations you do not need to complete a PMC form to take up these agreed adjustments; Schools will already be aware of them.

However, if you wish to claim for something over and above what is covered in the RAP, you must complete a PMC form. If the condition already covered by an RAP worsens, it may be possible to make adjustments to your Reasonable Adjustments Plan or it may be more appropriate for you to make a PMC claim. If you have an RAP and you find your needs change you should make an appointment to speak to an askUS Disability and Learner Support Adviser rather than repeatedly using the PMC procedure.

### **University Medical Centre**

You must register with a local GP if you want to have access to NHS treatment and consultation. The University Medical Centre provides a GP service on campus based in the Maxwell Building. You should register with them as soon as possible by visiting the surgery on the 3rd floor of Maxwell Building or at their stand during Welcome. Details for the medical centre are: 3rd floor, Maxwell Building, Peel Park Campus. Phone 0161 295 4209/4287

<http://www.advice.salford.ac.uk/page/doctors>

### **Students' Union Advice Centre**

The Students' Union is the representative body for all students at Salford and is an independent organisation, separate from the University. As well as coordinating the Student Rep system and organizing extracurricular sport, social activities and events, the Union provides independent advice and guidance through the Advice Centre. Specialising in academic matters, the Advice team can help with concerns about your academic progress, PMCs, Appeals and Complaints. They can also advise and signpost students with worries about finance, accommodation or wellbeing. The Union is based in University House on the Peel Park Campus, and appointments can be made in person, by telephone or email. Find out more at [www.salfordstudents.com/advice](http://www.salfordstudents.com/advice)

### **Fitness to Study**

The University has a duty of care to respond appropriately where there are substantial concerns relating to a student's health or wellbeing. The Fitness to Study procedure explains how the University manages situations where a student's physical or mental health or wellbeing deteriorates to the point where they may not be fit to study, including where they may be at risk of harm to themselves and/or others. Concerns for the health or wellbeing of a student can be raised by both staff or students. If you have concerns about another student, you should approach a member of staff or a representative of the Students' Union. You are not expected to manage these situations yourself.

The Fitness to Study procedure is available here:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

### **Finances**

Tuition fees are due each academic year. It is your responsibility to make sure you have a

payment plan in place to pay your tuition fees. If you are receiving a Student Loan you must reapply for the next year's loan each year. The deadline for applying for your next year's loan is usually towards the end of June each year. If you have a sponsor or are paying your own fees, you must make the appropriate arrangements when or before you re-register (usually in August) for the next academic year.

At the end of the academic year you must clear all debt in order to progress onto the next year, or to graduate. This includes any outstanding tuition fees, accommodation fees, library fines, or field trip charges.

AskUS can offer advice about tuition fees, loans, bursaries and money management. To find out more, contact askUS in University House, or see the money section on [www.salford.ac.uk/students](http://www.salford.ac.uk/students).

## **Accommodation**

Full details of University accommodation, including how to apply, can be found at: <http://www.accommodation.salford.ac.uk/>

## **Car Parks**

Information about car parks, permits and casual use charges is available here: [http://www.estates.salford.ac.uk/page/Car\\_Parking\\_Students\\_Main](http://www.estates.salford.ac.uk/page/Car_Parking_Students_Main)

## **Printing and Photocopying**

Information about printing, photocopying and scanning facilities and charges is available here: <http://www.salford.ac.uk/library/use/printing>

## **Personal Safety**

As in any major city, it's important to think about your personal safety while moving around Salford and Manchester.

The Security on Campus web page provides you with personal safety advice for when you're in Salford and Manchester, around the campus and in your student home.

The web page has emergency and non-emergency numbers for University Campus Security Team, contact details for the emergency services including the police and information about lost property and the University's free campus bus service.

<http://www.advice.salford.ac.uk/page/security>

## **Ensuring Quality**

Students have a key role to play in maintaining and strengthening our high standards

and good practice relating to learning and teaching. Members of the Students' Union Trustee Board sit on University Council, Senate and its standing committees, and on key School committees. This provides a student voice at every level in the University's structure where quality assurance and the student experience is discussed, reviewed and evaluated. At School level, the Students' Union School Representative and the Dean of School and/or Associate Dean (Academic) meet regularly. School Representatives are able to synthesise matters of interest to the student body and also act as intermediaries between Schools and the Students' Union. Underpinning all of this is the student representative system and the Staff/Student Committees that provide a space for discussion and debate on all taught programmes.

## **Student Representatives**

You can become involved by acting as a Student Representative (or Rep). Reps are elected for all programmes of study at each academic level. Elections take place at the beginning of the academic year and all students are entitled to be nominated for election. A student representative from each level of your programme will be present at meetings of the Staff/Student Committee. You may raise any points or concerns through your representative. Further information can be found at:

<http://www.salfordstudents.com/studentreps>

**Module Evaluative Questionnaires (MEQs)** are completed by students in the last weeks of a module. The detailed results of these questionnaires are brought to the Staff/Student Committee. Points for action are noted, with a view to improving the module the next time it runs.

**Programme Monitoring and Enhancement Procedure (PMEP).** Your programme leader will analyse data and log issues affecting the programme and decide on actions to improve the programme.

The Programme Action Log will be discussed at meetings of the Staff/Student Committee, with student representative opinion being taken into account.

In semester one, your School also receives the reports from External Examiners relating to assessments and student achievement in the previous year. These reports are scrutinised by the Staff/Student Committee and points for action are noted. The report also contributes to the PMEPE.

All students are also welcome to raise any other matters of concern during the year, via the programme leader, in the first place, or with the Associate Dean (Academic) of your School.

**The National Student Survey (NSS)** is an annual survey of mostly final-year undergraduates in England, Northern Ireland, Wales and the majority of institutions in Scotland. The survey is part of a Higher Education quality assurance system designed to generate more detailed public information about teaching quality and student satisfaction. NSS results are made publicly available to help prospective students make informed decisions about where and what to study. Institutions and students' unions also use

the anonymised data to identify areas of strengths and weaknesses to help effect change and bring about enhancements to improve the student experience for future generations of students.

Each year the University runs an **in-house student survey** which supplements the annual external NSS survey. This is completed by undergraduate students on programmes at Level four and five as well as those at Level six who are not in the NSS population.

The Survey is completed through an online interface on a PC or on mobile devices, including smartphones. Like the NSS the information gathered through these surveys will enable targeted enhancements to be made and improve the student experience.

Postgraduate taught students are surveyed biennially through the Postgraduate Taught Experience Survey, an external survey which allows the University to benchmark results with other institutions.

The University takes feedback from students very seriously and from time to time you will be invited to complete questionnaires and surveys about your experience of your programme of study and your experience of being a student at the University of Salford.

## **Your Responsibilities**

### **ICT Acceptable Use Policy**

It's important that you use the University's IT network appropriately. Each time you log on to the University's ICT facilities, you agree to abide by the University's ICT Acceptable Use Policy. By agreeing to the policy you are agreeing to use the network only for legal and appropriate uses. You are responsible for all activity that takes place under your login details, so don't share your username and password. Misuses of the network include illegal file sharing – downloading or uploading copyrighted films, music, computer games, e-books etc; interrupt or cause disruption to the ICT network; accessing obscene or criminal materials or websites that incite illegal behaviour, defamation, libelling, bullying or harassment of individuals or groups through Facebook, Twitter or other digital media. Please be mindful of the possible impact on your studies, work placements or future career as well as the University when using social media. There have been a number of disciplinary cases in the University relating to inappropriate use of social media. To see the full Acceptable Use Policy and other related information security policies go to:

<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures>

Failure to respect the Acceptable Use Policy can lead to disciplinary action up to and including expulsion from the University and possible criminal charges. You may have access to all ICT facilities withdrawn **and** be liable for a reconnection charge of £100.

### **Attendance**

Students on full-time programmes of study are expected to be in full-time attendance at the University, i.e. to attend all classes and sessions on your timetable and engage in independent work and study. Some of your independent work and study will be completed on University premises and at other times this activity can be completed at home or away from the University campus.

Part-time students should also attend all classes and sessions on your timetable; if you are unsure about how much time to devote to additional study, you should talk to your programme leader or personal tutor.

As a guide, each academic credit that you study for can be related to ten hours of learning, either in class or independent work, although this is an estimate as different students will work at different speeds.

Your School will inform you of the minimum requirements for attendance and participation in your programme of study. If you fail to satisfy these requirements the University has the right to cancel your registration with immediate effect. Further guidance can be found in the University Student Engagement, Participation and Attendance Policy available here:

<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures/browse-by-theme/2>

Attendance and participation requirements apply to home/EU and international students.

The process for the Home Office UK Visas and Immigration (previously UK Border Agency) compliance monitoring will be carried out in addition to participation monitoring. If you are an international student, it is your responsibility to print off a personal timetable to be signed by the lecturer or tutor at each teaching event. The University reports the attendance of international students to the Home Office and further guidance is available in the University Student Engagement, Participation and Attendance Policy:

<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures/browse-by-theme/2>

Some programmes of study with professional accreditation, such as those in the School of Nursing, Midwifery, Social Work and Social Sciences and the School of Health Sciences may have additional attendance and participation requirements. If this applies to you, you will find details in Part A of your programme handbook.

Sometimes, of course, there may be understandable reasons for absence. Here's what you should do:

- If you are ill for 7 days or fewer (including Saturdays, Sundays and Bank Holidays), you can self-certify. You can collect a self-certification form from the University's Health Centre or from your own GP. If you are ill for longer than 7 days, you should obtain a note from your doctor. Self-certification forms and doctors' notes should be submitted to the School Office to be placed in your file. Please note self-certification forms are not appropriate evidence to support PMC claims.

<http://www.nhs.uk/chq/Pages/1062.aspx?CategoryID=68&SubCategoryID=158>

- Email your personal tutor. Even if you are just ill for a couple of days, please take a moment to let your personal tutor know. If you are in a situation that is making it difficult to attend for a longer period, or simply feel awkward returning to a seminar after two or three weeks' absence, you should arrange to see your personal tutor as soon as you can.
- If you have to be away, for example, on pressing family matters, please speak to your module leaders, in advance, to explain.
- If absences from University for reasons such as sickness are likely to impact on your ability to complete a module assessment, you should consider using the PMC procedure. Being off sick does not automatically exempt you from participating in assessments.

Please note that any information about your mitigating circumstances may be shared with staff involved in your programme of study for the purpose of providing support.

Finally, if you find that you are having to work at a part-time job for an increasing number of hours (say, in excess of 12 hours a week), please speak to your personal tutor, so



s/he is aware of the situation. If it is becoming impossible to study properly because of your part-time work or other commitments, you should discuss your circumstances with your programme leader.

### **If You Need to Leave or Interrupt Your Studies**

If, for any reason (be it personal, academic or financial), you need to leave or temporarily pause your studies, we want and need to know. In the first place, you should talk to your personal tutor or your programme leader. In addition you may wish to contact askUS as they have trained advisers who can help with all types of financial, personal and emotional issues. It's not a problem for a student to 'interrupt' studies for twelve months if problems/circumstances have made studying really impossible.

If you are thinking about taking an interruption, talk to your personal tutor right away rather than struggling to cope with your circumstances. It could be that we can help you with your problem or advise you as to where help can be found.

Further information about interruptions of study is also available in the Academic Regulations for Taught Programmes:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

If you really think you have to withdraw entirely, then make sure you discuss it with us first, so that we have proper records of what's happened. If you just disappear, we'll later have to write to you to 'require you to withdraw' and it may be therefore difficult for you to apply in a year or two to join another degree programme, if you want to. You may also be liable to pay fees even though you were not attending the University. You must write a formal letter of withdrawal and ALSO speak to your programme leader, if you decide to leave the programme.

If you think you've chosen the wrong degree programme and wish to change to another one in the University, speak to your programme leader as soon as possible. Please note that, once a semester has begun, it may be too late to start another programme since you would have missed a significant amount of work on any different modules you have to take.

Further information about interruptions and withdrawals is available in the University's Student Interruptions and Withdrawals Policy:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## Expectations of student conduct

The University is a community that draws people from a wide range of social, cultural, religious, ethnic, ideological and geographical backgrounds. Good conduct on the part of all members of that community is essential for the well-being and safety of others and for the maintenance of an environment in which students and staff can work, study and meet one another effectively. The University requires staff and students to treat each other with respect and courtesy and to comply with University rules.

The University has a Student Disciplinary Procedure which describes behaviour that constitutes misconduct and explains the processes that the University will follow when dealing with allegations of student misconduct.

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

Expectations of students conduct are set out in the Student Charter:

[http://students.salford.ac.uk/uos\\_student\\_charter.pdf](http://students.salford.ac.uk/uos_student_charter.pdf)

If you are studying in the School of Nursing, Midwifery, Social Work and Social Sciences or the School of Health Sciences, you should also refer to the policy on Fitness to Practise:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## Teaching Session Behaviour Guide

The Student Charter sets out what the University and its staff and students can expect from each other to provide you with a great experience as a Salford student. This includes a commitment from staff and students to treat fellow staff and students fairly and respectfully at all times. The Charter is available at:

[http://students.salford.ac.uk/uos\\_student\\_charter.pdf](http://students.salford.ac.uk/uos_student_charter.pdf)

Some students and staff have said they would find it helpful to have more detailed guidance about what standards and types of behaviour in teaching sessions the University expects. These guidelines are a supplement to the Student Charter, and as such, they have been jointly produced by the University and the University of Salford Students' Union. They aim to help students and staff to agree together the behaviours that are expected in class to enable you to get the most out of your learning experience.

We recommend that lecturers and student representatives discuss these guidelines with students, adding or removing things from this list by agreement, which everyone then abides by.

### **To help us to learn effectively in class it would be great if we all...**

- Respect the dignity of all students and staff
- Comply with any register or attendance monitoring
- Arrive at our session in good time and are prepared for learning
- Turn our mobile phone to silent mode before the session begins

- Give the session our full attention and participate appropriately with all teaching activities
- Take the nearest available seat as quickly and quietly as possible if we arrive within the first 15 minutes of the session
- Check with the lecturer before making an audio or video recording of the lecture

further guidance is available at:

<http://www.askus.salford.ac.uk/cms/resources/uploads/files/What%20Is%20the%20Guidance%20on%20Recording%20Lectures%202014.pdf>

### **It would be great if we didn't...**

- Arrive more than 5 minutes late
- Talk on a mobile phone during the session
- Bring food or drink into the session other than bottled water (except for medical reasons)

### **The serious stuff...**

The University takes the safety and wellbeing of all its students and staff very seriously. Disruptive and/or threatening behaviour and the harassment of students and/or staff are unacceptable and action will be taken in such circumstances. This could lead to the Student Disciplinary Procedure being invoked:

<http://www.salford.ac.uk/about-us/corporate-information/governance/policies-and-procedures/browse-by-theme/2>

## **Personal Mitigating Circumstances**

### **What is a PMC (Personal Mitigating Circumstance)?**

Personal Mitigating Circumstances are situations or circumstances of a serious nature (i.e. not day-to-day minor illnesses or circumstances you could have easily avoided through prior planning). If you believe that they have adversely affected your ability to submit coursework on time or to submit it at all or to attend an exam, then you may wish to bring them to the attention of the examiners. The circumstances might include serious illness, bereavement or any personal issue which has affected you for a significant period of time during your studies and/or during the examination period and has had a recognisable effect on your studies and assessments.

PMC requests can only be submitted for:

- Late submission
- Non submission
- Absence from an exam or similar type of assessment

Normally PMC requests cannot be submitted because you feel that your mitigating circumstances have affected the standard of work you have already submitted or your performance in an exam you have already sat.

In the normal course of your studies you should talk to your tutors about problems which are affecting your studies and/or your life at home. You can also refer to other sources of help, for example the askUS Advice and\_Support service, the Students' Union Advice

Centre, or Maxwell Health Centre. However, you may wish the University to take account of these circumstances in a formal way when a Board of Examiners is making decisions about your progression or award.

If so, it is *your* responsibility to complete a Personal Mitigating Circumstances (PMC) form (through the Self Service Student Portal <http://students.salford.ac.uk/selfservice.php>) to explain the nature of your circumstances and how these have affected your assessments. You will be required to submit relevant evidence.

PMC requests are considered by PMC Reviewers who will decide whether your PMC will be accepted or rejected. Their decisions will be reported to the Board of Examiners which will then decide what action to take.

Before submitting a PMC form, please make sure you understand the procedure properly. Guidance notes are available on the PMC form. You must submit a PMC form together with relevant evidence within 10 working days of either the assessment submission date or the date of the examination or similar type of timetabled assessment. If you have a Student Support Plan, you should still submit your PMC within 10 working days after the submission/assessment date set for the cohort. You do not have additional time as a result of your Student Support Plan. If you wish to submit a PMC in the resit period, please check the submission date with your School as this may be different than at other times of the year due to the scheduling of Examination Board meetings

The University Personal Mitigating Circumstances procedure is available here:  
<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

Guidance notes on Personal Mitigating Circumstances are available here:  
<http://www.governance.salford.ac.uk/page/guidance>

## **Academic Appeals Procedure**

As a student of the University, you have the right to appeal against any decision made by the Board of Examiners. As a consequence of a successful appeal there may be a change to a decision taken by the Board of Examiners.

Disagreement with the academic judgement of a Board of Examiners in confirming marks and grades for individual assessments does not constitute grounds for appeal. In other words, you cannot appeal simply on the grounds that you disagree with a mark or grade, nor can you have your work reassessed. If you have any queries about the mark you have obtained you should contact the module tutor and ask for feedback, which will help to explain how the mark was calculated.

If you wish to lodge an appeal you must inform the Governance Services Unit of your intention to do so by using the Academic Appeals Pro-Forma. You must do this within 14 days of the publication of the Board's decision. The Academic Appeals Pro-forma (Stage 1 Academic Appeals Form) is available here:  
[http://www.governance.salford.ac.uk/page/aqa\\_forms](http://www.governance.salford.ac.uk/page/aqa_forms)

Further information about academic appeals is available here:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## **Academic Misconduct**

The University takes a serious view of all acts of academic misconduct. Such acts are considered dishonest and as attempts to gain unfair advantage. Acts of academic misconduct can take many forms. They are likely to fall into one or more of the following categories:

- Plagiarism - taking the work of another person or source and using it as if it were one's own
- Self-plagiarism (or double submission) – resubmitting previously submitted work on one or more occasions (without proper acknowledgement) including work for separate blocks of credit
- Collusion - working with others on tasks that should be carried out on an individual basis or one student allowing another to access their own work
- Falsifying experimental or other investigative results
- Taking unauthorised material (including electronic devices) into an examination
- Contracting another person to produce a piece of assessed work
- Producing a piece of assessed work for another person
- Copying from, or communicating with, another examination candidate during an examination
- Bribery

As a student of the University, you should ensure that you know and understand what is meant by academic misconduct and the requirements of your School for referencing and citation. Your academic tutors will provide you with detailed advice and training about good academic practice (i.e. how to avoid academic misconduct) at the start of the academic year and during modules. In addition, you can seek further guidance about what constitutes good academic practice from your module tutors and on Blackboard. Study skills information about academic misconduct and referencing are available at the following link:

<http://www.salford.ac.uk/skills-for-learning/home/using-and-referencing-information/referencing>

When submitting each assignment, you will be required to complete a declaration confirming that the work submitted is your own, with all sources duly acknowledged. Where assessments are submitted electronically, this declaration is completed online.

If academic misconduct is suspected, the University may use facilities such as the Turnitin originality report as part of their investigations.

You are also recommended, when available, to make use of Turnitin (accessed via Blackboard) prior to submission to check your assignments for any referencing/plagiarism issues. This will not be available for all assessment types.

**If you are found to have committed academic misconduct, the University will impose one of the following penalties:**

- a) a mark of 0 or grade of F is awarded for the component of assessment in question;
- b) a mark of 0 or grade of F is awarded for the module in question
- c) a mark of 0 or grade of F is awarded for the module in question and marks for all other modules at that level will be kept at the minimum pass mark

**Further information can be found in the Academic Misconduct Procedure, available here:**

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>

## **Complaints Procedure**

### **What is a Complaint?**

In an organisation as large and complex as a university, things do sometimes go wrong. When this happens, it's usually possible to put things right promptly and smoothly. For this to be possible, we need to communicate with each other effectively. If you ever feel that the University or your School has treated you unfairly, or you're unhappy with the level of service we provide, please tell us immediately.

Complaints can be made by an individual student or groups of students about the provision of University services but would not result in any change to an academic decision. Such changes would only be made when an academic appeal is upheld.

### **How do I make a Complaint?**

If you wish to complain about some aspect of service, it is probably best that your first port of call is the member of staff with whom you feel the most comfortable, perhaps your personal tutor or programme leader. Alternatively, you may wish to discuss the issue with your School's Associate Dean (Academic). Whoever you talk to about the issue that's bothering you, we'll do our best to handle the matter promptly, courteously and fairly.

As the purpose of making a complaint is to resolve the problem, it is important to know that complaints should be made at the time when the problem occurs and not retrospectively, when it may be too late to address it.

When you have made a complaint you may always expect to receive notification of what action(s) have been, or will be, taken. In the very unlikely event that you're unhappy with the way the School handles any matter you bring to our attention, you can use the University's Student Complaints Procedure.

For full details of the Student Complaints Procedure, see:

<http://www.salford.ac.uk/university/governance/policies-and-procedures/browse-by-theme/2>