

Faculty of Computing Engineering and Technology

AWARD HANDBOOK 2008-09

MSc Professional Engineering

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1. Welcome to the Faculty

Welcome to the Faculty of Computing, Engineering and Technology at Staffordshire University. You are now a student in one of the largest such faculties in UK universities, and we are delighted that you are one of our students. The faculty is host to one of the first UK university computing provisions; to technology programmes that are amongst the leaders in the UK, and to an engineering scheme founded on large engineering employer needs. Your course of study will therefore be up to date and appropriate, will be serviced by well qualified staff, and will also be geared to preparing you for life and employment after university. Staffordshire University aims to 'create the difference' by helping all of its students to achieve what they want to in life.

As one of our students we expect you to work hard, to set high standards for yourself. To help you to succeed you will have access to excellent staff and facilities, and also to a range of student support services to help deal with your particular needs. Of course, in addition the academic, administration and technical staff that you come across as part of your studies will also be delighted to advise and support you. Your part is to take your study seriously, to set appropriate time aside for your study, and to make full use of lectures and other scheduled class contact. It is important to us that you are successful and that you go on to be a good ambassador for the university.

You are now part of the Faculty 'family', and we look forward to working with you to help you to 'create the difference'!

Very best wishes,

Professor Michael J Goodwin
Dean
Faculty of Computing, Engineering and Technology

On behalf of all the staff who contributes to the MSc Professional Engineering Award I would like to welcome you to the Faculty. I am sure you will find our staff friendly, helpful and professional. We are here to assist you to attain your educational aspiration. Please do not hesitate to contact the appropriate staff for any academic or personal matter.

I hope that you will study hard here and leave as a fully fledged engineering professional ready to embark on a career leading to Chartered Engineer status.

Professor Torfeh Sadat-Shafai
Programme Manager: MSc Advanced Technology
MSc Professional Engineering

2. Useful Contacts and Resources

Academic Contacts

Award leader
Prof. Torfeh Sadat-Shafai
Beacon Building, Room D104
01785 353475
t.sadat-shafai@staffs.ac.uk

A full list of academic staff contacts can be found at
http://www.fcet.staffs.ac.uk/faculty_staff/academic.htm

Administrative Contacts

Award Administrator(s)
Mr. Christopher Hanks
Octagon Building, Room K243
01785 353462
c.i.hanks@staffs.ac.uk

Student Advisor
Mrs Janice Kalisz
Octagon Building, Room K232
01785 353345
j.c.kalisz@staffs.ac.uk

A full list of administrative staff contacts can be found at
http://www.fcet.staffs.ac.uk/faculty_staff/admin_staff.htm

Details of technical staff can be found at
http://www.fcet.staffs.ac.uk/faculty_staff/tech_support_staff.htm

Useful Internet Resources

The Faculty website can be found at: http://www.staffs.ac.uk/faculties/comp_eng_tech/ . Here you will find details of timetables, contacts and news regarding the Faculty. Information is also available on MyPortal.

The Faculty aims to use Blackboard as an online learning environment, and information on modules on which you are enrolled can be accessed from this. Note: you can only get access to those modules that you are studying – if you cannot gain access to material, it may be that you are not correctly enrolled on the module – make sure you let your module tutor know.

Blackboard can be found at: <http://blackboard.staffs.ac.uk>

The library can be accessed from: <http://www.staffs.ac.uk/uniservices/infoservices/library/>

3. Glossary of Useful Terms

Module	A unit of study with a defined learning outcomes, curriculum and assessment. The module definition is to found in the module specification for the module. Each module has a number of Credits, associated with it. For MSc. Professional Engineering there are 4 modules each carrying 30 or 60 credits.
Learning Contract	A learning contract template is attached to this Student Handbook. Completion of the learning contract is a co-operative effort between yourself and your supervisor which must be initiated during the induction visit and completed and approved before study on Module 2 commences. The main objective of the learning contract is to prompt you and your supervisor to think through and plan the entire masters programme in detail at the outset and to formulate a negotiated learning contract which clarifies both parties' expectations and commitment to the programme. This learning contract must clearly show that the programme of study will have a depth and a breadth which is consistent with postgraduate study at masters level. Enrolment on Module 1 can take place immediately and work on Module 1 can commence before approval of the Study Plan by the Quality Control Committee. However enrolment on Module 2 cannot take place until the learning contract has been approved by all your supervisors and the award tutor. All learning contracts will be forwarded to the Quality Control Committee and external examiner for final approval.
Seminar	When you have completed a module, you will need to attend the next available Seminar Day to present your work. Visiting students will make oral presentations of the work they did in the module they are about to complete. Your module grade will be based partly on this presentation. The external examiner will be invited to attend the seminars. Visiting students will also be given an introduction to their next module by their supervisor(s). For Module 4, the introduction will also include guidance on thesis writing.

4. Aims of the Award

The programme aims to provide students with an opportunity for structured continuing professional development recognised by an academic qualification that may contribute to the student's development as a professional recognised by an appropriate professional body (for example by contributing to a 'matching section' leading to Chartered Engineer status). The structure and curriculum of the award are such that the student becomes a specialist in their chosen field of study, recognised by an appropriate thesis title which should appear on their certificate. Graduates will possess a critical awareness of leading edge engineering and will have experience in its application to a specific problem requiring a measure of originality.

Typically graduates of this programme will be able to

- apply specialist knowledge in a systematic manner, making appropriate use of available information, and communicate effectively their work to others
- work independently in devising original solutions to problems, and in planning and implementing solutions at a professional level
- continue to advance their own knowledge, understanding and skills to a high level

More specifically the aims of the individual postgraduate awards within the programme are as specified below.

For the PgC Award:

1. to provide the student with the ability to work independently in project planning and monitoring,

2. to provide experience of applying advanced engineering to the solution of problems, and
3. to provide the student with experience of reviewing and appraising relevant literature.

For the PgD the aims are as for the PgC, and in addition:

4. to provide the student with the specialist knowledge needed to undertake independent project work at an advanced level, and
5. to provide the student with the ability to communicate the outcome of their project work at a standard equivalent to that required for publication in a professional journal.

For the MSc award the aims are as for the PgD, and in addition:

6. to bring together the theoretical and practical knowledge and skills gained during the PgC and PgD phases of study by independent project work at an advanced level which could lead to the acceptance of a technical paper for a peer-reviewed conference or a professional journal

5. Learning Outcomes of the Award

Learning Outcome Statements	Discipline Based Level Learning Outcome: PgC	Discipline Based Level Learning Outcome: PgD	Discipline Based Level Learning Outcome: MSc
Knowledge and Understanding	Demonstrate knowledge and understanding of the principles that underpin project management techniques	Detailed knowledge of specialist texts and /or techniques relevant to problem solving in a focused specialist field of study	Knowledge and understanding of problem solving techniques further developed through application to an engineering problem
Learning	Show critical interpretation of the advanced Engineering techniques in relation to the project.	Demonstrate an understanding of the context of knowledge acquired	Skills in self-managed learning and professional development
Enquiry	Producing a Litterateur review to establish current and up-to-date management techniques	Show a professional approach to research and information gathering	Show a professional approach to research and information gathering
Analysis	Critically appraising and analyzing the work of others in relation to the project	Analyze and interpret data to demonstrate applicability of a range of specialist Engineering techniques	Demonstrate creative approach in analysis of problems with a high degree of autonomy
Problem Solving	Experience of solving problems at an advanced level	Demonstrate logical path in solving acute problems	Experience of applying a logical and creative approach in solving Engineering problem
Application	Critically appraise success and failures of previous works in applications related to the field of study	Apply critical reasoning and argument to show the ability to apply concepts in different contexts	Experience of applying guided research and experimentation in a specialist area with a high degree of professionalism
Reflection	Experience of producing a plan for a substantial project activity	Demonstrate the ability to reflect on the effectiveness of the special field to the technological solutions	Demonstrate concluding remark on reflection
Communication	Develop interpersonal skills in demonstrating work through various presentations	Communicate interpersonally in the form of written and oral presentations in a professional manner to a variety of audiences	Communicate interpersonally in the form of written and oral presentations in a professional manner to a variety of audiences

Table 1 : University learning outcomes in relation to each stages of the award

6. Award Structure and Content

The MSc Professional Engineering may be studied on either a full time or part time basis, either on campus or off campus. Most students are based off campus and in the work place; on campus students are normally provided with their own desk in an office and have access to various administration support services. Students enrol on one module at a time, and must complete satisfactorily each module before being allowed to progress to the next. Should the student not wish to continue studying, completion of the first 60 credits of study (modules 1 and 2) qualifies the student for the award of PgC, completion of module 3 qualifies them for the award of PgD. Completion of module 4 leads to the award of MSc. The structure is represented in Figure 1.

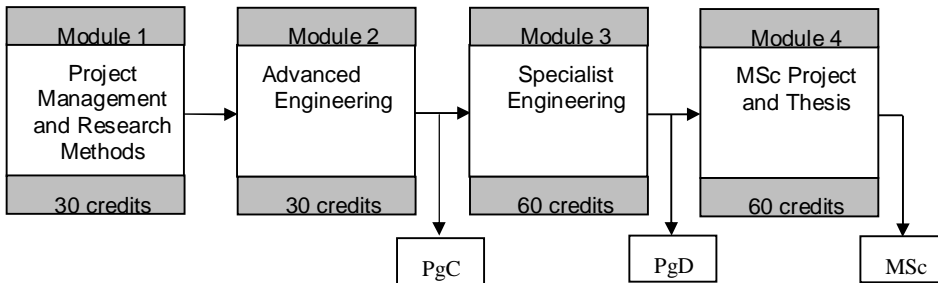


Figure 1 : Diagram showing the structure of the MSc Professional Engineering

7. Teaching Learning and Assessment

This award puts emphasis on the development of Advanced Engineering skills which are appropriate to the students individual interest and needs. This naturally lends itself to a student centred approach to learning where (1) study skills, project management, and research techniques are promoted throughout, (2) knowledge of the research and development process is acquired, and (3) appropriate milestones are set to ensure timely completion and provide experience in project management. The teaching and learning process will include peer reviews, and presentation of reports at seminars. When appropriate, the student is also encouraged to attend classes which are being taught in the Faculty.

The MSc Professional Engineering award is earned primarily by distance learning, therefore, a quality control procedure is in effect to verify the originality of the work reported by students. The procedure calls for all reported work to be presented in seminars which will include a question-and-answer session followed by an interview with their supervisor and a moderator at which the students will be expected to answer detailed questions about their work. This will serve not only to verify the originality of the work but also to assess the students ability to deliver and defend an oral and a written presentation.

On completion of a module, the supervisor may inform the student of the preliminary grade which is subject to approval at the next Assessment/Award Board. The Assessment Board and the Award Board meet once a year, usually in June or July. Meetings at other times may also be scheduled if a significant number of students are expected to graduate at that time. The student will receive written notification of their final approved grade(s) usually within one month of the Award Board meeting.

A summary of required work for each module is given below:

Module 1: Project Management and Research Methods

- Completed Learning contract
- Written reviews of project planning and management techniques relevant to the students work area and/or current employment.
- Critical literature review relevant to the students proposed research area.
- Seminar to present work.
- Interview

Module 2: Advanced Engineering

- Written report on selected advanced study topic.
- Seminar to present solutions.
- Interview.

Module 3: Specialist Engineering

- Written report on one of the specialist topics studied during this module, to be prepared to the level of a publishable paper.
- Seminar to present work.
- Interview.

Module 4: Project and Thesis

- Thesis
- Oral presentation.
- Viva Voce Interview

Module	Assessment Type and Weighting
1. Project Management and Research Methods	<ul style="list-style-type: none">• Report covering critical literature review and project management techniques (50%)• Learning contract (20%)• Presentation (20%)• Interview (30%)
2. Advanced Engineering	<ul style="list-style-type: none">• Technical report (50%)• Presentation (20%)• Interview (30%)
3. Specialist Engineering	<ul style="list-style-type: none">• Technical report (50%)• Presentation (20%)• Interview (30%)
4. Project and Thesis	<ul style="list-style-type: none">• Thesis (70%)• Presentation (10%)• Interview (20%)

Table 2 : Assessment methods used in the MSc Professional Engineering

Modules are passed by achieving an average mark of at least 50% and complying with faculty minimum requirement for each element of the assessment.

8. Personal Development Planning and Personal Tutoring

As with all awards within the Faculty students have the opportunity to take part on a PDP programme supported by “Pebblepad, a software tool which also allows the students to maintain a portfolio of their work which can be presented to prospective employers. PDP enables students to become more focused in approaching tasks, developing learning skills, and evaluating achievements objectively. By taking up the PDP opportunities offered the student will learn to become an effective planner and be able to complement this skill with sound evaluation and reflection skills. PDP is a vital part of the students development not only related to education but also in shaping a suitable career path to follow.

In addition, personal development planning is integrated into the module “Project Management & Research methods. Also personal development naturally happens through the MSc project. The project supervisor ensures that interpersonal skills such as communication, time management, forward planning are developed. In addition workshops are run on topics such as time management and report writing. Students who wish to be registered with a Professional

Engineering Institutions such as IMech E or IET are requested to fill a Professional Development Audit Document. The form can be obtained from Award Programme Manager.

9. Accreditation of Prior Learning

The Accreditation of Prior Learning is the term used when a student uses his or her previous experiences to gain admission to a programme of study; admission to a module; admission at an intermediate stage in a programme (advanced standing); or to gain exemption from part of a programme of study. These previous experiences may be work-based learning, general learning experiences (experiential) or certificated qualifications.

You should normally apply for exemptions or admission with advanced standing through the AP(E)L scheme when you apply for a place on the award, or immediately upon registration for your modules. You will not be allowed to apply for AP(E)L in a module once you have submitted any assessment for that module. If you apply for exemptions or admission with advanced standing through the AP(E)L scheme you may be required to undergo some assessment to determine the relevance of your experiences/qualifications.

The APL and AP(E)L forms can be obtained from the Faculty of Computing Engineering and Technology Office. The APL and AP(E)L Board meets in early October. It is chaired by one of the Faculty's Programme Area Managers and its purpose is to consider all the APL and AP(E)L applications received from students and uphold or reject these applications dependant on the evidence provided.

10. Award Specific Regulations

Progression

You must complete your learning contract as part of Module 1 before enrolling on Module 2. You are allowed to enrol on Module 2 only when the requirements of Module 1 have been satisfied and your learning contract has been completed and approved by your supervisors and Course Tutor. In order to progress to the PgD stage of the award (Module 3) you must have passed (or be exempted from) both modules of the PgC stage (Modules 1 and 2). Similarly, in order to progress to the MSc stage (Module 4) you must have passed (or be exempted from) the PgD stage.

Failure of a Module

Modules are passed by achieving an average mark of at least 50% and complying with faculty minimum requirement for each element of the assessment. If you fail a module you will be have only one opportunity to be re-assessed in it, and you will be expected to submit referral work at the next available opportunity, as specified by the Assessment Board. Failure to do this will result in you failing the module and consequently will not be allowed to progress further on the course. The maximum mark that you will be credited with on re-assessment is 50%.

Compensation

The Award Board will NOT compensate any failed modules by recognising good performance in other modules. Thus, failure of any module will automatically result in you not being allowed to progress further on the award. If this occurs and you have achieved sufficient credits you will be offered an intermediate awards - 60 credits for PgC or 120 credits for PgD.

PgC/PgD/MSc Professional Engineering

Learning contract

To be completed by the student and the supervisor(s) at the start of Module

1.

Before completing the form, please consult the MSc Professional engineering hand book Student Handbook and the Module Descriptor Forms Document. These are available from the FCET Recruitment Office

The purpose of this Learning contract is to ensure that the student embarks on a viable programme of study with a level of challenge which is consistent with a Masters degree. It is recognised that the details of this contract may change during the study period. Please submit a revised version of this Learning contract if any significant change to the plan occurs.

This Learning contract will be considered by the MSc Professional Engineering Quality Control Committee. Registration on Module 1 is permitted prior to approval of the Learning contract by the Quality Control Committee. However, registration on Module 2 cannot take place until the Learning contract has been approved by the Quality Control Committee. Rejected Learning contract will be returned to the Principal Supervisor with recommendations for improvement.

Please do not delete any part of this electronic template.

**1. PROPOSED MODE OF STUDY: Full-Time/Part-Time (delete as appropriate)
PgC/PgD/MSc (delete as appropriate)**

Award Subtitle if any:

2. THE STUDENT

Last Name:

First Name:

Male/Female:

Date of Birth:

Correspondence Address:

Home Phone:

Work Phone:

Email:

Present Position and Place of Work, incl. address:

Qualifications and Relevant Experience:

3. PROGRAMME OF STUDY - LEARNING CONTRACT

Please expand form as necessary to provide full details.

3.1 SUMMARY OF OUTCOMES OF PROGRAMME OF STUDY:

These must be consistent with the proposed award subtitle, if any.

3.2 PROPOSED PLAN OF WORK

This must be seen to clearly pose a postgraduate challenge, e.g., the material studied must make use of graduate knowledge and skills and lead to a depth and a breadth of additional knowledge and skills significantly beyond what is normally achieved through a graduate degree.

3.2.1 MODULE 1 Learning contract

The workload must be approximately 300 hours. A list of detailed study topics and specific outcomes must be included. Both must be consistent with proposed award subtitle and with the generic outcomes required in accordance with the Module Descriptor. A Module 1 Gantt Chart is required.

3.2.2 MODULE 2 Learning contract

The workload must be approximately 300 hours. A list of detailed study topics and specific outcomes must be included. Both must be consistent with the generic outcomes required in accordance with the Module Descriptor for the appropriate award subtitle. There should be a natural progression in study topics and outcomes from those proposed for Module 1. A Module 2 Gantt Chart is required.

3.2.3 MODULE 3 Learning contract

The workload must be approximately 600 hours. A list of detailed study topics and specific outcomes must be included. Both must be consistent with the proposed award subtitle and with the generic outcomes required in accordance with the Module Descriptor. There should be a natural progression in study topics and outcomes from those proposed for Modules 1 and 2. A Module 3 Gantt Chart is required.

3.2.4 MODULE 4 Learning contract

The workload must be approximately 600 hours. A broad outline of study topics and outcomes must be included. Both must be consistent with the proposed award subtitle and with the generic outcomes required in accordance with the Module Descriptor. There should be a natural progression in study topics and outcomes from those proposed for Modules 1, 2, and 3. The proposed thesis title should be included. A separate, detailed Project Proposal will be required before the start of the project. A Module 4 Gantt Chart is required.

3.3 **EXPECTED WEEKLY COMMITMENT TO PROGRAM (hours):**

3.4 **EXPECTED COMPLETION DATE:**

3.5 **FACILITIES AVAILABLE FOR THE INVESTIGATION:** (including funding and location)

3.6 **HEALTH & SAFETY RISKS:**

3.7 **ETHICAL ISSUES:**

4. **PROGRAMME OF RELATED STUDIES**

Include reference to attendance at appropriate taught modules, specialist seminars, conferences or workshops.

5. **SUPERVISION**

5.1 **Principal Supervisor's name:**

Areas of expertise:

Number of postgraduate degree candidates currently supervised:

MSc: MPhil: PhD:

Number of postgraduate degree candidates previously supervised to completion:

MSc: MPhil: PhD:

5.2 **Second Supervisor's name:**

Areas of expertise:

Number of postgraduate degree candidates currently supervised:

MSc: MPhil: PhD:

Number of postgraduate degree candidates previously supervised to completion:

MSc: MPhil: PhD:

5.3 **Industrial Supervisor's name:**

Company Name:

Address:

Phone:

Email:

Brief statement of proposed Company contribution: (funding/resources)

6. STATEMENT BY THE STUDENT

I confirm my commitment to the Learning contract outlined above.

Signed Date

7. STATEMENT BY THE SUPERVISOR(S)

I/We confirm my/our approval of and commitment to the Learning contract outlined above. In my/our opinion, it presents a challenge which is consistent with that required for a Masters degree. I/We believe that the applicant has the potential to successfully complete the proposed programme of work.

Principal supervisor's name:.....

Signed Date

Second supervisor's name:.....

Signed Date

Industrial supervisor's name:.....

Signed Date

8. APPROVAL BY THE QUALITY CONTROL COMMITTEE

On behalf of the Quality Control Committee, I confirm that the candidate's Learning contract was approved

at a meeting held on (date):

Name:..... Chair, Quality Control Committee

Signed Date

8. APPROVAL BY THE EXTERNAL EXAMINER

The role of the external examiner is to approve that this Study Plan

- is consistent with the validation documentation for the award
- provides the focus needed to justify the award subtitle specified on p. 1 (if any)

Approved / Not Yet Approved (delete as appropriate)

Name:.....

Signed Date

Comments by external examiner (if any):

1. Part Two - Student Guide

Introduction

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

It tries to answer many of the questions you may have during your time here and tells you where you can get more information and further guidance and support. You should also make use of the Faculty Offices (Octagon K266 and Brindley B161) and the University Information Centre - on the ground floor of the Beacon Building Stafford and first floor of the Flaxman Building Stoke - where staff are available to deal with any queries you may have.

It is divided into sections as follows:

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2. Section 1: Who's Who in the Faculty

The Faculty/ School Office

Faculty Reception is on the 2nd Floor of the Octagon, Room K266 and first floor of Brindley building in Stoke (B161) and should be your first port of call if you have any queries or problems relating to the Faculty or if you are unsure of how to deal with other queries. The contact details of the University Services for students are listed in Section 3. The Faculty Office comprises a team of staff who are responsible for managing the wide range of activities and processes necessary to support students and academic colleagues within the Faculty. You'll get to know some of the staff quite well as it is here you'll hand in your module registration forms and assignments.

All enquiries should be made via the Reception desk in the first instance. The Receptionist will assess whether they are able to help you immediately or whether you need to talk to another member of the team. Hence they may call on colleagues who can advise on queries concerning:

- Modules
- University regulations
- Your credit and progression status
- Referral opportunities
- Claims for extenuating circumstances you may have made in relation to assessment
- Information about your study here: award and module records, local and home address information, etc
- Any changes to your award or programme of study
- Registration events for modules 1 to 4 of your study

It is important that you get to know staff in the Faculty Office as they are responsible for keeping all the information on your period of study accurate and up-to-date.

In particular, make sure that you:-

- Check your e-mail account regularly for any information or queries sent to you by Faculty administrators or by academic staff. This means your university e-mail account – not your personal one!
- Always let the Faculty Office know of any changes in your contact details. This includes mobile numbers as well as home and term addresses and any landline telephone numbers. It really is important that we know how to get in touch with you.
- Always ensure that the Faculty/School Office is aware of any changes you make to your academic profile (modules/award) by completing the appropriate module amendment/award transfer forms.

Opening Times

Monday - Thursday	8.45 am – 5.00 pm
Friday only	8.45 am – 4.00 pm

Please feel free to call into the Faculty Office between these times. All queries, no matter how small or large, are welcome as they ensure that your records are always correct – and this does prevent delays or difficulties in confirming results at the end of each Academic Year. And if you have a problem which the Faculty Office can't help you with, it usually knows somebody who can.

The Faculty/School Management Team

The Dean of Faculty/School

At the head of the Faculty is the Dean, Mike Goodwin (K260 Octagon, 01785 353295, E-mail m.j.goodwin@staffs.ac.uk)

In this role, Mike has responsibility for the strategic development, operation and management of the faculty. Should you need to speak with him, you should normally make an appointment with his secretary, Heather West. Heather can be found in Room K260, Octagon Building and her telephone number is 01782 353295 (E-mail h.n.west@staffs.ac.uk)

Faculty/School Academic Directors

Mike Goodwin is supported in running the faculty by 2 Faculty Academic Directors:

Dr Mike Hamlyn, Teaching and Learning (C236, Beacon, 01785 353220, m.g.hamlyn@staffs.ac.uk)
Professor Adrian Low, Research and Enterprise (K252 Octagon 01785 353307, a.a.low@staffs.ac.uk),

Programme Areas

The Faculty is divided into four Programme Areas, each managed by a Programme Area Manager:

Applied Computing	Carol Greswell (K242 01785 353429 c.a.e.greswell@staffs.ac.uk)
Applied technology	Gordon Bancroft (C238 01785 353422 g.a.bancroft@staffs.ac.uk)
Computer Science	Tracy Lewis (K238 01785 353360 t.a.lewis@staffs.ac.uk)
Entertainment Technology	Peter Hoornaert (C246 01785 353451 p.hoornaert@staffs.ac.uk)

The award which you enrol for will belong to one of the Programme Areas – and this programme area will therefore be responsible for managing issues relating to your academic progression and welfare during your time with the Faculty as an undergraduate.

Awards Managers and Award Leaders

Groups of Awards within Programme Areas are managed by Awards Managers. Individual Awards, however, are managed by Awards Leaders

Your Award Leader is always your most important point of contact for any information relating to your programme of academic work at Staffordshire.

Their contact details are in the first section of this handbook, which deals with award specific material.

3. Section 2 Administration

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

Enrolment

All Full-time Undergraduates and Postgraduates, Most Part-time Undergraduates and Postgraduates

- From 2008 all full-time undergraduate students will enrol online. Most part-time undergraduates and postgraduates will also enrol online. You will be asked to log on via the University web portal, and confirm your personal and award details. You will receive notification of when you will be able to use the online enrolment system. When you have completed the process you will receive an email, in your University account, containing your enrolment certificate. This enrolment certificate will include information on how to collect your Student Card, arrange release of your first student loan instalment (if applicable) into your bank account. New full-time students will also be asked to provide proof of identity when they collect their Student Card. International students will be required to bring a copy of their passport personal details page and visa entry.

Some Part-time Undergraduates and Postgraduates

- All small number of part-time undergraduate and postgraduate students, on non standard courses will be asked to complete a paper enrolment form when they arrive in the first week of term. You will then take your enrolment form to the next stage where you will collect your Student Card. At this stage new students will be asked to provide proof of identity.

Student Card

This one card is also your Library card and Students Union card; if you lose it, a first replacement will cost £5.00. If you lose your second card a further replacement costs £7.00. Any subsequent cards will cost £10.00 each. You can be asked to produce it at any time and will need to do so as a means of identification for examinations.

Data Protection Act

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

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

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

Sometimes, particularly as you get to the end of your course, prospective employers or other universities could contact us to verify details about you, such as your assessment results and degree classification, your attendance record, or to ask for a reference. We will only provide this information if you have explicitly agreed for us to do so (see paragraph 1 above). If you have not given your consent to disclosure, we will require you to contact us directly to give permission to release the information, or require that the third party sends us a statement from you agreeing to the disclosure. Obviously, this can be very time-consuming - and could jeopardise your chances of a job.

If, at any time, you wish to object to the accessing, processing or disclosure of your personal data, you can do so in writing to:

Bernard Shaw
University Data Protection Officer
Staffordshire University
College Road
Stoke-on-Trent
Staffordshire ST4 2DE

Module Registration

To begin with you need to be registered on Module 1 and progress from there. Your award is a negotiated award and therefore the content of the module is negotiated with your supervisor.

Changing Awards

The postgraduate Modular Framework is designed to be flexible, and it is usually possible to change your award subject to approval from the appropriate award leaders

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

It is worth noting that a change of award may be the only progression route available to you should you fail for the second (and final time) one of the core modules on your original award. If you find yourself in this situation, make your way as soon as you can to the door of your Award Leader or Personal Tutor.

Welcome to University Programme

You will have received the programme for induction week in your pre-arrival information. This gives details of subject and Faculty/School activities during Induction Week. Your Award Tutor will have extra copies should you need them or extra copies can be obtained from the Faculty Office.

If you are unsure about what you should be doing during the Welcome to the University Programme, consult any of the subject tutors who are introduced to you from the Monday onwards, or a student mentor, or the receptionist in the Faculty Office.

You will be advised as to module choice and on how to build your timetable when you meet with your Personal Tutor. You do not have to make a final choice of modules until the end of your first week here, i.e. on Thursday and Friday.

Watch out also, for additional induction related activities organised by the Students' Union and/or by the University during the first teaching block. These are likely to be advertised on 'MyPortal'.

Amendments to Personal Details

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

Registration with a General Practice

It is essential to register with a General Practice within a 3 mile radius of your accommodation in order to ensure access to medical help if you become ill. If you wish to register with either of the General Practices offered to students by the University, you can do so during Arrival Weekend or during their normal working hours. Contact details for the Student Health Service and the Beaconside Health Centre can be found in Section 3.

If you are a UK student, the process can also be completed by taking your medical card to the local GP of your choice and asking to register. If you are an International Student, you can also register at a GP of your choice. A list of local GPs can be obtained from the Student Health Service and the Beaconside Health Centre.

Notices and Information

Award and Module information

Any new information and news update are posted on Blackboard announcement section. Also Supervisors and award Programme manager would inform individuals by email.

General notices

General notices for all students in the Faculty of Computing Engineering and Technology, including the examination timetable and end-of-semester results, will be posted on the notice boards outside the Faculty Office.

Students' Union notices, and notices relating to Disability, will also be found on the same notice boards.

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

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

4. Section 3 Services for Students

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

Services are delivered at two levels: specific services for students provided by the University, and those provided at Faculty/School/subject level for students in Arts Media and Design.

Section 5 summarises the support and opportunities available to you which relate to enhancing your employability.

University Services

University support is delivered by;

- (A) Accommodation Office (Facilities Management Department)
(www.staffs.ac.uk/facilities_management)
- (B) Employability and Student Support (<http://www.staffs.ac.uk/uniservices/ess>)
- (C) Equality and Diversity (www.staffs.ac.uk/diversity)
- (D) Financial Services (www.staffs.ac.uk/uniservices/finance)
- (E) Information Services (<http://www.staffs.ac.uk/uniservices/infoservices/>)
- (F) Student Administrative Services –Information Centres (www.staffs.ac.uk/informationcentre)
- (G) 'Student Guidance Officers & Advisors'
(http://www.staffs.ac.uk/uniservices/information_centre/guidance/guidancehome)
- (H) 'Students' Union' (<http://www.staffsunion.com>)
- (I) International Student Centre (www.staffs.ac.uk/isc)
- (J) Study Skills Centre
(<http://www.staffs.ac.uk/uniservices/infoservices/studyskills/centres/index.php>)

(A) Accommodation Office/Residences

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

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

Web: www.staffs.ac.uk/facilities_management

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

Contact: Stafford 01785 353563 Stafford Court, Beaconside

(B) Employability and Student Support

Careers & Employability Service

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

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

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

Visit: www.staffs.ac.uk/uniservices Email: careers@staffs.ac.uk

Contact: 01782 294991. Stoke: Cadman Building

Contact: 01785 353233 Stafford: Beacon Building.

Childcare Service

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

- Two registered nurseries offering care and education for children up to five years old
- Opening times: 8.00am–6.00pm

- Please apply early to avoid disappointment.
e-mail: a.j.sherratt@staffs.ac.uk www.staffs.ac.uk/uniservices
Contact: Stoke: 01782 294981 or Stafford: 01785 353371

Counselling Service

There is a core staff team of professionally trained counsellors

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

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

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

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

Normally you will need to make an appointment to be seen during the specified opening hours. However the Service also offers a 'drop-in' slot between 12.00 and 13.00 Monday to Friday at Stoke and Stafford campuses. You do not need to make an appointment to be seen in this slot, but it does operate on a 'first come first served' basis.

The University now also has a 'Mental Well-Being Advisor' (Liza Aspell). If you need to see Liza or contact her about a consultation you should go to the Disability Advisory Service (see below).

Further details can be found at (http://www.staffs.ac.uk/images/stu_mental_health_pol_tcm68-15853.pdf)

Disability Advisory Service

The service provides a range of information, advice and facilities for disabled students. It helps you to arrange and manage support necessary to meet your individual needs.

Visit www.staffs.ac.uk/uniservices

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

Contact: 01782 294977 Stoke - 4/5 Winton Square

Stafford: 01785 353302 – D001 Ground Floor, Beacon Building.

Multi-faith Chaplaincy

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

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

Email: chaplains@staffs.ac.uk

Contact: 01782 294974, Faith House, Stoke,

Contact: 01785 353382. Ground Floor, Beacon Building, Stafford,

Contact: 07901952381. Senior Chaplain's mobile.

Student Health Service

NHS (National Health Service) Medical Services are available at Stoke & Stafford Campuses.

- A variety of services including treatments for minor ailments and injuries, chronic disease management, smoking cessation service, National Screening Programmes & Travel Health
- Contraceptive & Sexual Health advice
- There is a wealth of information available from the surgeries in the form of free leaflets.

Contact: Stoke 01782 747174 Federation House, Station Road.

Open: 8am-5pm Monday to Friday (Thursday until 12.30). **OR**

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

Contact: Stafford 01785 353570 Beaconside Health Centre,

Open 8.00-6.00 Monday to Friday (5pm on Wednesday & Friday)

(C) Equality and Diversity

The University is committed to building and supporting a diverse and inclusive University community. We value the widest possible range of cultural inputs from students, staff and partners alike as we recognise that this will improve and strengthen our University.

We have a number of schemes and policies in place that support our commitment to equality and diversity:

- Race Equality Scheme
- Disability Equality Scheme
- Gender Equality Scheme
- Equality and Diversity Policy

To access these documents of for more information about any aspect of equality and diversity at the University visit our website at (www.staffs.ac.uk/diversity)

(D) Financial Services

To pay your tuition and accommodation fees:

- Cashier's Office, One-Stop-Shop, Beaconside, Stafford
- Cashiers Office, Flaxman Building, College Road, Stoke.

Please also see Students Union Student Advice Centre for advice relating to debt and the University Information Centres for guidance on tuition fees.

www.staffs.ac.uk/uniservices/finance

Contact: 01785 353614

e: income@staffs.ac.uk

(E) Information Services

Information Services is an integral part of your studies at Staffordshire University.

Our team of experienced, knowledgeable staff are available to offer support and guidance for all your learning needs, delivered in ways that suit you.

We can help you adapt and develop the study skills you need to make the most of all the resources we provide and support, which includes learning, teaching, research, libraries, information technology and all the online services available at Staffordshire University.

Our induction sessions during your first weeks with us will help you to get started and then with our top up workshops, on line live help, help desk facilities, our award winning "assignment survival guide" and study skills department, we are there for you every step of the way.

<http://www.staffs.ac.uk/uniservices/infoservices/>

My Portal

MyPortal is your personalised web page, with extra windows opening onto many of the systems and services you access in your job or studies. Using MyPortal you can access:

- Your university email account
- Your library account details including books you have previously had on loan
- e-resources
- Links to help and advice
- News, announcements and events that are specific to who you are

- Important University announcements which affect you
- Students can also check their personnel, module and award details

To access the portal go to the <http://myportal.staffs.ac.uk>

(F) Student Administrative Services – Information Centres

There are Information Centres at Stoke and Stafford. We can help to answer your query or point you in the right direction for help.

- You can talk to us for help on many aspects of your student life.
- Visit - www.staffs.ac.uk/informationcentre

Stoke: Flaxman Building, College Road, Stoke-on-Trent, Staffordshire ST4 2DE.

Stafford: Beacon Building, Beaconside, Stafford, Staffordshire, ST18 0AD

Contact: Stoke 01782 295705 Stafford 01785 353253

(G) Student Guidance Officers and Faculty Student Guidance Advisors

If you need advice, guidance or information on the academic side of your student career, the Student Guidance Advisor is here to help. The Student Guidance Advisor is based within the Faculty but their services are confidential and impartial.

The Student Guidance Advisor can provide advice, guidance and information on a wide range of educational issues as well as specialist advice and support. A drop in service is available for initial advice and longer booked appointments for more in depth issues. Please contact the Student Guidance Advisor directly to book an appointment.

There is also a Student Guidance Officer based in the Information Centre in Stoke and the One-Stop-Shop in Stafford. These Officers provide the same advice, guidance and information as the Advisors and can be used as an alternative.

The Student Guidance Advisor can offer advice and guidance:

If you...

Are concerned that you have chosen the wrong course?

Are considering taking time out (intermitting) or leaving your course?

Need advice on how to appeal against your examination results?

Need advice on how to make a complaint?

Need advice on submitting extenuating circumstances?

Need advice on any aspect of the University's Regulations?

If you want to talk to someone but you don't know who to ask just call into your Faculty to see a Student Guidance Advisor or call into the Information Centre Stoke or the One-Stop-Shop Stafford to see one of the Student Guidance Officers.

Student Guidance Advisor for Faculty of Arts, Media and Design

Rachel Thompson

L526 Flaxman Building, College Road, Stoke-on-Trent, ST4 2DE.

Tel: 01782 294715

Email: r.thompson@staffs.ac.uk

Student Guidance Advisor for Business School

Lesley Mountford

B239 Brindley Building, Leek Road, Stoke-on-Trent,

Tel: 01782 294073

Email: l.s.mountford@staffs.ac.uk

Assistant Student Guidance Advisor for Faculty of Computing, Engineering and Technology

Rose Arnold
B164 Brindley Building, Leek Road, Stoke-on-Trent.
Tel: 01782 294047
K228 Octagon Building, Beaconside, Stafford, ST18 0AD
Tel: 01785 353866
Email: r.e.arnold@staffs.ac.uk

Student Guidance Advisor for Faculty of Health

Andrea Alker & Amanda Holt
BL016 Blackheath Lane, Stafford
Tel: 01785 353795 or Andrea 07824694589 or Amanda 07767433943
Email: andrea.alker@staffs.ac.uk & Amanda.holt@staffs.ac.uk

Student Guidance Advisor for Law School

Lisa Benson
LW106 Law Building, Leek Road, Stoke-on-Trent.
Tel: 01782 294684
Email: l.j.benson@staffs.ac.uk

Student Guidance Advisor for Faculty of Sciences

Jean Simpson
Room 031, Ground floor Mellor Building, College Road, Stoke-on-Trent, ST4 2DE
Tel: 01782 294691
Email: j.simpson@staffs.ac.uk

Student Guidance Officer's

Stoke - Nicola Laurie, Information Centre, Flaxman Building, College Road, Stoke-on-Trent.
Tel: 01782 292768, Email: n.j.laurie@staffs.ac.uk

Stafford – Paulette Morgan, One-Stop-Shop, Beacon Building, Beaconside, Stafford.
Tel: 01785 353749, Email: p.a.morgan@staffs.ac.uk

(H) Students' Union

The Students Union is constantly striving to ensure the best possible experience for all students at Staffs. Free membership of the Students' Union is automatic when you enrol unless you choose to opt out. If you need advice, want to take part in student activities, try something different, or just access social space on campus, then the Union is the place for you

The Union is run by a team of elected Student Officers who are there to represent your views and want to hear from you, the more you talk to the Union the better it will be able to respond to student needs and aspirations.

The Union represents students at all levels, with Officers sitting on key Committees and Boards throughout the University as well as having a national voice on student issues. They also train and support a network of Student Academic Representatives who represent groups of students studying on the same course.

For details of how the Union operates and information on how to get involved check out:

<http://www.staffsunion.com/union/>

Students' Union Reception

The Students' Union Reception is the first point of contact for students, staff and visitors to the Students' Union. Predominantly staffed by students who offer a warm and friendly service and can provide information on a wide range of subjects or if necessary signpost as appropriate they are located in the

Students' Union building on College Road (.01782 294629) and in the Students' Union Office in the Beacon Building next to Legends, 01785 353311)

Opening hours are 9am to 8pm, Monday to Friday during term time (Shorter opening hours may apply over the vacation periods).

Students' Union Student Advice Centre

The Students' Union Student Advice Centre is one of the core services operated by the Students' Union. Their work is directed by Student Officers and the service is student led offering free, independent and confidential advice to students on a wide range of issues. They can provide access to up to date information on funding, benefits, housing, academic regulations, legal matters etc via their own "in house " leaflets or online at:

<http://www.staffsunion.com/help/>

A range of other services including Funding Clinics, Money Makeovers, Access to Learning Fund Workshops, and appointments with external organisations such as Victim Support.

The fully trained and experienced advisers are student specialists and the Service has been awarded the Community Legal Service Quality Kite Mark for Student Casework and is licensed with the Office of Fair Trading to provide debt advice.

The Advice Centres are located above the Ember Lounge in the Student's Union at College Road, Stoke and next to the University's One Stop Shop at Stafford in the Beacon Building. Opening hours are 10.00am to 12pm and 1pm till 4pm Mon-Fri during term times (Opening hours may vary over the vacation periods- please check)

Student Activities Department

Getting involved with a student activity really helps students get the most out of University life!

You can volunteer, play sports, continue an interest or hobby, develop formal skills or try something completely new , so don't hang about get involved! <http://www.staffsunion.com/getinvolved/>

Get active

Joining a club or society will bring you together with people who enjoy similar interests. Most groups meet weekly for events, training, or socials and all members are 'sponsored' by the union, so your membership is great value and will provide a whole year of fun.

Each club and society has space on the Union WEB site containing an introduction to their activity, their plans for the next academic year and forthcoming events etc. You will also find details of meeting/training times and a main contact name and email address. If you cannot find what you are looking for, get in touch with Student Activities on activities@staffs.ac.uk .

Sports clubs train a couple of times a week at our university or local facilities, most play regular fixtures on Wednesday (BUSA/Student Rugby League) or Sunday afternoons (American football, Lacrosse and Women's Rugby League).

The range of Societies on offer depends on student demand and currently includes everything from the Afro-Caribbean Society to Motor sports. Society events include performances, cultural events, fashion shows, trips, debates and fundraisers.

Both Clubs and Societies have their own annual Recognition Evenings: The Sports Presentation Evening and the Societies and Volunteers Awards night. This gives the Students' Union the opportunity to recognise and reward the hard work involved in running a club or society and celebrate the achievements of students over the previous year.

If there is nothing here that takes your interest then you can trial an activity yourself. Download the "Start Up" Funding application forms from the web:

<http://www.staffsunion.com/getinvolved/clubsocs/newactivity/>

and email them to studentactivities@staffs.ac.uk or hand them into the Students' Union Reception.

(I) International Student Centre

The International Student Centre provides a wide range of support for international students. The Centre is staffed with a big team of very friendly and experienced English language tutors and an international student advisor. The services provided by the Centre include:

1) English language and culture support provided by the subject specific language tutors

The language tutors work closely with your subject tutors to provide subject specific language and academic skills teaching and advice. This takes two forms:

- **Language and Culture Workshops for Your Subject** (weekly and timetabled).
- **One-on-one tutorials** - This is an opportunity for you to seek individual advice from the language tutors on many aspects of your study.

2) General Option modules for all international students which are:

- English for Academic Purposes (15 credits)
- Advanced English Language Skills (15 credits)
- Proficiency English Language Skills (15 credits)

3) Advice provided by the International Student Advisor

- Specialist advice on immigration, visa extension and work permit advice
- Other general pastoral support and advice for international students

4) Organisation of cultural and social events

At least once every month, the Centre organises a social event and/or a trip to a holiday resort or a site of cultural heritage. If you wish to participate, remember to check the News and Events in 'MyPortal' regularly and book a place well in advance.

5) Intercultural mentoring programme

The Centre operates an intercultural mentoring programme in which new international students are paired with current students or staff in order to obtain advice on living and studying in Staffordshire University. As the mentoring moves on, it is hoped that the programme will be more mutually beneficial by offering opportunities for both mentors and mentees to develop cultural awareness and long-lasting international friendships. If you would like to take advantage of the programme either as a mentor or a mentee, information on how to apply is available on the website www.interculturalmentoring.org.uk.

Key contacts:

Website: www.staffs.ac.uk/isc

Centre E-mail: internationalstudentcentre@staffs.ac.uk

Centre Administrator

Tracy Walker (t.walker@staffs.ac.uk)
Room 605 Flaxman Building, Stoke Campus, College Road
Tel: 01782 29 4639

International Student Advisor

Lisa Barnett
Room 603, Flaxman Building, Stoke Campus, College Road (Every Monday, Wednesday and Friday)
One Stop Shop, Ground Floor, Beacon Building, Stafford Campus (every Tuesday and Thursday)
Tel: 01782 29 4711

Subject Specific Language Tutor – Faculty of Art, Media and Design

Ms Michelle Nixon (E-mail M.Nixon@staffs.ac.uk)
Room 600, Flaxman Building, Stoke Campus, College Road

Subject Specific Language Tutor – Business School

Dr Steve Brewer (for undergraduate students. E-mail s.j.brewer@staffs.ac.uk)
Room 600, Flaxman Building, Stoke Campus, College Road
Mrs Angela Ghadery (for postgraduate students. E-mail A.M.Ghadery@staffs.ac.uk)
Room 602, Flaxman Building, Stoke Campus, College Road

Subject specific language tutor – Faculty of Computing, Engineering and Technology

Mr Lorenzo Ball (E-mail l.ball@staffs.ac.uk)
Room 602, Flaxman Building, Stoke Campus, College Road

(Not confirmed yet for other faculties)

(J) Study Skills Centres

The newly established Study Skills Centres, offer a range of support and training for all students who are keen to improve their study and academic skills.

The Study Skills Centres offer a real opportunity to gain transferable skills, comprising one-to-one sessions, workshops and tutorials dedicated to specific areas of study, helping to give a real edge to student's academic work.

Locations

We have a Study Skills Centre at each of our main Campus Libraries:

- Stafford Campus Study Skills Centre is in the [Nelson Library](#)
- Stoke Campus Study Skills Centre is in the [Thompson Library](#), Room B17a (near to the University Bookshop).

Contact Details

For more information or study skills help and advice.

Email: studyskills@staffs.ac.uk, or contact:

Liz Tomkinson
Study Skills Co-ordinator
Nelson Library
Tel: 01785 353288

Jane Ball
Study Skills Co-ordinator
Thompson Library
Tel: 01782 294988

Soo Plant
Study Skills Advisor
Tel: 01785 353288

Sam Watts
Study Skills Admin Assistant
Tel: 01782 294593

Study Skills Centre (Nelson Library) - Opening Times
Monday - Friday: 9.00am - 5.00pm

Study Skills Centre (Thompson Library) - Opening Times
Monday - Friday: 9.00am - 5.00pm

In addition to the Centres, Information Services have also developed an on-line resource aimed at undergraduate students faced with their first assignment (ASK). Simply by entering the assignment start and deadline dates, a detailed 10 step schedule is returned, mapping out key dates, how to plan, how to do research, how to find, use and evaluate materials, how to cite references and suggested timescales and activities.

Faculty/Subject Level Services and Support

(1) Personal Tutors, Student Mentors and Student Ambassador Scheme

All students will be assigned a Personal Tutor (PT) as soon as they arrive: they will remain in contact with you throughout your time here (although, depending on your particular award, tutorial responsibilities may be re-negotiated in your third year in line with arrangements for the supervision of dissertations and similar projects)

Your PT is there to do two things – (1) to review with you your academic progress, and to provide you with academic guidance (for example, on module choice, on changing award routes, on developing a strategy to recover failed modules, or on improving your performance following your assessment results at the end of each teaching block), and (2) to provide pastoral support.

You should always keep your PT informed of any circumstances which are impeding your progress and achievement on your degree. What you say will be confidential – and your PT can offer valuable advice in terms of claiming 'extenuating circumstances' (see below) when something happens (like illness, for example) which affects your ability to meet assessment deadlines.

Your PT can also talk through with you and advise on issues such as intermission (if you need to take a year out of your studies), of changing your study mode (from full time to part time), of completing your award at another university, or of withdrawing.

You will be allocated a PT during induction week. You will meet your PT, probably in a 'tutor group', during the induction process. This will give you a chance to raise any questions about the induction arrangements, or your course or any other problem that you wish to discuss. It also allows your PT to explain more about their role, their availability (i.e. their 'office hours', appointments system and contact details) – and for you to understand your obligations as a personal tutee.

Scheduled meetings will also give you the chance to arrange any additional meetings to discuss pastoral issues should you wish or need to do so. Where the issues are serious and beyond the competence of your PT to deal with you will be referred to an appropriate University Support Service (see above) – but your tutor will make a note that you have discussed any circumstances affecting your academic or personal well-being and put this on your file – and, where appropriate, will offer you advice on claiming 'extenuating circumstances' in relation to your assessment obligations.

The best advice we can offer you is to seek help early if you feel you have a problem. Try not to brood or become depressed; most problems are solvable. Personal Tutors are anxious to develop an informed relationship with you, but this can only work if you allow it to develop.

If for any reason you find it difficult to get on with your Personal Tutor you can always request a change by going to see your Award Leader. Further information can be located at the 'Personal Tutoring website' www.staffs.ac.uk/personaltutoring.

Student Ambassador Scheme

Students can play an active role in helping others to find out about higher education, life as a student and about Staffordshire University in particular.

Student ambassadors help out at recruitment events, mainly in the university, but sometimes in schools and colleges.

Being a student ambassador helps to develop social, organisational, problem solving, time management and communications skills in a practical context.

What's in it for you?

- Flexible work hours to fit in with your study
- Get paid £6.58 per hour
- Presentation skills training
- Build up your personal and professional references
- Meet new people (and make new friends)
- Learn more about the university and get more involved
- Work with young people
- Gain some practical work experience
- Be involved in teamwork
- Help towards the progress award

How do I get involved?

Recruitment to the student ambassador scheme takes place all year round – however there will be a specific recruitment and training session that you have to attend. Email: j.burgess@staffs.ac.uk for more information.

Student Representation

The Faculty/School is committed to obtaining feedback from students regarding the quality of their learning experience. We obtain your views in a number of ways including questionnaires and representation on Faculty committees.

(1) SSLGs (Student Staff Liaison Groups)

Meetings of the SSLGs are an effective way of monitoring the modular scheme in the Faculty and identifying and resolving any difficulties that may arise. Each subject area has a Student Staff Liaison Group which is chaired by the Award Leader.

New students will be asked in the first few weeks of being here to nominate representatives; representatives for Levels 2 and 3 will normally be organised in May of the preceding academic year. Students on each award will need to elect two representatives from each level. Training for this role

is available from the Students' Union. We inform them of the names of elected representatives and they will contact you about the training events (Usually scheduled mid October to early November just prior to the first SSLG meetings of the year)..

The SSLG for your award usually meets once during each teaching block, though at your request it can be convened more frequently. Its remit is wide-ranging discussion about your learning experience. If you are a representative you should discuss your experience of your award with other students working in the subject so that you can fairly reflect their views and should let your colleagues know how they can contact you.

(2) Other Committees

In addition there are a number of other Committees both in the Faculty/School and in the University as a whole, which have student members. Within the Faculty/School, as well as the SSLGs, there is the Faculty Board on which students have the right to representation.

The Faculty Board is the main Faculty/School committee, chaired by the Dean, which has formal responsibility for overseeing the running of the Faculty/School and its awards. Membership includes members of academic and non-teaching staff from the Faculty/School, as well as, representatives from the Library and Information Technology Services.

If you are interested in becoming a student member of the Faculty/School Board, you should contact the Students' Union.

(3) Other Feedback Mechanisms

You will also be presented with a variety of other ways of giving feedback to your tutors and the Faculty/School /University about your overall experience. You will be able to talk, of course, to your personal tutor. You will find that subject tutors will ask you to evaluate your learning experience on their modules. You will be asked to complete a questionnaire at the end of the year about your general experience as a student following a particular award. And the University conducts an annual 'Student Viewfinder' survey which seeks your views on all services.

At the national level, there is the 'National Student Survey', aimed at final year undergraduate students. This survey is organised by the 'Higher Education Funding Council of England'. Its aim is to put in the public domain information about the quality of the student experience in order to inform the choices of intending students about courses and institutions, and to highlight to universities those aspects of delivery which might usefully be improved.

Your views do matter – they are incorporated into annual quality assurance processes via 'course monitoring', and each Award and Faculty/School in the University is required to draw up an action plan on the basis of course monitoring reports which seek to address any issues which have adversely affected your experience as a student

Appeals, Complaints and Conduct

Where generic issues are concerned (for example, the resources available properly to support the delivery of a particular module have been in some way deficient), the appropriate procedure is to raise the problem via SSLGs and PABs. See your student representative on each of these committees.

Any issues that you are not happy about in relation to your individual experience, whether it be to do with the teaching you receive or as a consequence of administrative processes, can usually be resolved informally by consultation with your Personal Tutor, or with a Module Tutor, or with your Award Leader or Manager, or with the Faculty Office. Typical examples here might be that you have been unable to find a particular member of staff to obtain feedback on your assignment, or that the

Faculty Office promised to return your telephone call and failed to do so, or gave you some wrong information, or failed to amend your record on THESIS+ in line with your written instructions.

In general, it is always a good idea to try to resolve issues informally. But where this has not succeeded, or is not appropriate, (for example, you want to appeal against the decision of an Assessment or Award Board or of the Extenuating Circumstances Panel, or you need to complain) then you always have the option of using the University's formal processes. You can access these formal procedures on the University website www.staffs.ac.uk. Appeals are called 'Procedure for Review of an Examination Board Decision' and can be found by following the link http://www.staffs.ac.uk/images/rev_of_exam_board_tcm68-12688.pdf. The Extenuating Circumstances procedure can be found at www.staffs.ac.uk/images/extenuating_cir_tcm68-15855.pdf. You can also locate the Student Complaints Procedure at www.staffs.ac.uk/images/complaints_tcm68-15862.pdf.

You should note, of course, that the complaints procedure is a two way process.

You have an obligation as a student, and as a member of the University community, always to conduct yourself in an appropriate manner. At the most general level, this means an obligation always to behave in a way which does not cause distress or anxiety to others.

Your obligations in this regard are spelt out more clearly in the document 'Regulations: General Student' (7.1 to 7.12), which you can also access via the University website at www.staffs.ac.uk/images/generalstudentregs_tcm68-12714.pdf. **Appendix 3 of this document indicates the disciplinary procedures which ensue should you abrogate the code of conduct.**

Part of the induction process will include an opportunity for you, in a collaborative discussion with tutors and your peers, to agree some of the expectations which academic staff might reasonably have of you in your role as an undergraduate – and which you might reasonably have of staff. These expectations are likely to include the following:-

Students should have the right to expect teaching staff

- To behave in a professional manner
- To keep abreast of current developments in their discipline
- To treat them with respect and to take into account their individual needs
- Not to harass or bully
- To arrive for classes on time and to let them know if they are likely to be late or need to cancel
- To be available to help them at reasonable times, and during their 'office hours'
- To mark and give feedback on their work in a reasonable time, and always within 25 working days

Tutors have the right to expect students

- To arrive at lectures and seminars on time
- To let tutors know if they are likely to be late
- Not to interrupt others in class
- Not to disrupt or compromise the experience of other students in any learning situation (e.g in a lecture, through eating, holding a private conversation, using an MP3 player/iPod, reading a magazine or newspaper)
- To turn off mobile phones in class (if you are expecting an urgent call please warn the tutor beforehand and sit at the back of the class near the door)
- Not to plagiarise or cheat
- To give essays and other assignments in on time
- Not to bully or harass

- To keep their tutors informed of any issues affecting their attendance or performance

If you would like advice on how to appeal or make a complaint, please contact either your Personal Tutor, or for independent advice contact either the Students' Union Advice Centre or Student Guidance Officers/Advisors.

Supporting Disabled Students.

The University and the Faculty have embraced the implications of the Special Educational Needs and Disability Act 2001 (now effectively Part IV of the Disability Discrimination Act 1995), and of the Disability Discrimination Act 2005. We recognise that under this legislation we have a duty to anticipate the needs of any disabled student and to make reasonable adjustments to enable you to achieve the learning outcomes of your programme of study. The Faculty/School is participating in the University strategy to meet its obligations of promoting disability equality.

We want to make sure that, if you tell the University that you are a disabled person, we work together with you to meet your individual support needs. This is a shared responsibility between yourself and the University community and reflects our commitment to promoting equality for disabled people.

Faculty Support

The Law defines disability as an impairment that has a substantial effect on the individual, which is long-term (over 1 year), and which adversely affects the ability to perform day-to-day activities (see the Disability Rights Commission's website at www.drc.org.uk). Hence 'disability' includes much impairment that is 'hidden' (e.g. dyslexia, diabetes, and some mental health issues). Probably one in five people of working age are considered to be disabled by reference to the legal definition.

The law also imposes an obligation on the University to make 'reasonable adjustments' to ensure that you have the best possible chance of demonstrating the learning outcomes appropriate to your award, and to anticipate your needs where we know about your disability.

For the University to discharge these duties effectively, however, means that you need, first, to *declare* your disability – either before you start your programme of study or during it. We would then further encourage you to seek an assessment of your learning support needs (a 'learning support agreement') from the Disability Advisory Service. Once tutors and technical and administrative staff have a clear statement and understanding of your needs, we can give you the best possible chance of achieving the competencies associated with your programme of undergraduate study.

Academic, technical and administrative and support staff in the Faculty now have considerable experience in supporting the learning of students with disabilities. As a matter of routine, subject tutors share good practice concerning teaching, learning and assessment issues which arise from working with disabled students. This is done via peer review of teaching and subject meeting discussions.

Within the Faculties, however, there are designated members of staff (Disability Officers/Co-ordinators and Student Guidance Advisors), who are also there to support you through the academic part of your programme. They can help to deal with some of your day-to-day issues, provide advice and guidance and can help you in making additional support arrangements.

Your Disability Officer/Co-ordinator for the Computing Engineering and Technology is [Dr Robert Round](#). Robert is supported by the Faculty's 'Student Advisor', Janice Kalisz and Student Guidance Advisor, Rose Arnold.

Information about your learning support needs is circulated, provided you have consented to this, to relevant tutors, administrative and technical staff, so that they are aware of any necessary adjustments which may need to be made to your learning environment. Circulation of information is

overseen by the Dr Robert Round The key document here is the assessment and statement of your needs made by the Disability Advisory Service (your 'Learning Support Agreement'). ***This information is also important to your personal tutor, who will, if necessary, agree with you your 'personal evacuation plan' in the event of any emergency.***

you experience any difficulties in terms of day-to-day support (for example, some tutors might be forgetting to provide you with copies of teaching material prior to the class), then you should, in the first instance, remind the tutors concerned of your needs, and then see your Award Leader. If you can't find your Personal Tutor/Award Leader, then see Robert Round, Janice Kalisz or Rose Arnold.

If your Learning Support Agreement says that you may need extra time to complete assignments, you will be expected to negotiate any extensions with your personal tutor/Award Leader (see Section 4 below)

You might also want to use the Student Staff Liaison Group (SSLG) meetings as an important mechanism for reporting any instances where the 'reasonable adjustments' you require to achieve the learning outcomes associated with your *particular award* have been found wanting.

The Faculty also has representation on the University's Disability Forum, which shares good practice across the University and keeps itself informed of strategic issues as they arise. If you wish to bring any issues to the attention of the Forum, see Robert Round, who is the Faculty's representative on this group.

The University is compliant, of course, with current legislation which requires public bodies to have an approved 'Disability Equality Scheme'. Each scheme has three years to achieve full implementation. You can access full details of Staffordshire's Scheme from the website at <http://www.staffs.ac.uk/des/>

Disability Advisory Service

The Disability Advisory Service will work with you to ensure that the most comprehensive support package available to meet your individual needs is fully explored. We take our duty to make reasonable adjustments on your behalf seriously. ***However, you must also recognise that you have a responsibility to be pro-active in working with us to achieve this*** and, if you haven't already done so, you should contact the Disability Advisory Service immediately. We can help you with some or all of the following:

- Support with your application for Disabled Students' Allowance and other sources of additional funding
- In conjunction with your Faculty, making individual examination and assessment arrangements
- Provision of information, advice and guidance on any disability related matter
- Negotiating specialist support if you have a sensory or mobility impairment
- If you have a mental health problem, a chance to talk to our Mental Well Being Advisor (Liza Aspell, Tel 01782 294517, e-mail Liza.Aspell@staffs.ac.uk)
- Screening and diagnostic assessment for dyslexia
- Referral to other organisations, where appropriate

This list is not exhaustive; if you are not sure of something or it isn't mentioned above, contact the Disability Advisory Service for advice:

Telephone on: 01782 294977 (Stoke Campus) 01785 353302 (Stafford Campus)

Minicom: 01782 294564 Text to: 07766520358 e-mail to: e.l.jones@staffs.ac.uk

By post to: Disability Advisory Service

4/5 Winton Square
Station Road
Stoke on Trent ST4 2AD

or by calling into the Disability Advisory Service in Stoke between 9 – 5 Monday to Friday.

5. Section 4 Teaching Learning and Assessment

Ethical Clearance

In a few cases you will need to make sure that the work that you do for a particular module has appropriate ethical approval. This will only apply to cases where the activities you undertake to achieve the learning outcomes of the module involve research or work with other people where the issues of consent, confidentiality and the research participants' welfare are involved.

Most modules involving this kind of activity occur at Level 3 students where project or dissertation work or their equivalents is undertaken. There will be occasions, however, at levels 1 and 2, where you will also need to ensure compliance with the university's ethical procedures and principles.

You will be asked to agree to 'abide by Staffordshire University Code of Conduct for Research and Enterprise' (www.staff.ac.uk/images/code_conduct_research_tcom68-24423.pdf) when you enrol.

Your subject tutors will include in module handbooks details of how appropriate ethical scrutiny of any work you need to undertake has been, or needs to be, ensured. *This is particularly important for final year students: where the University has not given ethical clearance for project or dissertation work being undertaken by students at Level 3, then such students will be withdrawn from the module(s) concerned until such time as compliance with the required ethical clearance procedure has been demonstrated. If no such compliance is forthcoming, then such students will not be able to graduate with an Honours degree at the end of the academic year.*

Handing in Your Reports

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

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

The Faculty Office is open to take your assignments at the following times:

Monday to Thursday	8.45 am – 4.30 pm
Friday only	8.45 am - 4.00 pm

REPORTS WILL ONLY BE ACCEPTED DURING THESE HOURS.

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

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

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

If you have a problem with dyslexia, make sure that you ask for one of the yellow labels (available from your Award Leader/Personal Tutor or if at the last minute the Faculty/School Office) to attach to

your work to signal to the tutor that the assignment needs to be marked on content and understanding rather than on syntactical and grammatical competence.

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

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

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

YOU SHOULD ALSO NOTE THAT NO WORK WILL BE ACCEPTED WHICH HAS BEEN SENT BY FAX OR E-MAIL.

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

Special Examination Arrangements

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

If you have undergone a formal assessment for a disability which indicates that special examination arrangements are required (for example, extra time or separate invigilation or a note taker) then the examinations office will already have details of your requirements – but it is still always a good idea to check with the Faculty/School Office to make sure that the arrangements are underway.

Extenuating Circumstances

We recognise that there may be times when you are unable to complete work due to circumstances beyond your control e.g. personal illness or personal difficulties. If you find yourself in such a position, you must make a claim for extenuating circumstances (EC). This is a system operated across the University to ensure that all students are treated fairly.

Claim forms can be collected from the Faculty/School Office or the Information Centre, or downloaded from the web (under policies and procedures) and once completed should be handed in to the Faculty Office. The form includes full instructions on how it should be completed and what kind of evidence you will need to support your claim.

Note that there are only three types of claim which you can make:-

- **'M', for 'mitigation'** which means that you were able to hand work in on time but its quality has been affected by your extenuating circumstances. If your claim is upheld you will be given a 'further assessment opportunity' i.e. you can submit the assessment again to try for a better mark.

- **'L', for 'late'** which means that you are allowed an extra 10 working days (i.e. week days) to complete the assessment. If your claim is upheld and you submit your work within this time frame there is no mark penalty, but if you submit after the 10 days your work will be marked at zero.
 - **'N', for 'non-submission'** which means that your circumstances were such that you were unable to submit the work at all at this assessment point. If your claim is upheld you will then be required to submit your work at the next assessment point (May for teaching block 1; August for teaching block II.) No mark penalty will be incurred.

Note that you can't claim 'N' for an assessment deadline – and then submit the work for the current assessment round, as this can be equivalent to gaining more than 10 extra working days for a late submission, and therefore would represent an unfair advantage vis-à-vis other students. In such instances, the Faculty would hold your mark over until the following assessment board (June for teaching block 1; August or February for teaching block 2)

You must claim either 'M' or 'L' or 'N' against EACH element of assessment for EACH module you want to include in your claim. Attention to this detail is very important if the Faculty's/School's Extenuating Circumstances Panel (ECP) is to make the correct decisions in relation to your claim.

If you experience difficulty in completing the form or with the process, please ask for advice from your subject tutor, from the Faculty/School Office, the Students' Union Advice Centre or from the Faculty Student Guidance Advisor.

The bases of any successful claim for EC are that:-

- the circumstances affecting your assessment were **unforeseeable or unpreventable**.
- you have provided evidence of these circumstances (e.g. a doctor's note, a statement from a student counsellor or practice nurse, a crime number and police contact, a death certificate, or, sometimes, a supporting statement from your personal tutor.)

Claims likely to be approved by the ECP include claims for sickness, personal or family issues (psychological, family illness or problems, relationship breakdown), university IT problems, work obligations for part-time students and chronic medical conditions or recently diagnosed/assessed disability.

Claims unlikely to be approved include claims based on holiday commitments, traffic problems, financial difficulties, ignorance of assessment deadlines, poor time management, problems with personal IT equipment, acute medical conditions outside the assessment period, failure to provide appropriate evidence, foreseeable or preventable problems, minor illness and poor IT practice (e.g. failure to 'back-up' work).

Always remember to submit your claim for extenuation by the due dates advertised by the Faculty Office Notice Boards. Watch out for reminders on 'My Portal'. Claims submitted after these dates are only considered at the discretion of the Chair of the ECP or as appeals to the Dean of Students, Francesca Francis.

All claims are considered by the Faculty's/School's ECP. This is chaired by one of the Faculty's Programme Area Managers. Only they and the administrator(s) preparing the information will know the identity of any students submitting a claim.

You will be notified in writing of the result of your claim. If you are not happy with the Panel's decision, we suggest that you contact the Faculty office in the first instance. If you still feel that the situation has not been satisfactorily resolved, then you can appeal in writing to the Dean of Students, Francesca Francis (F.Francis@staffs.ac.uk).

Straightforward claims are dealt with by the Chair of the ECP and an administrator soon after they have been received. Decisions relating to these claims are then reported to formal ECP meeting held at the end of each teaching block. This Panel also deals with more complex claims referred to it by the Chair for further discussion.

Teaching Learning and Assessment (TLA) and Disability

If you enter the University as a disabled student, or are assessed for a disability during your time as an undergraduate, the Faculty's Disability Co-ordinator (Robert Round) will ensure that a copy of your assessment is placed on your personal file, and that the tutors with whom you come into contact are apprised of your particular requirements (provided you have agreed to disclosure) in relation to TLA.

These details are circulated on a 'need to know' basis only.

If your statement indicates the need for special examination arrangements, you should contact the Faculty Office as soon as the draft examination timetable is posted in January. (We will normally be aware of your requirements via the Examinations Office, but it is always as well to make sure that we have the information required so that the provision you need can be made available)

If you are dyslexic, remember to ask at Faculty/School reception for a yellow sticker to attach to your coursework when you submit it. This sticker indicates to tutors that they should mark your work on content, knowledge and understanding rather than on your use of English.

Where the assessment of your disability indicates that you may require extra time to complete your assignments we will negotiate an individualised schedule of deadlines with you in order to ensure that we have made a 'reasonable adjustment' to our assessment requirements as far as your particular needs are concerned. Your Award Leader/Personal Tutor will do this with you. You will need to initiate the request, however – and you will need to do this in good time (i.e. several weeks) before the assessment deadlines fall due.

Once you have re-negotiated a deadline for a piece of assessment, your Award Leader/Personal Tutor will give you a white sticker to attach to the work when you hand it in to Reception. The white sticker will record details of the re-negotiated deadline, module and assignment details, the date of the agreement and the signature of yourself and your Award Leader/Personal Tutor. The white sticker will signal to the marker that you have a legitimate extension to the coursework deadline.

If you hand work in after a re-negotiated deadline, it will be treated as 'late', and will be marked at zero (or, at the award board's discretion, 4R – signalling that the Board is prepared to accept the work as the work you would have done for the referral). So, if having once re-negotiated a deadline you find that, as it approaches, you are going to need a further extension, you will need to go back to your Award Leader/Personal Tutor to authorise this. Your Award Leader/Personal Tutor will use the test of 'reasonableness' in agreeing to any further extension.

If you need to adjust the assignment schedule agreed with your Award Leader/Personal Tutor for reasons that are unrelated to your disability, then you will need to use the normal Extenuating Circumstances procedure (see above).

Note also that if you are waiting for an assessment of your learning support needs from the Disability Advisory Service, you should continue to use the Extenuating Circumstances procedure (see above) to claim any additional time you need as a consequence of your disability. When you have had an assessment of your learning support needs completed, however, and this *does not* explicitly state that you should be allowed extra time to complete coursework, then you will be

expected to meet the normal deadlines. In this instance deadlines cannot be 're-negotiated' either via tutors or via the Extenuating Circumstances procedure.

Assessment

How is my work marked?

Essays and exams are marked on a scale of 1-15: grades 4-15 are passes and 1-3 fails. A full explanation of the grades is contained on page 8 of the 'Academic Award Regulations: Undergraduate Modular Framework' (http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf). Your Module Handbooks will provide you with *marking criteria* i.e. an explanation of what you need to do to achieve these grades in relation to particular kinds of assignments.

All conventional forms of assessment (examinations and essays) are marked anonymously.

Students' work at Levels 2 and 3 is also 'internally moderated' (sample second marked, including all fails and firsts) as well as 'externally moderated' by a subject based 'external examiner' – always someone who is an expert in the field, and usually a senior academic at another university.

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

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

The Progress Review Board, which meets after teaching block I, looks at credit profiles by individual student, and may invite students who have failed any modules at that point of the academic year to resubmit/resit the assessment(s) in May of that year/or, where more than 30 credits have been failed, some referral work will probably be asked for in August.

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

- It can, if your profile of results is otherwise strong enough, compensate up to 30 credits of modules failed at Grade Points 3 and 2 per level (this means that your result for the module is recorded as a '4C'; you do not therefore have to resubmit any work)
- It determines the class of your degree if you are a final year student (see Section 1.6 and especially 1.6.3 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf for an explanation of how this works)
- It determines whether you have sufficient credits to progress as a full time student to Levels 2 and 3 (see here page 14 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf) and below 'Progression to the Next Level of Your Award'

Plagiarism

Plagiarism is the use of the ideas and/or words of others without due acknowledgement. Plagiarism is an assessment offence, and carries major penalties.

In all work you must, of course, always avoid plagiarism. Plagiarism is defined in the University Regulations as: 'the representation of another persons work, without acknowledgement of the source, as his/her own for the purposes of satisfying formal assessment requirements for coursework. ...' This regulation includes material from the Internet as well as library books and the work of other students. You must avoid the copying of another person's work without the use of quotation marks and/or acknowledgement of the source. Equally, summarising another person's work by simply changing a few words or the presentation without acknowledgement also constitutes plagiarism.

Guidance is available on avoiding plagiarism. Consult the Keyskills website (<http://www.staffs.ac.uk/keyskills/>) A new 'plagiarism' website is also currently under construction, and should be available from September 2007. This will provide updated guidance on how to ensure good academic practice in your writing. Watch out for news of this new resource on 'MyPortal'.

Note, too, that the University has introduced plagiarism detection software and any work which you submit may fall into this trial.

We take a very serious view of plagiarism in the Faculty/School and if it is suspected there is a set process to be followed: The tutor suspecting plagiarism has occurred will consult with the Faculty Academic Development Manager who will request the student concerned to attend for interview. The Panel will be chaired by the Academic Development Manager and attended by the module tutor.

At the interview the student concerned will be shown the source(s) from which the plagiarised passages in their assignment has been taken, and asked to explain how and why this occurred. Any student invited to such an interview may bring a friend or a representative from the Students' Union. If plagiarism is admitted the student will be asked to sign a declaration to that effect and the result will be reported to the Assessment and Award Boards and the Dean of Students / Academic Registrar. Where it is not admitted the case will be forwarded for the consideration of the Assessment Disciplinary Committee.

The Assessment Offences Panel will make a recommendation to the Assessment and Award Boards in relation to any penalties to be imposed for the offence, and any resubmission requirements. The Award Board, however, will confirm the final decision on the appropriate penalty prescribed by the University's regulations (see 'Academic Award Regulations' below). Where a student's profile shows more than one offence (committed in discrete assessment periods), the Award Board is likely to impose more severe penalties, such as the restriction of the class of degree to be achieved.

Remember: plagiarism is easy to spot and easy to trace – tutors don't expect you to be able to write with the fluency and precision of an experienced academic so if you do it is usually obvious that the writing is not your own.

In the end, note that we are trying to assess your level of knowledge, understanding and skill, and to do that we must look at work which you have produced, not work which you have copied from another source and presented as your own.

For full details of the university regulations regarding the treatment of plagiarism, see the 'Academic Award Regulations: Procedure for Dealing with Breaches of Assessment Regulations: Academic Dishonesty' (http://www.staffs.ac.uk/images/academic_dishonesty_tcm68-12681.pdf)

What if I fail a module?

You are allowed 2 attempts at any one module: i.e. the original attempt and one retrieval opportunity. At the discretion of the Award Board, you may be offered the opportunity to retake the module with attendance if, having made use of the first retrieval opportunity, you have still not passed the module. This discretion is very important where you have failed a core module for (you must pass all the core modules on your award to get your degree) for the second time.

Note, however, that the Award Board can only offer a third attempt where you have made *at least one* genuine attempt to pass the module on either of the two previous occasions (so where you have failed to submit anything on your first two attempts, a third attempt will not be available to you). Note also that where a third attempt is offered by the Award Board you will be asked to submit **ALL** the elements of assessment associated with that module, even if you had passed one or more of them on a previous occasion.

If you achieve an overall grade point of 3 or less for any module you may be **referred**. This usually means that you will be required to **resubmit** coursework or **resit** an examination (or both depending upon the assessment mode for that module).

Please note that you cannot pass a module unless you have attempted **all** of the assessment components. You will not be required to repeat any elements you have passed (unless you are taking the modules as a third attempt).

The conditions for retrieving a failed module will be confirmed by the Award Board, which will have access to your profile across all modules. The Award Board also has the power to compensate up to 30 credits of failed modules per level of your award (see above: 'how is my work marked?') but this is *discretionary and depends upon many other factors. You should never assume that compensation will occur.*

For more information about compensation, please see the 'Academic Award Regulations: Undergraduate Modular Framework' (page 14 at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf)

If you are referred in any assessment then the maximum grade point awarded for that assessment will be 4. The overall grade point for the module will have an 'R' attached to show that it is a retrieved module. So if you there was only one piece of assessment for a module, the mark for the module, if your resubmitted work passed, would be recorded as a 4R. If a module had two pieces of assessment each weighted at 50%, and you had passed one element at a grade point 6, and had to resubmit the other element, the overall mark would show as a 5R.

However, if there are documented extenuating circumstances (see above) which explain the non-submission of coursework or non-attendance at an exam or poor or failing performance, then the Award Board may allow you either a chance to submit the coursework or take the exam without penalty, or a further assessment opportunity to improve your performance.

When can I retrieve a failed module?

The Progress Review and Award Boards will set the date by which you are required to retrieve the fail. If you fail a module in the first teaching block, the Progress Review Board will ask you to retrieve this by the following May or where more than 30 credits have been failed, May/August. If you fail a module in teaching block II, the Award Board (if it does not exercise its discretion to compensate) will ask you to retrieve this either mid to late August, or by May of the following year.

The exact dates will be on the University Calendar which is drawn up each year – and the Faculty Office will, anyway, inform you of the dates when it contacts you about your results and any referral recommendations.

But when you are planning your activities for the year, including holidays, you are advised to keep these weeks in August free just in case you are referred in a module *where you are required to take an examination*.

If your final attempt to retrieve a failed module is not successful, you will fail the module. The Award Board may, however, *at its discretion*, offer you one final attempt.

This is particularly important where the module you have failed is a *core* module. If you do not pass any one of your core modules, you are no longer eligible for the award on which you are registered. Should you find yourself in the position where you have failed a core module for the second time and have not been allowed a third attempt, or have failed a core module for the third time, you should see your personal tutor as a matter of priority to see if there are other possibilities, such as changing awards, which still might allow you to progress and achieve a degree.

If the module you fail is an *option* module, then you may choose to *replace* it with another option module (However, this will depend on availability and your timetable.) Award-specific option modules may only be replaced by modules from the Award Specific Option list, and if you fail all the modules in that list you will not be able to continue on your award.

If you replace a module, then you regain the 'lives' allowed, but if you do this, the maximum grade point you can achieve is 7 and this will be recorded at 7+ to indicate that it is a replacement module.

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

Please see the section on 'Extenuating Circumstances' procedures above. Remember that your tutor cannot give you an extension to any deadlines. The only exception to this is where you have a disability and your Learning Support Agreement says that you are allowed extra time to complete your coursework (see above: 'Teaching, Learning and Assessment and Disability')

Results

In the summer, your results will be posted on the Notice Board as soon as they have been confirmed by Award Boards and prepared for publication by the Faculty Office. Publication is done using student numbers rather than names in order to be compliant with the Data Protection Act.

In the summer, details of your results for the year will be sent to your home address. You should notify the Faculty/School Office if this has changed from the home address on your enrolment form or if you would like your results sent to another address.

Please note: If you are classed as a debtor by the University, your results will not be considered by the Award Board. Once your debt has been paid your results will be forward to the next scheduled Award board. This may impact on your progression to the next level of your award.

Collecting Your Work

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

This should be no later than 25 working days from the deadline. Your tutor will remind you that the mark is still provisional at this point, as it will not have been confirmed by the relevant external examiner and Assessment Board.

Graduation

In order to be considered for a degree, you need to have studied 180 credits across all teaching blocks which is the minimum number of specific credits required for your award.

<u>Overall Score</u>	<u>Degree Class</u>
13.5+	Distinction
10.5 – 13.4	Merit
7.0 – 10.4	Pass

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

Comment [s1]: Need to check these numbers

However, in certain circumstances, the Award Board can use its discretion to award you a higher classification. Among the things the Award Board will look at in exercising its discretion is your performance in your award specific modules, any claims for extenuating circumstances and your performance at the dissertation

Please remember that the information above is just to give you the briefest of guides to the key principles underpinning the classification of your degree. The University's web pages have the full academic award regulations and you should consult these if you want to know more. See the 'Academic Award Regulations: Undergraduate Modular Framework' at http://www.staffs.ac.uk/images/ugrad_mod_fram_tcm68-12695.pdf

6. Section 5 Employability

One of the distinctive features of Staffordshire University is its focus on ensuring that its graduates leave the university with a range of skills and experience that employers value. This commitment is enshrined in the University's 'employability policy' – a summary of which is provided immediately below:-

Staffordshire University Employability Policy – Summary

University Commitments

The Staffordshire University Employability Policy has been approved by Academic Board. Below is a summary of the commitments to students. A full version of the Policy, including the background and implementation, can be found at: <http://www.staffs.ac.uk>

The University Commitments to Students are:

1. Work Experience, Volunteering and Projects

As more and more students are graduating with some work experience, the focus is shifting from quantity of work experience to quality, from simply having some experience to learning something from it. Employers more and more want to see that graduates have had some work experience at university. What they value are graduates who have learnt through reflecting on that experience, so that they can articulate and apply what they have learnt.

Aim:

All students (as outlined below) will have the opportunity to gain work / community-related experience through the wealth of curriculum based and extra-curricular opportunities available at the University

The awards will provide the opportunity for students to gain experience of the professional environment related to their field of study. This could be achieved through, for example, employer visits, project briefs set by employers or community organisations, employer based mentoring, and placements. Where the placement is part of the academic curriculum, the University acknowledges its duty to ensure that placements for disabled students are at least compliant with the Disability Discrimination Acts 1995 & 2005.

2. Transferable and Professional Skills Development

The Government White Paper, January 2003, states that: As well as improving vocational skills, we need to ensure that all graduates, including those who study traditional academic disciplines, have the right skills to equip them for a lifetime in a fast changing work environment.¹

Aim:

All students will have the opportunity to enhance their professional skills relevant to their discipline and transferable skills (such as problem-solving and analytical skills) through a combination of curricular and extra-curricular activities. The skills being developed will be made explicit to students so that they are aware of their developing competence base and articulate this to employers and others.

All undergraduate awards are designed according to the Undergraduate Modular Framework, which includes key skills. All postgraduate awards are mapped against the Award Outcomes which include transferable skills such as analysis, problem solving and communication.

3. Career Planning and Management Skills

¹ 'The Future of Higher Education', DfES, 2003

Employers look for individuals who have some knowledge of the world of work, have reflected on their experiences and can articulate in a job interview what they have learned.

Aim:

All students) will have the opportunity to develop the ability to make and implement realistic, well-informed decisions about their careers.

Personal development planning which would include structured discussions between tutor and student monitoring their progress in relation to career management skills (covering the areas listed below).

The Careers & Employability Service is available to all students

4. Learning, Reflection and Articulation through Personal Development Planning

Personal Development Planning (PDP) is defined as: a structured and supported process undertaken by an individual to reflect upon their own learning, performance and / or achievement and to plan for their personal, educational and career development. As well as enhancing student employability, PDP could serve to boost the recruitment, retention and employability of our increasingly diverse student body, in line with the University's Student Recruitment and Retention Strategy. It can be seen as the mechanism by which the employability of individuals may be enhanced to its full potential.

Aim:

All students will have the opportunity to engage in a Personal Development Planning programme while at the University, as well as having access to tailored support and relevant opportunities. This meets the QAA requirement for HE institutions to have implemented Progress Files for all students by 2005/6. This will include students being explicitly aware of the skills that they have gained and being able to articulate these to employers and others. PDP is an opportunity for students to take a proactive role in their own personal and professional development with specific and structured support.

All students will be able to engage in a continuous personal development planning process, which will encourage them to learn how to:

- Take responsibility for their own personal and professional development
- Identify areas for self development and set goals for that development
- Develop a level of confidence and competence in terms of both professional and transferable skills
- Reflect continuously on their learning and skills development (gained from their academic, work-based and other experience both before and whilst at university)
- Articulate their learning (for example, to employers)

The PDP process will be underpinned by the personal tutoring system, with module-based and extra-curricular interventions to support individual needs. PDP will be facilitated by a wide range of resources, including an interactive web-based tool.

5. Enterprise and Entrepreneurship

"Our direction for the next 5 years is based upon strategic principles which include developing the entrepreneurial skills of our staff & students; contributing to the growth of the regional economy"

Aim:

Staffordshire University students will be encouraged to view starting and running a business as a genuine career choice, and where appropriate will gain access to practical support to make this happen.

From October 2007

All Staffordshire University campus-based undergraduate awards

All University Awards delivered in SURF Colleges

All Staffordshire University campus-based postgraduate (taught & research) awards

All Staffordshire University distance learning awards – where relevant to the UK labour market

All students who are interested will have the following support to develop their management skills and knowledge to help them start and grow successful businesses.

Curriculum-based:

- Enterprise and entrepreneurship in the curriculum – where appropriate to the student's award.

Extra-curricular:

- Relevant programmes & support are also offered by Enterprise and Commercial Development. These opportunities can be taken up by Faculty staff to support their students.

6 Accreditation

There is currently some provision for students to gain accreditation for employability-related activity through certain modules mentioned above. Some awards have external accreditation.

Policy on Accreditation of Prior Learning & Experiential Learning – see www.staffs.ac.uk

The University supports and encourages the use of AP(E)L in all academic Faculties/Schools & Programmes in the context of the framework.

Student Commitments

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

Opportunities, Resources, Support, Guidance and Information

In practice, the University's commitment to ensuring that all graduates of the Faculty of Arts Media and Design are equipped with the kinds of skills valued by employers, and articulated in the two policy statements above, is delivered in the following ways:-

- Through ensuring that the Learning Outcomes of your degree map on to a grid of skills relating to (as a minimum) the acquisition of knowledge and understanding, learning, enquiry, analysis, problem solving, communication, application of knowledge and reflection. These 'key skills' are all 'transferable': that is to say, although you acquire them in relation to a specific subject while you are studying at university, they are skills which can be applied in other contexts and situations. This is why they are useful to employers.
- Through providing you with access to key skills resources: see, for example, the information relating to the Study Skills Centres, ASK, and the 'Studying Independently' guide in Section 3 above, as well as <http://www.staffs.ac.uk/keyskills/> and <http://www.staffs.ac.uk/uniservices/infozones/infozone/>

- Through introducing you to 'Personal Development Planning' (PDP) as an embedded part of your core curriculum at Level 1 of your award. PDP helps you systematically to address your profile of skills, identify areas of weakness, and to plan strategically to address them. Although the PDP begins at Level 1, you will have opportunities to continue to engage in this process throughout your time as an undergraduate, and are encouraged to do so. PDP also provides a way of recording your development in an accessible, permanent and reflective way. This is useful for you – and, potentially, during application/interview for employment.
- Through providing you with guides to resources, services and opportunities specifically related to 'employability': such as:-

The Careers and Employability Service

This service hold information from employers offering permanent job opportunities, part-time term-time work and vacation work at home and abroad, information from professional bodies, Postgraduate study, reference books, videos and careers software.

1-1 sessions with Careers Advisors

Enhances the employability of students

Ground Floor, Cadman Building, Stoke. Tel: 01782 294991, E-mail careers@staffs.ac.uk

Ground Floor, Beacon Building, Stafford. Tel: 01785 353233. E-mail careers@staffs.ac.uk

Open: 09.00–17.00 Monday to Friday. Website

(<http://www.staffs.ac.uk/services/careers/careersweb/home.htm>)

University Job Shop

Jobshop

www.staffs.ac.uk/jobshop - search our web site and register now for part time work!

Your Careers and Employability Service will help you find a part time job and vacation work through jobShop. This is a **free** service for all students.

Drop in to the jobShop at Careers and Employability Service:

Stafford Beacon Building (opposite Dolce Vita café)

Stoke Cadman (ground floor, left through main entrance)

Jobshop will be open to students Monday to Friday 0900 – 1700 each day and a member of staff available for personal attention 1000 – 1600 on Monday and Wednesday in Stafford and 1000 – 1600 on Tuesday and Thursday in Stoke

Jobs will be available all year round with vacancies updated daily so if you don't see what you want straight away just keep checking the website and the vacancy boards - even better create an email alert straight to your PC. Register now at www.staffs.ac.uk/jobshop

Kathy England, jobShop Manager can also be contacted on 07766 520351, and by email jobshops@staffs.ac.uk

Whilst you are getting help with a part time job, check out all the other free services on offer – workshops on interviews, applications, CVs, careers guidance chats. We will also link with other universities to offer vacation link, meaning that if you live outside of the local area, when you return home for vacations, you will be able to access part time jobs there as well.

During term time employers visit Careers and Employability Service and give sessions on topics such as telephone interview techniques – all designed to help students prepare for a graduate level job.

Whilst your studies are your first priority, many students need to work part time. Work experience will give you a competitive edge in the graduate employment market - it shouts out to employers that you have some understanding of what it's like to work and that you will have gained some of the basic employability skills they want you to have – skills such as teamwork, customer service, time management to name just a few.

During term time we recommend students work no more than 16 hours per week. jobShop will also offer you information and advice on employment rights, local transport, and related work experience opportunities. Come and see us during your first weeks here!

Workbank

The WorkBank is a specialist Student and Graduate Recruitment Company based at Staffordshire University and at other sites around the country. The WorkBank helps students to find temporary work that fits around your studies, and enhancing your CV when it comes to finding permanent work. It also helps Graduates find permanent jobs.

Cadman Building, College Road, Stoke - Open Monday to Friday 9.00am - 5.30pm
t: 01782 294861

Email: nbenn@theworkbank.co.uk

Web: www.theworkbank.co.uk

Sponte Community Volunteer Scheme

SPONTE is an established joint initiative by Staffordshire University and the Students' Union which aims to provide interested students and staff members the opportunity to volunteer in their local community. Volunteering opportunities range from everything from participating in a sponsored event; getting involved in a local children's club; assisting a charity with its finances or administration; mentoring a young person to painting a community hall ... the list is endless! Some people volunteer on a regular basis each week or month, others when they have an hour to spare. Whatever your interests and availability SPONTE will have something to suit you.

SPONTE has a Volunteer Bureaux on the College Road Campus in Stoke (just around the corner from the Union's Ember Lounge) and operates out of the Students' Union Office at Stafford at least one day a week. If you are interested in volunteering get in touch, SPONTE can offer ongoing training and support and assistance with your expenses, for more information go to:

<http://www.staffsunion.com/getinvolved/volunteering/>

The Volunteer Co-ordinator can be contacted by e-mail at volunteer@staffs.ac.uk or phone 01782 294 603

Employability Opportunities

Through drawing your attention, in particular, to the following university/national 'employability' opportunities provided via:-

(1) Staffordshire University Business Villages : situated on all 4 campus locations:

Lichfield Centre in shared property with Tamworth and Lichfield College

Stafford adjacent to the University Beaconside Campus and Staffordshire Technology Park
Stoke in refurbished premises on the Leek Road Campus in Stoke.
Creative workspaces adjacent to the Faculty of Arts, Media and Design on College Road campus in
Stoke

These provide a wide range of facilities for graduates, and workplacement students and the wider
community to assist with business start-up and enterprise. Running programme of events also
offered regularly on business development skills. Contact Guy Gibson on 294187. E-mail

g.gibson@staffs.ac.uk

r.a.baker@staffs.ac.uk

(2) Business Enterprise Support Team (BEST)

This project has been supported by the GOWM and the 3 project staff are based in the Business and
Creative Villages in Stoke. They give one-to-one business support to start-up companies through
advisory sessions, workshops, signposting and information exchange. They aim to help other realise
their potential through sustainable business growth.

(3) Enterprise Fellowship Scheme

Designed to create high growth businesses by transferring technology from the University to the
local economy. The main aim of EFS is to encourage potential entrepreneurs, who have links to any
of the partner universities in the scheme, to develop a bright, innovative design or technology based
idea into a viable business with growth potential. The EFS thus offers a one year placement on either
a full time or part time basis during which you will have access to business advice and University
facilities to help in progressing your business idea and in determining its commercial viability. The
scheme offers a wide ranging package of support, including a personal interest free loan of up to
£10,000 repayable over a five year period. Contact Enterprise and Commercial Development 01785
353350. Please check the eligibility criteria

(4) Intellectual Property Office

Funded by Mercia Spinner, this is an initiative designed to provide advice and support to people in
the West Midlands with innovative products, services or business ideas. Very useful for those with a
business idea that could become a commercial success. Contact Aly Davidson on 01785 353329 or
e-mail a.davidson@staffs.ac.uk

(5) The University's own 'Enterprise Fest'

A 'one-stop-shop' for the exciting world of entrepreneurship. Useful if you have a fantastic product
idea but are unsure how to make it a reality. Go to www.enterprisefest.com for more details

(6) Foundation degree in Business Start-up

This 2-year programme gives entrepreneurs opportunity to gain a qualification THROUGH the
growth and development of their business idea. For more information see www.staffs.com or email
info@staffs.com

7. Section 6 Useful Contacts

We have designed a Guide to provide simple and straightforward information on where to get advice and
help on a range of issues. It provides information on the many services which the University and the
Students' Union offer plus useful telephone numbers. The Guide will be kept up-to-date on the University
website at <http://www.staffs.ac.uk/a2z4u> . We hope that you will find it useful.

Finally, good luck with your studies, and do enjoy your time at Staffordshire!