

**Kingston University** London

**MASTERS AWARDS BY LEARNING  
AGREEMENT**

**STUDENT HANDBOOK**

**2011/12**

## **Programmes covered by this handbook**

### **Faculty of Art, Design & Architecture**

MA/MSc Sustainability in Practice

MA Professional Practice (Design)

### **Faculty of Arts & Social Sciences**

MA Education

### **Faculty of Business & Law**

PgDip/MA Business & Management Practice

MA Coaching Supervision

MA Consultancy Practice

MA Coaching and Neuro-linguistic Programming

MA Health Management

PgCert/PgDip/MA Innovation & Entrepreneurship

PgDip/MA Leadership Practice

MA Market Research

MSc Market Practice & Management

MA Professional Practice

MA Project Management Practice

PgCert/PgDip/MA Career and Talent Management

PgCert/PgDip Human Resource Management Practice

PgCert/PgDip Human Resource Management Practice (French Language delivery)

PgCert/PgDip/MA Organisational Learning & Development

PgCert/PgDip/MA Organisational Learning & Development (French Language delivery)

### **Faculty of Science, Engineering and Computing**

MSc Professional Computing

MSc Professional Engineering

MSc Technology (Engineering)

MSc Technology (Maritime Operations)

MSc Technology (Innovation & Entrepreneurship)

MSc Technology (Equipment Support)

MSc Technology (Maritime Aviation Operations)

### **Faculty of Health & Social Care Science**

MSc Healthcare

MSc Healthcare (Advanced Practice)

MSc Healthcare Education & Management

MSc Healthcare Education & Clinical Leadership

## Introduction

We are pleased to welcome you to Kingston University and to the Masters Awards by Learning Agreement.

This handbook has a dual function:

1. To provide you with core information about being a postgraduate student at Kingston University. Here we have attempted to provide information relevant to learners who rarely, if ever, visit one of our campuses.
2. To provide you with local information that is specific to your course.

Throughout you will find web-links to relevant information on the University's website which supplements the information in this handbook. Much of this information is contained in **StudySpace** a central on-line resource which gives access to a wide range of important information and documentation and other services like the Library, StudySpace, and OSIS. StudentSpace can be accessed at <http://student.kingston.ac.uk/default.aspx>.

The handbook is reviewed and re-issued annually. Any comments on the information in the Handbook or its presentation are very welcome, and should be sent in the first instance to your Course Administrator

We wish you every success with your course.

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## Section A: General Information for All Students

### A1. The Masters Awards by Learning Agreement Framework

#### A1.1 Introduction

The course that you are now enrolled on is part of Kingston University's Framework for Masters Awards by Learning Agreement. The Framework has been designed to:

- Recognise the value of learning that takes place in the workplace;
- Support the personal and professional development of learners who are already in the workplace to build on their existing knowledge and expertise;
- Provide learners with the opportunity to negotiate a flexible programme of study that facilitates a focus on learning and development activities that are related to the workplace;
- Allow for employer requirements to be integrated into programmes of study.

The Framework is built on Kingston University's Credit Accumulation and Transfer Scheme (CATS) with credits that are awarded for the achievement of learning outcomes as the building blocks for any award. This is the key to the flexibility of the Framework – your programme of study can be made up of credit from a number of sources including:

- Negotiated Work Based Learning modules\* which are based on your current or future work activities
- Taught modules selected from existing courses within the University
- Accredited short courses taken either at the University or externally (other Universities, training providers or your employer)
- The Accreditation of Prior Learning (see section A3)

*\*Earlier versions of the Framework referred to goals. Depending on when you enrolled your Learning Agreement may include this term. The University has now replaced the term goal with module for the learning activities within a Learning Agreement. For clarity the term module is therefore used throughout this document.*

The successful completion of each module within your Learning Agreement is translated into credits which are accumulated to derive your award. Depending on the amount of credit you accrue the following Master's level awards are available:

Postgraduate Certificate (PgCert)	60 credits
Postgraduate Diploma (PgDip)	120 credits
Master's Degree	180 credits

It is worth bearing in mind that one credit represents ten notional hours of learning time. So a 30 credit work based learning module is equivalent to approximately 300 hours of learning. When calculating this amount of time, all activities are taken into account – including thinking time, researching, reviewing, editing work and the time spent with your Supervisor. It is worth considering this time commitment carefully, particularly the combination of study, work and other commitments you may have. To achieve a masters degree you will need to successfully complete approximately 1800 of study.

## **A1.2 Studying a Work-Based Learning Award**

The programme of study you are following has been defined as work-based learning, which means that the learning that you undertake is usually achieved and demonstrated through engagement with your workplace environment. The courses within the Framework are not distance learning courses as they are traditionally defined where you typically receive course/reading/assessment material from the University which you work through at your own pace. On a KU work-based learning course you work independently with support and guidance from your Supervisor.

A number of courses arrange workshops or contain taught modules. If this is an element of your course you will be notified by your Course Lead/Supervisor.

## **A1.3 The General Aims of Masters Awards by Learning Agreement**

All Programmes within the Masters Awards by Learning Agreement Framework aim to:

- Provide a challenging and stimulating framework of study with flexibility in learning opportunities;
- Provide a flexible framework, which allows students to follow a coherent programme of study, which may include APL, University PG taught modules, masters level accredited and assessed short courses and individual work-based learning proposals;
- Develop a holistic understanding of relevant knowledge and critical awareness of current issues at the forefront of the appropriate academic discipline;
- Facilitate personal, academic and professional development through a coherent programme of study;
- Encourage students to develop high level knowledge in a defined work context;
- Provide an opportunity for students to develop a conceptual understanding and to apply this learning in the workplace;
- Develop conceptual understanding which enables the student to evaluate critically current research and apply it synergistically to the workplace;
- Provide students with the opportunity to develop and use high-level skills.

## **A1.4 The General Learning Outcomes of Masters Awards by Learning Agreement**

Upon completion of an award within the MALA Framework students will be able to demonstrate the ability to:

- Take primary responsibility for the planning and management of a coherent masters level programme of study;
- Propose work-based learning projects using mastery of the relevant body of knowledge;
- Select and apply appropriate techniques and methods of enquiry, analysis and synthesis related to the subject;
- Research topics and devise and sustain arguments related to the specific subject area;
- Critically evaluate current research paradigms and seek to advance scholarship related to the subject area;
- Take responsibility for their own learning;
- Carry out agreed work based learning modules at Master's level within the subject area;
- Communicate relevant information in a manner appropriate to the subject, level and the intended audience;



- Develop high-level key transferable skills.

Each individual award is further described in a Programme Specification (see Section \*), which sets out the general aims and learning outcomes specific to your course and which should articulate the key characteristics that you should be able to demonstrate upon successful completion of the programme of study. Your Learning Agreement, whilst negotiated to fit your specific employment setting will cross refer to the Programme Specification.

## **A2. The Learning Agreement**

### **A2.1 The Structure of the Learning Agreement**

The Learning Agreement is the document that describes the nature and content of the programme you will study. The Learning Agreement forms the basis of the agreement between you and the University.

The Learning Agreement typically contains\*:

- Section 1 Your personal details including details of supervisory arrangements. This section also includes your signature indicating acceptance of the Learning Agreement and agreement to abide by the University regulations.
- Section 2 A summary of the overall aims of the Programme, incorporating contextual information about your employer and your current experience and learning. It also contains the aims of the proposed programme and identifies what tasks you will undertake.
- Section 3 Provides details of each of the elements that will make up the programme including: any APEL/APCL (see section A3 below) that will contribute to your programme of study; taught modules and the negotiated Work-Based Learning (WBL) modules together with the associated learning outcomes, the credit value and anticipated completion and assessment dates for each module.
- Section 4 Level Descriptors for Level M and KU Key Skills (see section A7)
- Section 5 A Learning Outcomes Record which is completed for each negotiated WBL module. This includes the learning outcomes, the work tasks that result in Masters level learning, the assessment criteria and the mode of assessment. This section also includes details of any required resources and the name of the supervisor and the assessor for each module.

The final module varies – it can be either a dissertation or a reflective summary and oral examination. Guidelines on how to structure the summary and preparing for the oral examination is contained in Annexes A and B.

- \* *The format of the Learning Agreement was revised in 2009/10. If you enrolled prior to September 2009 you will note that the structure of your Learning Agreement differs from that described above – this is not a problem.*

## **A2.2 Developing a Learning Agreement**

If you are joining the course via your employer, your Learning Agreement will typically have been negotiated prior to your starting the course to ensure that the learning outcomes and modules reflect your organisation and its needs. Your Supervisor will work with you to contextualise your learning to your particular role and to identify how you will construct your assignments within this framework.

Some students will be involved directly in the negotiation of their Learning Agreement. You will be allocated a supervisor who will help you with this process. For some courses, students undertake a Personal Development Audit prior to negotiating the Learning Agreement which helps to focus the content and outcomes of the programme you will study.

## **A2.3 Amending a Learning Agreement**

Because of the flexible, negotiated nature of the awards within the Framework it is possible that either your personal circumstances change e.g. change of job responsibilities, redundancy, periods of heavy workload, or that that your work environment changes. If such a situation arises, discuss it with your Supervisor at the earliest opportunity as it is possible to amend your Learning Agreement to reflect your changed circumstances.

## **A3. Accreditation of Prior Learning (APL)**

Kingston University recognises that many students enter university with an extensive range of expertise, skills and knowledge gained from a variety of contexts.

### **A3.1 Accreditation of Prior Certificated Learning (APCL)**

It may be possible to accrue credit towards your degree through the Accreditation of Prior Certificated Learning, for courses you have attended in the past. You must be able to demonstrate that the course is relevant to your course, that the knowledge gained through the course remains current, that the course was assessed and that the level attained is equivalent either to the final year of a degree or Masters level. Your Supervisor will be able to offer guidance on this.

Please note that not all courses taken external to the University can be used for APCL. You will be able to discuss the suitability of your prior certificated learning with your Supervisor. If the learning is not appropriate for APCL, you may be able to use the learning to contribute to an APEL claim.

### **A3.2 Accreditation of Prior Experiential Learning (APEL)**

Credit may also be awarded for work you have done that is not part of a formal education or training programme. You may have learnt a great deal through the experience of doing your job, in-house programmes, one-to-one coaching, voluntary work, self study and leisure pursuits - but you do not have a certificate to prove this learning. APEL provides the opportunity for you to have this prior experiential learning assessed. Completion of prior work is, of itself, no indication of learning achievement and if you think you may be able to claim for prior experiential learning you will work with your Supervisor to appraise the prior experience in order to identify the key learning outcomes from completion of the work. You will also need to produce a substantial piece of reflective work to support your claim.

The maximum prior credit that can be awarded for either APCL or APEL is no more than two thirds of the award for which you are registered:

PgCert	40 of the 60 credits required
PgDip	80 of the 120 credits required
Masters	120 of the 180 credits required

### **A3.3 Further Guidance**

Further guidance on APEL, how to make a claim, your evidence, the reflective narrative and the portfolio of evidence can be found at: <http://blogs.kingston.ac.uk/apel/>

## **A4. Confidentiality Agreements**

It is possible that the nature of the work you are discussing in your assignment may be confidential or commercially sensitive to either you or your employer. If you anticipate that your work may fall into one of these categories please discuss with your Supervisor who will be able to advise on the appropriateness of putting in place a Confidentiality Agreement.

## **A5. Supervision**

All students registered for an award within the Framework will be allocated a Supervisor who has relevant expertise in the subject you are studying. You will be supplied with the contact details of your Supervisor by your Faculty. See Annex C for further guidance on the expectations of you and your Supervisor. Other academic supervisors may be involved with individual modules – but you will be advised of these arrangements by your Faculty (see Section B).

## **A6. Periods of Registration**

Students registered on awards within the Framework are normally registered in the part-time mode. Typically you have four years to complete all the aspects of your Learning Agreement (this is known as your period of registration). However, for some courses, the period may be longer – the programme specification for your course (see Section B) will indicate the maximum period of registration.

If at the end of the period of registration you have not completed all the elements described in your Learning Agreement (and there are no Mitigating Circumstances for this (see section A8.4)) the Assessment Board will offer you an intermediate award (PgCert or PgDip) depending on the number of credits you have accrued up to that point. If you have insufficient credit for an intermediate award you will receive a Diploma Supplement which includes a summary transcript which identifies the learning you have done at the University. If at a future point you decide to come back into education you can use this credit towards an award.

## **A7. Assessment**

The purpose of assessment is to enable you to demonstrate that you have fulfilled the objectives of your programme and achieved the standards required for the award for which you are registered. Your Learning Agreement will specify the assessment method for each Work-Based Learning (WBL) module.

The assessment of each assignment is based on the extent to which the assignment criteria have been met, matched against the following grade descriptors:

### A7.1 Postgraduate Grade Descriptors

Letter	PG Grade Band	Grade Criteria
A+, A & A- >70%	Distinction	<p>Outstanding appreciation and critical review of a full range of concepts/literature and issues.</p> <p>Fluent presentation of relevant information and issues, engaging with current debates at a high level.</p> <p>Reflection and evaluation in the text/presentation expressed with a skill and discrimination that enriches and extends the area under study, showing some evidence of originality.</p>
B+, B & B- 60% - 69%	Commendation	<p>Strong grasp of material under consideration with critical appreciation of the range of complexities involved.</p> <p>Effective organisation of relevant information/literature and issues with a considered balance between the two.</p> <p>Reflection and evaluation integrated into the text/presentation with confidence and clarity.</p>
C+, C & C- 50% - 59%	Pass	<p>Competent identification of key concepts/literature and issues, including recognition of contradictions and lacunae</p> <p>Clear presentation of relevant information and issues.</p> <p>Evidence of reflection on material/evaluation of practice in the text/presentation leading to sound and supported conclusions.</p>
MF 45% - 49%	Marginal Failure	<p>Some knowledge of relevant concepts/literature and issues but with gaps in understanding and/or knowledge.</p> <p>Little attempt at evaluation, conclusions vague, ambiguous and not based in researched material.</p> <p>Deficits in one or more of the following: length, structure, presentation, prose.</p>
F 0% - 44%	Failure	<p>Limited knowledge of concepts/literature and issues, demonstrating little understanding.</p> <p>Inadequate in all or most of the following - evaluation, structure of argument, research and presentation.</p> <p>Work is substantially incomplete and deficient.</p>

FO 0%	Non-submission or non-attendance	Non-submission or non-attendance
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Each WBL module within your Learning Agreement has a minimum pass mark of 50% or C-. It is possible for a goal to have more than one piece of assessment – if this is the case an overall mark will be derived from the separate assessment grades.

## **A7.2 Level Descriptors for Masters Level**

The Assessment Criteria contained within your Learning Agreement are specific to your programme of study. They incorporate the University's criteria of the characteristics of learning expected in a Master's degree. These criteria apply to both taught and work-based programmes. It is vital that you familiarise yourself with these descriptors as you will be expected to demonstrate evidence of their characteristics within each assignment:

### **Operational Context**

The context of the learning will have the following characteristics:

- It should be complex with elements of unpredictability, demanding innovative work which may involve exploring the current limits of knowledge (either theoretical or applied)
- A high level of responsibility for self and possibly for others
- An awareness of ethical dilemmas likely to arise in research/professional practice.

### **Cognitive/Intellectual**

You will demonstrate:

- Depth of knowledge in a complex and specialised area and/or a considerable breadth of knowledge across specialised and applied areas
- An ability to deal with complexity, lacunae and contradictions in a complex knowledge base using appropriate methods
- Independent evaluation of alternative approaches (including their own) together with the ability to report this accurately
- A confident response to problems by autonomously synthesising information/ideas to provide solutions

The University has also developed a set of Key Skills that should be integrated into all awards of the University. You will be able to discuss the development of Key Skills with your Supervisor.

## **A7.3 Assessment Regulations**

All awards within the MALA Framework will be assessed according to the Academic Regulations for Taught Postgraduate courses: Postgraduate Credit Framework which can be found at: <http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/> (See AR3)

## **A7.4 Feedback on Assessment**

See Section B for guidance on submitting drafts of assignments and what to do when you are ready to formally submit your assignment for marking.

Following submission of your work it will be marked and moderated by staff in the University, familiar with your subject area. Section B provides guidance on the turnaround times operating on your course. For further advice, please ask your Supervisor. You will receive written feedback which will include a grade and comments on how the grade has been arrived at plus any recommendations on areas for improvement. At this stage, the mark you receive will be provisional – because it has not yet been ratified by an External Examiner or an Assessment Board at the University. You should be aware, that although rare, your mark can be amended following the Assessment Board. If you fail a piece of work, you will be notified by your Supervisor, who will discuss with you what you will need to do to.

## **A8. In the event of Difficulties or Special Circumstances**

### **A8.1 Withdrawal from the course**

If for any reason you are thinking of withdrawing from your course, please speak to your Supervisor before reaching any final decision as they may be able to offer you helpful advice. If you do decide to withdraw, you will need to put this in writing to your Course Administrator /the WBL Coordinator informing him/her of your decision.

Depending on how long after enrolment or re-enrolment you decide to withdraw you may be liable for your fees for that year. See section A12 for further details.

If you leave the course without telling us you will be invoiced for the full academic year, regardless of how long you studied with the University.

### **A8.2 Suspension of studies (Deferral)**

Sometimes students encounter difficulties which make it impossible to carry on with the course and withdrawal seems unavoidable. However, it is often not necessary to take such a drastic step because it is also possible to suspend your studies temporarily. It is always a good idea to talk things through with your Supervisor if you are thinking of giving up the course or need to take a break. See section A12 on Tuition Fees for the implications for fees and fee payment.

### **A8.3 Stepping off with an intermediate award**

In some cases the only course of action is to leave the course. Depending on how much credit you have accrued it may be possible to leave with what is called an intermediate award (see Section A6).

### **A8.4 Mitigating circumstances**

The University recognises that there may be significant factors which can have an adverse effect on your performance in assessments – these are called Mitigating Circumstances. These may be dealt with in a number of ways depending on what they are.

The procedures for dealing with Mitigating Circumstances can be found at:

<http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/>  
(See AR5)

It is your responsibility to follow this procedure and provide evidence of your circumstances that may affect your performance in the assessment if you want it to be considered. Annex 1 of the document provides details of the mitigating circumstances the University can take into consideration.

## **A9. Plagiarism and Referencing**

Plagiarism is presenting the work of another as your own without proper acknowledgement. It is the failure to acknowledge the source that constitutes plagiarism. This applies to written material, music, art and design works, images, drawings, diagrams, data, computer programmes, ideas and inventions. This can also include unpublished work, including the work of other students and group work.

It is your responsibility to ensure that you do not plagiarise by following the correct conventions for acknowledging sources of information used. You may be asked to submit your work in electronic form to enable it to be screened using plagiarism detection software.

The University has produced a leaflet about plagiarism and how to avoid it which can be found at: <http://dep.staff.kingston.ac.uk/sites/IS/Community%20Portal%20Documents/plagiarismleaflet.pdf>.

An on-line plagiarism tutorial has also been developed and is available at: [http://student.kingston.ac.uk/C13/subjectinfo/Workbooks/plagiarism/page\\_01.htm](http://student.kingston.ac.uk/C13/subjectinfo/Workbooks/plagiarism/page_01.htm)

Further help is also available on the Library pages on StudentSpace which give detailed information on Referencing for your subject area: <http://student.kingston.ac.uk/C13/C12/Referencing/default.aspx>

If it is believed that you have sought to gain an unfair advantage in your assessment through plagiarism or any other form of academic misconduct, the claim will be investigated through the University's Academic Misconduct (Cheating in Assessment) regulations. A copy of the regulations can be found [here](#).

## **A10. External Examiners and Assessment Boards**

You will be notified of the scheduling of assessment boards by your Faculty. Assessment Boards are made up of staff involved in your course (i.e. your Supervisor and assessor) and external examiners, who are drawn from other universities or industry. External Examiners have frequent contact with your course team and are employed to advise the University on whether the academic standards of its awards are consistent with the standards defined by the University, the standard of similar awards elsewhere and the standards maintained by professional bodies or accrediting agencies.

The marks for your individual assignments are submitted to a Module Assessment Board (MAB) which convenes to formally approve all grades. The MAB makes recommendations to the Programme Assessment Board (PAB), the awarding body within the University. The PAB considers the recommendations of the MAB and makes a decision on your award. You will be contacted shortly after the PAB with confirmation of your award.

Assessment Boards operate under the Postgraduate Credit Framework regulations (see section A7.3) and will apply these in making decisions about awards and what to do if you have failed elements of your programme.

## **A11. Enrolment and Re-enrolment**

You will be advised by the University how and when you are required to enrol. You will also be required to re-enrol on the anniversary of your first enrolment. Again you will be advised by the University what you will need to do.

When you enrol you are also agreeing to abide the General Regulations of the University. These can be found at:

<http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/>  
(See GR1)

The General regulations are divided up into three sections:

**Section A** provides general regulations for students who are registered for a University award or one conferred under licence eg. an HND, and who are enrolled at the University.

This includes the regulations about enrolment, tuition fees, accommodation fees, changes to your registered details, data protection and complaints procedures.

**Section B** provides the general code of conduct for all students enrolled at the University or using its facilities and the specific codes and regulations for users of the libraries and computing services.

Here you will find more information about general codes of conduct, regulations for the use of library and IT services and use of email.

**Section C** provides general academic regulations for students who are registered for a University award or one conferred under licence.

This section covers admission to your programme of study, registration, attendance, assessment regulations and academic misconduct.

The appendices deal with the procedures for expulsion on academic grounds and the student appeals process.

### **A11.1 Updating your details**

If you change your address, telephone number or email address, it is your responsibility to update these via the [Online Student Information System \(OSIS\)](#). You will need your username and password to access this service (see section A13).

If your name has been spelt incorrectly or you formally change it by marriage, divorce, deed poll etc. you should contact your Course Administrator to make arrangements to supply the University with the relevant original documentation as proof the amendment/change.



## **A11.2 Data protection**

Kingston University endeavours to comply fully with the Data Protection Act 1998 in its handling of personal data, and aims to inform students as fully as possible of the purposes for which their data may be processed. To find out how the University protects the data it holds about you visit <http://student.kingston.ac.uk/C17/Data%20protection/default.aspx>

## **A12. Tuition Fees**

Tuition fees are due for each year of study and will be due at the point of enrolment and subsequent re-enrolment. Please be aware that fees will be due whether or not you have completed any of the modules within your Learning Agreement. Think of the fees as money in a parking meter, which is ticking away, regardless of whether you have started studying or not. You will be advised by your Faculty of the tuition fee and the arrangements for payment. More information can be found at <http://www.kingston.ac.uk/postgraduate/fees-and-funding/>

Further guidance is also available in the Money Matters Guide available at: [http://www.kingston.ac.uk/money-matters/documents/money\\_matters.pdf](http://www.kingston.ac.uk/money-matters/documents/money_matters.pdf). If you are thinking of withdrawing from your course, or taking a break, it is important to refer to Section 8 of the guide where there are details about what you need to do, cut-off dates and the arrangements for refunds.

If your company has agreed to pay your fees i.e. you are sponsored, please refer to section 7 of the Money Matters Guide for details of the information you will need to provide for us to invoice your sponsor.

## **A13. Accessing Kingston University**

### **A13.1 Passwords and My Account (<http://www.kingston.ac.uk/support/pass.html>)**

You require a username and password to access services such as your KU e-mail account, StudySpace and other on-line resources. You will be issued with your username and a temporary password as part of the enrolment process. If you are unsure of your username, please contact the Service Desk either on:

Tel: 020 8417 3355 or  
E-mail: [servicedesk@kingston.ac.uk](mailto:servicedesk@kingston.ac.uk).

Once you have your username, you will need to change your temporary password to one of your choosing. This can be done at [http://www.kingston.ac.uk/support/password\\_change.html](http://www.kingston.ac.uk/support/password_change.html). As part of this process, you will be asked the answers to two security questions (challenge questions). You are strongly urged to take the time to answer these questions; otherwise you may not be able to change your password in future, should you forget it. For more information see [http://www.kingston.ac.uk/support/password\\_advice.html](http://www.kingston.ac.uk/support/password_advice.html).

Should you ever forget your KU password, simply go to: <http://www.kingston.ac.uk/support/forgot.htm>. Enter the answers to your challenge questions correctly and a new password will be displayed.

Periodically you will need to change your password (you will receive an email warning beforehand). Or you may simply wish to set your new password to something more memorable. To change your

password, go to the Change Password link at: [http://www.kingston.ac.uk/support/password\\_change.html](http://www.kingston.ac.uk/support/password_change.html). Once you have logged in you can change your existing password to one of your own choosing. This service is available at any time.

### **A13.2 Your Borrower Number and PIN**

Your borrower number is the same as your ID number (k and seven digits). You will need this and your computer password to log into your Library account via [iCat](#)

### **A13.3 On-line security**

All pages dealing with login information are encrypted. The information you provide is stored in a secure and encrypted data location and is not available to KU support staff. The University will never ask for your username and password via e-mail.

### **A13.4 Problems with access**

If you have problems accessing the University's electronic services, which cannot be resolved by following the steps above, you can log a query with the Service Desk. The Service Desk supports central computers (and other hardware) and offers help and advice on the services, accounts, software, and procedures supported by the Information Services department.

You can contact the Service Desk by phone (8.00am – 5.00pm Monday to Friday) on 020 8417 3355 or e-mail [Servicedesk@kingston.ac.uk](mailto:Servicedesk@kingston.ac.uk)<sup>1</sup>. Alternatively you can log a query with the Help Desk via the call logging system at <http://www.kingston.ac.uk/support/enquiry.html>

### **A13.5 Off Site Access to University systems**

The majority of the University's IT systems may be accessed off site. The quickest way to access systems is to login via: <http://go.kingston.ac.uk><sup>1</sup>

This will give you access to:

- Files stored on StudentSpace and your MySite
- Email
- StudySpace
- OSIS (Online Student Information System)
- The Library catalogue
- Library e-resources

If for technical reasons you are unable to login via <http://go.kingston.ac.uk><sup>1</sup>, you may find the links below useful. However, you may experience authentication problems moving between the different systems and applications:

Information Services: <http://www.kingston.ac.uk/informationsservices/>

Email: <http://mail.kingston.ac.uk><sup>4</sup>

StudySpace: <http://lms.kingston.ac.uk><sup>6</sup>

### **A13.6 Communication from the University**

You will be allocated a KU e-mail account when you enrol. It is important that you check your Kingston University email regularly as staff may use this to contact you with information essential to your course. All Learning Resource Centre (LRC) communications will be sent initially to your Kingston University email address.

Your email address format is: [username@kingston.ac.uk](mailto:username@kingston.ac.uk)

For example: [K0412345@kingston.ac.uk](mailto:K0412345@kingston.ac.uk)

To access your e-mail go to: <http://go.kingston.ac.uk><sup>1</sup>. You will be prompted for your username and password.

You can also access your University e-mail account via a mobile device by logging in to:

<http://www.kingston.ac.uk/support/email.html>

### **A13.7 Your University mail and personal e-mail addresses**

You may already have at least one personal e-mail address, however it is really important to use your University address for all matters to do with your study. There are a number of reasons why we recommend this:

- E-mails received from your University address will reach your tutors and support staff. E-mails from personal addresses can be automatically filtered as spam or junk mail due to the words or numbers used in personal addresses.
- Out of office alerts are routinely set up to only respond to University addresses to avoid automated spam. Use of personal addresses may result in you not being aware of out of office responses.
- Staff often prefer to use University addresses to communicate confidential or sensitive matters.

In short, we advise that you use your University e-mail account so we can better respond to you. If you decide not to – you should check your University account on a regular basis to make sure that you are not missing important information.

### **A14. StudentSpace**

StudentSpace is a central on-line resource which gives you access to a wide range of important information and documentation and other services like the Library, StudySpace and OSIS.

StudentSpace can be accessed at <http://student.kingston.ac.uk/default.aspx>.

### **A15. StudySpace (formerly Blackboard)**

StudySpace is a web-based Learning Management System and teaching tool. Each course uses StudySpace to different extents and your Supervisor will advise you how it is used on your course.

For KU students off-campus, StudySpace can be accessed via: <http://go.kingston.ac.uk><sup>1</sup> then click on the StudySpace link at the top of the page.

## A16. Information services and Library support

When you enrol at the University, you automatically become a member of the Library. Your KU ID card is your Library card and lets you access and borrow from any of the four Learning Resource Centres (LRCs). If you visit the LRC you will need your ID card to use the services and access all the buildings. For information on your subject, links to e-resources, how to borrow, reserve and renew items, and how to get items from other libraries, please visit <http://student.kingston.ac.uk/C14/Using%20the%20Library/default.aspx>.

### A16.1 Your KU ID card

If you plan to visit any of the Learning Resource Centres, or simply want a KU ID card, please contact your Course Administrator and supply a passport sized photograph. Your administrator will submit the relevant forms and notify you when your ID card is available. Please bear in mind that this may take a little time – so please plan ahead.

### A16.2 Accessing e-resources

There is a useful guide to using e-resources which can be found at <http://student.kingston.ac.uk/C2/E-Resources/default.aspx>. E-resources covers e-journals, e-books and e-databases, the majority of which can be accessed from off campus. Specialist help in using these e-resources can be found from your subject advisor: <http://student.kingston.ac.uk/C9/Library%20contacts/default.aspx#3>

### A16.3 Subject specific guidance

Subject specific guidance on locating resources in the library and on-line can be found at: <http://student.kingston.ac.uk/C13/subjectinfo/default.aspx>

Select the relevant subject area from the list.

### A16.4 iCat

The new library search tool, [iCat](#), is now available.

#### Renewing your books:

To renew items on your library account, please go to the [iCat](#) and click on **Sign In** in the top right hand corner. You will need to sign in with your normal Kingston University username and password. Once you have signed in, click on **My Account** to view items on loan to you and click on the **Renew** button to make your renewal.

From the iCat you can:

- Search for both printed and electronic resources
- View online the full text of electronic resources
- Access your LRC account to renew and request items using your normal Kingston University username and password
- Create your own E-Shelf of favourite references
- View LRC opening hours

## **Authentication:**

- Please use the **Sign In** link in the top right hand corner to access both your library account and electronic resources. You will need to click on Sign In before clicking on My Account to view your record. If you are off campus, please **Sign In** and also follow the authentication instructions that appear in the **View Online** screen in order to view the full text.

### **A16.5 Accessing your Account**

Detailed guidance on your account can be found at:

<http://student.kingston.ac.uk/C13/My%20Account/default.aspx>

The My Account option is a quick and convenient way to view your Library record. It can be accessed on campus via the Library catalogue, or remotely from any PC connected to the internet.

### **A16.6 Borrowing from other Libraries**

The University is a member of a number of schemes that allow you to borrow from other libraries. For more information about the different schemes and to check out what might be close to you visit: <http://student.kingston.ac.uk/C4/Using%20other%20libraries/default.aspx>. Bear in mind that you usually have to register with these schemes, so access might not be instant.

### **A16.7 Requesting theses via the British Library's Electronic Theses Online Service (EThOS)**

As a KU postgraduate student you have access to EThOS which enables researchers to access full text theses produced in other UK Higher Education Institutions. The service allows you to download a thesis directly to your PC for free.

It is possible to search the EThOS catalogue without registering but to access the full text of a thesis you will need to register and login. To do this go to <http://ethos.bl.uk>.

### **A16.8 Getting in touch with the Library**

If you wish to contact the Library regarding help with finding information and supporting your studies the Library have specialist staff who can help you. Visit <http://student.kingston.ac.uk/C9/Library%20contacts/default.aspx> to find the member of staff responsible for your subject area. You can e-mail a query to them. This page also has a list of generic contacts if you have more general enquiries.

## **A17. Student Support**

Your first point of call for academic advice is your Supervisor and the Course Administrator for administrative issues.

### **A17.1 Pastoral Support**

As postgraduate students of KU you are entitled to access the full range of support. Whilst we acknowledge that it might be problematic to physically access these resources, the links below will take you to the websites of the relevant areas which include contact details to discuss issues with staff over the phone.

Careers and Employability Service <http://www.kingston.ac.uk/careers/>  
Disability & Dyslexia Support Service <http://www.kingston.ac.uk/disability-and-dyslexia/>  
Health & Counselling <http://www.kingston.ac.uk/health-and-counselling-service/>

Another point of support and advice is KUSU – Kingston University Students’ Union. You can access free, independent advice and support. For more information visit <http://kusu.co.uk/content/449563>

### **A17.2 Study Support**

Kingston University provides its students with a range of resources to support learning.

The University’s Academic Skills Centres are located on each campus and provide students with an opportunity to access face-to-face advice and guidance on draft assignments. The centres also deliver skill workshops in each semester and a website (KUSS) has been developed that incorporates a range of resources designed to enhance academic skills. For further information visit:

<http://student.kingston.ac.uk/C2/C6/Academic%20Skills%20Centre/default.aspx?Mode=View>

The KUSS website provides easy access to a wide range of information, materials and activities that can be used wherever you are. To access the site, go to:

[http://skills.kingston.ac.uk/index.php/KUSS\\_Content](http://skills.kingston.ac.uk/index.php/KUSS_Content)

### **A17.3 Contacting other Students**

The **Mature Student Forum** is a networking group for anyone over the age of 22 who has returned to study or has commitments outside of studying that make it difficult to fully engage with student life. The Forum meets once a term. It is an informal group where you will have the opportunity to meet others in a similar situation to you, hear about social events and find out about the Mature Student Society. To find out when the Forum meets contact: [mature@kingston.ac.uk](mailto:mature@kingston.ac.uk)

A **Facebook Mature Student Society** page has also been created at:

<http://www.facebook.com/home.php?#!/pages/Kingston-University-Mature-Student-Society/177633562251502>. Click the ‘Like’ button and you will get updates on events and comments on the page. You can use the site to start a discussion or ask a question.

Finally, a **Postgraduate Peer Networking Group** has been established. For more details about dates, venues and topics for discussion contact: [postgraduate@kingston.ac.uk](mailto:postgraduate@kingston.ac.uk)

### **A18. Graduation Ceremonies**

Your graduation ceremony is a wonderful opportunity to celebrate your achievements with the University, fellow graduates, family and friends. Once you have been notified by the University that you have achieved your award, you will be eligible to attend the next available graduation ceremony. A dedicated website has been set up to keep you up to date with venues, dates, booking tickets, gowns and photography and more. The website can be found at

<http://www.kingston.ac.uk/aboutkingstonuniversity/graduation-ceremonies/>

### **A19. Certification and the Diploma Supplement**

For further information on how to obtain your certificate following a graduation ceremony and other available services such as how to obtain replacement certificates and summary transcripts, certified

copies and verification letters, please follow the advice on this link:  
<http://www.kingston.ac.uk/gradcerts>

## **A20. Kingston University Alumni**

All KU graduates automatically become members of the Kingston University Alumni Association when you complete your studies. More information can be found at  
<http://www.kingston.ac.uk/alumni/>

## **A20. Student Appeals**

A student appeal is defined as a complaint by a student about the decision of an assessment board. You have the right to appeal if there is evidence of one or more of the following:

- the published marks or grades are wrong
- there has been a significant irregularity in the assessment process
- the assessment regulations have not been adhered to
- your performance was adversely affected by illness or other factors which you were unable or unwilling to divulge to the assessment board

The appeals document can be found at:

<http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/> (See AR8)

The appeals process excludes the following for which separate procedures exist:

- Complaints against services provided by the University
- Complaints about the delivery of a programme, teaching, or administrations (see the Student Complaints Procedure – section A21)
- Complaints about misconduct by a member of staff or other students.

If you decide to make an appeal and would like support throughout the process, the Students' Union offers free advice and guidance. See

[http://student.kingston.ac.uk/C17/Students'%20Union%20\(KUSU\)/default.aspx](http://student.kingston.ac.uk/C17/Students'%20Union%20(KUSU)/default.aspx) or contact [susupport@kingston.ac.uk](mailto:susupport@kingston.ac.uk).

## **A21. Student Complaints**

The Student Complaints Procedure can be used by any student who is unhappy with any academic or non-academic service provided by the University. The University encourages students to report complaints promptly in order that an appropriate resolution can be found to minimise any negative impact on a student's experience at the University. If possible, you should discuss any problem with your Supervisor in the first instance.

There are a number of areas that are excluded from the Student Complaints Procedure which include:

- It cannot recommend that academic decisions concerning marks or assessments be reviewed or investigate matters that are considered to be academic judgement. The Appeals Procedure should be used in this instance (see section 20).

- Complaints about anything related to the Students' Union should be referred to the Students' Union President or General Manager
- Complaints about fellow students – dealt with under the Student Disciplinary Procedure
- Complaints about the outcome of a decision on an award of student funding.

More information and relevant documentation can be found at

<http://student.kingston.ac.uk/C11/Student%20Complaints%20Procedure/default.aspx>

If you decide to make a complaint and would like support throughout the process, the Students' Union offers free advice and guidance. See

[http://student.kingston.ac.uk/C17/Students'%20Union%20\(KUSU\)/default.aspx](http://student.kingston.ac.uk/C17/Students'%20Union%20(KUSU)/default.aspx) or contact [susupport@kingston.ac.uk](mailto:susupport@kingston.ac.uk).

## **A22. The Student Affairs Office**

The Student Affairs Office can offer advice and assistance to you in the following areas:

- Complaints about services within the University
- Students involved in disciplinary cases
- Students who are having problems with other students at the University or who are experiencing harassment or bullying
- Students who are having problems with a member of staff in the University

Contact details for the Student Affairs Team can be found at

<http://student.kingston.ac.uk/C16/Student%20Affairs%20Office/default.aspx>

Or e-mail [studentaffairs@kingston.ac.uk](mailto:studentaffairs@kingston.ac.uk)

## **A23. Kingston University Students' Union**

When you enrol with the University you automatically become a Students' Union member. Kingston University Students' Union (KUSU) is independent from the University and its core function is to 'Make things better for Students'. KUSU has a dedicated website which provides full details of the role of the Union and the services it offers to students. The website can be accessed at:

<http://www.kusu.co.uk/>

## **A24. Other Useful Documentation**

Assessment Policy

<http://student.kingston.ac.uk/C3/Assessment%20at%20the%20University/default.aspx>

General Student Regulations 2010/11

<http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/>  
(See GR1)

Postgraduate Credit Framework

<http://www.kingston.ac.uk/aboutkingstonuniversity/howtheuniversityworks/policiesandregulations/>  
(See AR3)



## Annex A

### Guidance on Preparing the Final Reflective Summary

For many of you the final element in your Learning Agreement is a reflective document that will summarise the essential points from each of the modules, and states how each module contributes to the overall achievement of the project objectives. The other part is the presentation and the oral examination (or viva voce), for which separate guidance is in Annex B.

These notes are designed to provide an outline as to what is expected in the final report, although by studying at Master's level you are expected to exercise a great deal of judgement and these notes are for guidance only. Additional support throughout the preparation of your reflective summary will also be available from your Supervisor.

It is important to recognise that the summary document is not a thesis as traditionally understood. A well structured summary document, appropriately referenced with a bibliography included, will greatly assist the assessor.

*It will be more effective if this assignment is written in the 1<sup>st</sup> person.*

#### **Suggested Summary structure**

- Title
- Executive Summary
- Around 250 words to give the External Examiner a flavour of what you have done
- Contents page
- Main body of the report (see below for further guidance)
- Word count
- Bibliography

The main body of the report should have the following structure:

#### **Introduction**

*(approx 1000 words)*

Talk about the aims of your programme and how it has benefited you and your company/organisation. Include some background on your company/organisation and some information on your role within it.

#### **Learning Modules**

*(approx 8000 words)*

Excluding the final summary there will typically be around eight modules to comment on. Remember that this should be treated as a stand-alone document. Some guidance on the sort of information required is given below.

When writing the summary, you should always have in mind the Master's level criteria and should avoid producing a purely descriptive piece of work. At this level we are looking for critical evaluation and critical reflection. Master's level criteria descriptors can be found in section A7.2 and in your Learning Agreement.

In developing a reflective summary, there are four phases to guide reflective activity in professional development towards improvement of professional practice:

*Phase 1: Develop awareness of nature of current practice*

What was your current practice with reference to this subject matter or skills?

*Phase 2: Clarify the learning and how it related to current understanding*

What is it that you have learned or that can improve your practice?

*Phase 3: Integrate learning and current practice*

How did the new learning relate to what you knew and did before?

*Phase 4: Identify the nature of improved practice*

How did you act in such a way that your practice was improved?

*[Adapted from Moon, 1991]*

### **Academic Paper**

*(Approx 1000 words)*

A description of the content of the paper, discussing the approach in compiling the paper, what additional research was undertaken, the discipline of justifying each statement and *how this would help in the overall objective of the programme*. Also, the main conclusions of the paper should be identified.

### **Conclusion**

*(Approx 1000 words)*

Identify the following:

- What have you got out of the programme?
- What are the highlights of the programme?
- How might participation in this programme shape your future career?
- What benefits have you derived from producing the academic paper?
- What benefits have you derived from the production of the final summary?
- What benefits have your company/organisation derived from the overall programme?

### **What is it?**

The oral examination should not be viewed as an inquisition. It is designed to enable the Examiners to check that you know what you have done and why you have done it. There may be points in your final submission (which may be either a dissertation or final summary) which are unclear, or which the Examiners are interested in, so you will have the opportunity to explain further. You will need to explain how the project relates to your organisation.

The viva examination will be organised by your course administrator in liaison with your Supervisor the assessment panel and you. You will be notified of the arrangements for the examination including the time and location. The panel will normally comprise of an external or assessor, who comes either from industry or another University, your Supervisor, another academic from the University who has appropriate subject expertise and in some instances an independent assessor drawn from elsewhere in the University.

Your assessed final submission will be submitted, along with the rest of your work to the assessment panel before the final oral examination.

Typically the panel will meet briefly before your presentation to agree their questions. The examination itself will normally last for approximately one hour. Your presentation should be structured to be not more than 30-minutes long. Thereafter, there will be a question and answer session. The panel will have another short private meeting after the examination to agree their final recommendations. You will then receive brief informal feedback. It should be noted that the result of this element of assessment like all the others is provisional until formally ratified by an assessment board.

### **Preparing for the Oral Examination**

Remember these points:

- Prepare your presentation well in advance.
- Study your final submission (when preparing your presentation and again shortly before the oral examination), to refresh your memory of everything in it.
- Your presentation does not need to cover the entire contents of your submission. It is often better to focus on key aspects, but be prepared to summarise succinctly all you have done, if asked.
- It is good practice for your presentation to add value to your written submission. This could be achieved, for example, by including in the presentation an update on recent work or some additional thinking on some of the topics of your submission and/or how you are seeking to use it in your professional work. Your presentation should not merely be a 'summary of a summary', particularly if your final submission is the reflective summary option rather than the dissertation.
- Practice giving your presentation to a colleague at work or friend. Ask them for feedback and check your timing.
- Remember to bring a copy of your final submission to the oral examination, as you may be asked to refer to it.
- Listen carefully to each question before you answer and do not feel obliged to answer quickly.
- If you are uncertain as what the Examiner means, then ask the Examiner to re-phrase the question.

- The Examiner may not always be asking a question when talking to you. The Examiner may be commenting on what you say, or informing you of *their* personal experience. Again, listen carefully.
- Whilst you should be prepared to defend every statement made in your final submission remember that the Examiner is checking on your independence of thought and judgement.
- Don't argue a loser! If the Examiner has a valid criticism and one that you cannot answer directly, be honest and admit it.
- Appear focussed and not distracted. Try not to play with your hair, mouth, ears, nails, pens etc!

In the weeks prior to the examination, you may find it helpful to prepare answers to these typical questions:

- What were your overall objectives?
- How did you structure your work and control its progress?
- What assumptions were you making and were they valid?
- Can you explain and justify your decision making?
- Where did this information come from?
- What have you achieved in carrying out this work?
- Which areas of the work would you like to develop further?
- If you were to repeat the academic paper/dissertation, what would you do differently?
- Are there any aspects of your programme of study that you have been able to carry forward into your workplace? Have these been successful?

Unlike other forms of assessment, it is not usual practice for your Supervisor to offer feedback on your draft viva presentation in advance of the oral examination.

The following points are collated from comments made by the assessors in assessing a number of final modules. The comments are recurrent and offer some hints as to what is expected at Master's level, in both the reflective summary and in the oral examination itself:

- Assessors often comment on the nature and quality of data used to inform analysis. The candidate frequently has a choice of which data are used and the assessor is looking for the ability to explain and defend the choice.
- Candidates should avoid making statements that cannot be supported by analysis, and should normally avoid bold statements unless there is strong supporting evidence. Candidates need to show a systematic approach to their work, demonstrating analysis and the ability to make decisions and judgements based on their analysis.
- The Project Summary should contain, as one assessor put it 'juicy information'. This is a clear statement of the important outcomes of the MSc work. The assessor is particularly keen to see a candidate's ability to justify decisions among alternatives.
- Be able to demonstrate an appreciation of the costs and socio-economic aspects of your work.

These comments are consistent with the verbs that indicate the higher forms of learning behaviour that are associated with Masters level learning. Please discuss this with your Supervisor, who will advise you.

The following guidelines give guidance to staff and students as to the expected minimum standards of good practice. They are intended to advise basic responsibilities and do not supersede local agreements between students and supervisors.

### **Section A: Guidance for Students**

- Agree with your Supervisor a schedule of meetings and other contact
- Discuss with your Supervisor the type of guidance and comment you will find most helpful.
- Seek advice from your Supervisor in a proactive way.
- Try to maintain the progress of your work in accordance with the Learning Agreement agreed with your Supervisor.
- Provide appropriate written work within timescales agreed, for comment and discussion.
- Take note of guidance and feedback on your work provided by your Supervisor.
- Familiarise yourself with, and comply with the University's regulations relating to your award.
- Follow ethical guidance provided by the University (where relevant)
- Advise your Supervisor of any problems or circumstances that may affect your progress on the Programme.

Should problems arise in the relationship with your Supervisor and you wish to seek independent advice, you should contact the Course Director in the first instance. If this fails to resolve the issue contact the relevant Head of School.

### **Section B: Guidance for Supervisors**

Before agreeing to supervise a student, you should satisfy yourself that you have the appropriate knowledge and expertise to supervise their work, in consultation with others if applicable.

Supervisors are advised to:

- Give clear guidance to the student on the nature of the Learning Agreement and the standard expected. Guide the student in planning their programme of study and provide guidance on sources of information and literature that may inform the students learning.
- Agree with the student hand-in dates for draft and final submission for assessment so that the WBL modules can be completed within the target time. Extending the submission date of final submissions for a module requires agreement from the Course Director.
- Maintain contact with the student through regular supervisory meetings and other types of structured and electronic communication, as appropriate. The frequency and nature of such contact should be agreed with the student.
- Be accessible to students at other times, by arrangement, where advice on academic or personal concerns affecting students' studies is required.
- Inform students should you plan to be away from the University for more than three weeks (e.g. on sabbatical leave) and make arrangements for alternative supervisory arrangements to ensure that the student has access to appropriate support.
- Provide advice and feedback on draft assignments as appropriate, returning such work with constructive critical comments and within a reasonable time.
- Advise students on matters of confidentiality or ethical considerations which relate to their work.

- Inform students if either the progress or standard of their work is unsatisfactory and seek to arrange a plan of supportive action.