



**Heriot-Watt University Dubai Campus  
School of Management and Languages  
Postgraduate Programmes Handbook**

**2014 - 2015**

# Heriot-Watt University Dubai Campus School of Management and Languages Postgraduate Programmes Handbook 2014 - 2015

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*The information contained within this Handbook is correct as of **20<sup>th</sup> August 2014**. Students are advised to check the SML Postgraduate Portal for revised editions in order to ensure they are familiar with the most up-to-date details of their programme:*

*<http://www.sml.hw.ac.uk/postgraduate/2014-2015/>*

## SML Postgraduate Programmes Handbook: Welcome

Welcome to the School of Management & Languages at Heriot-Watt University!

Throughout the academic year you may have questions about your studies, the School, or the University. The SML Postgraduate Student Handbook is designed to help you stay informed and make the most of your time studying here at Heriot-Watt University.

Please make sure that you read the Handbook in full and abide by the rules and regulations contained therein; it is your responsibility to do so.

You can also find your Handbook on the SML Postgraduate Portal here:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015/>

### What is in the Handbook?

The Handbook is made up of two parts, plus appendices:

- *Part A* is SML specific and includes details about important dates, examinations, our academic staff, key administrative staff, assessments, progression and useful resources. We have also included a Frequently Asked Questions section for your quick reference.
- *Part B* of the Handbook contains general information about Heriot-Watt, including links to useful services such as the Students' Union, the International Student Advisors' Office and the Library. There is a full index of weblinks, so if you can't find what you're looking for in Part A, it should be listed here.
- *Appendices*: Here you'll find additional useful information like the Frequently Asked Questions, campus maps, or more detailed information about certain School and University policies, for example, the Student Guide to Plagiarism.

Please take some time to read the Handbook and contact your Programme Director if there is anything that's unclear or if you have any questions- don't be afraid to ask!

*The most up-to-date version of the Handbook will always be published on the SML Postgraduate Portal and students are advised to check this site for updates at least once a semester.*

## PART A: SCHOOL INFORMATION

### 1 Summary of Key Information

#### 1.1 About the Dubai Campus

Professor Ammar Kaka is the Head of the Heriot-Watt University Dubai Campus (HWUDC). There are eight Academic Schools functioning within the Heriot Watt University Dubai Campus and each of them is managed by the Associate Head of School based in Dubai. Each Academic programme is led by a Programme Coordinator, supported by an experienced academic staff team located at the University's campus at Dubai International Academic City. The address and contact details are noted in the following pages. In the first instance, students should contact us via our Reception staff who will be pleased to help direct queries to the appropriate person.

Heriot-Watt University Dubai Campus  
Dubai International Academic City  
PO Box 294345  
Dubai  
UAE  
Tel: +971 4 4358700/ 8701/ 8702  
Fax: +971 4 4477344  
Web: <http://www.hw.ac.uk/dubai.htm>

#### 1.2 Key Dubai Campus Contact Information

Point of Contact	Responsible Staff Name	Tel Number
A Vice-Principal of Heriot-Watt University and Head of Dubai Campus	Professor Ammar Kaka	+971 4 4358666
Director of Administration & Registrar	Ms Sheelagh Wallace	+971 4 4358666
Development Officer & Student President	Ms Olivia Goncalves	+971 4 4358792
Reception	Mr Biju K Prasad	+971 4 4358700
Recruitment and Admissions Office	Dr Kishore Sirnani	+971 4 4358605
Academic Administration Office	Mrs Nandini Raj	+971 4 4358644
Visa Office	Mr Rafeeq Hassan	+971 4 4358625
Finance Office	Mr Suresh Kumar	+971 4 4358675
Library	Dr Ramakanta Rath	+971 4 4358661
IT Office (Help Desk)	Mr Nidhish Cherian	+971 4 4358685
Transport and Accommodation Office	Mr Anil Kumar	+971 4 4358621

### 1.3 SML Academic Staff and Directors

Academic Department Contacts (Dubai Campus)			
<b>Dr. Mohamed Salama</b> Academic Head Programme Director MSc In Strategic Project Management	<a href="mailto:M.A.Salama@hw.ac.uk">M.A.Salama@hw.ac.uk</a>	+971 (4) 435 8737	F-38
<b>Prof. Rania Kamla</b> Director of Research [Professor – Accounting]	<a href="mailto:R.Kamla@hw.ac.uk">R.Kamla@hw.ac.uk</a>	+971 (4) 435 8734	F-31
<b>Dr. Helen Verhoeven</b> Deputy Director of Teaching & Learning [Lecturer - Management]	<a href="mailto:H.Verhoeven@hw.ac.uk">H.Verhoeven@hw.ac.uk</a>	+971 (4) 435 8739	F-36
<b>Dr. Paul Hopkinson</b> Programme Director MSc in International Business Management	<a href="mailto:P.Hopkinson@hw.ac.uk">P.Hopkinson@hw.ac.uk</a>	+971 (4) 435	F-7
<b>Dr. Esinath Ndiweni</b> Programme Director MSc in International Accounting & Finance [Lecturer - Accounting]	<a href="mailto:E.Ndiweni@hw.ac.uk">E.Ndiweni@hw.ac.uk</a>	+971 (4) 435 8736	F-35
<b>Dr. Faizul Haque</b> Programme Director MSc in Finance [Lecturer - Finance]	<a href="mailto:F.Haque@hw.ac.uk">F.Haque@hw.ac.uk</a>	+971 (4) 435 8732	F-40
<b>Carrie Annabi</b> Programme Director MSc in Logistics & Supply Chain Management [Lecturer - Logistics]	<a href="mailto:C.Annabi@hw.ac.uk">C.Annabi@hw.ac.uk</a>	+971 (4) 435 8740	F-37
<b>Marlene Muller</b> Programme Director Undergraduate Programmes: BBA / Management [Teaching Fellow - Management]	<a href="mailto:M.Muller@hw.ac.uk">M.Muller@hw.ac.uk</a>	+971 (4) 435 8743	F-34
<b>Milind Vinod</b> Programme Director Undergraduate Programmes: Accountancy & Finance / Business & Finance [Teaching Fellow - Accounting]	<a href="mailto:M.Vinod@hw.ac.uk">M.Vinod@hw.ac.uk</a>	+971 (4) 435 8733	F-41
<b>Dr. Ummesalma Mujtaba</b> Programme Director Part-time Undergraduate Programmes [Teaching Fellow - Management]	<a href="mailto:U.Mujtaba@hw.ac.uk">U.Mujtaba@hw.ac.uk</a>	+971 (4) 435 8735	F-29
<b>Dr. Konstantinos Konstantaras</b> [Lecturer - Finance]	<a href="mailto:K.Konstantinos@hw.ac.uk">K.Konstantinos@hw.ac.uk</a>	+971 (4) 435 8741	F-39
<b>Dr. Sherif Fattah</b> [Lecturer - Quantitative Methods for Business]	<a href="mailto:S.Fattah@hw.ac.uk">S.Fattah@hw.ac.uk</a>	+971 (4) 435	F-5

<b>Senior SML Academic Staff and Directors</b>	
<b>Head of School</b>	Professor Robert MacIntosh
<b>Director of Learning and Teaching</b>	Dr Bill Jackson
<b>Director of Postgraduate Programmes</b>	Dr Yvonne McLaren-Hankin
<b>Director of Undergraduate Teaching Programmes</b>	Ms Josephine Bisacre
<b>Director of Research</b>	Professor Mairead Nic Craith
<b>Head of Department: Accountancy, Economics and Finance</b>	Professor Ian Thomson
<b>Head of Department: Business Management</b>	Professor Kevin O' Gorman
<b>Head of Department: Languages and Intercultural Studies</b>	Professor Jemina Napier
<b>Director of Administration and School Registrar</b>	Mr Campbell Powrie
<b>Finance Manager</b>	Ms Sylvia Stevenson

#### 1.4 Key Dates in Academic Year 2014 – 2015 (Dubai Campus)

<b>Event</b>	<b>Start</b>	<b>End</b>
Enrolment and Induction	Sunday 7 <sup>th</sup> September 2014	Saturday 13 <sup>th</sup> September 2014
Semester 1 - Teaching	Sunday 14 <sup>th</sup> September 2014	Saturday 6 <sup>th</sup> December 2014
Semester 1 - Examinations	Sunday 7 <sup>th</sup> December 2014	Friday 19 <sup>th</sup> December 2014
Semester 1 - Break	Sunday 21 <sup>st</sup> December 2014	Saturday 10 <sup>th</sup> January 2015
Semester 2 - Teaching	Sunday 11 <sup>th</sup> January 2015	Saturday 4 <sup>th</sup> April 2015
Semester 2 - Break	Sunday 5 <sup>th</sup> April 2015	Saturday 25 <sup>th</sup> April 2015
Semester 2 - Examinations	Sunday 26 <sup>th</sup> April 2015	Friday 22 <sup>nd</sup> May 2015
Autumn Diet - Examinations (Resit)	Thursday 6 <sup>th</sup> August 2015	Friday 14 <sup>th</sup> August 2015
Graduation	TBC November 2015	

The teaching timetable is published before the start of each Semester online here: <http://www1.hw.ac.uk/timetable/web-timetables-dubai.htm>

All examinations take place during the assessment blocks, resit examinations are scheduled during the summer vacation. Full details of examination timetabling are published at the campus and can be found at:  
<http://www.hw.ac.uk/registry/examinations/timetable.htm>

***Students are required to attend for the entirety of Semester 1 and Semester 2 teaching periods and be present for the full three examination diets, including the resit diet. Students must not book holidays during these periods.***

For further information on reassessment and progression, please read Section 6.2 of this Handbook.

*Other buildings closed days for the 2014-15 academic year will be confirmed. The Academic Calendar can also be viewed online here:*

<http://www.hw.ac.uk/student-life/how-to-apply/academic-calendar.htm>

## 1.5 Links to Further Information / Services

For further detailed information about Heriot-Watt University and the Dubai Campus, please refer to the following links:

Heriot-Watt University:  
<http://www.hw.ac.uk>

Heriot-Watt University (Dubai)  
<http://www.hw.ac.uk/dubai>

Additional information regarding specific University services is given below:

University Academic Registry:  
<http://www.hw.ac.uk/registry/>

Online Course Material:  
<http://vision.hw.ac.uk/>

Student Self Service, Online Enrolment and Online Results:  
[https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P\\_WWWLogin](https://myhwu.hw.ac.uk/HWSAS8/twbkwbis.P_WWWLogin)

Forms:  
<http://www.hw.ac.uk/registry/forms.htm>

Graduation:  
<http://www.hw.ac.uk/registry/graduation.htm>

For further information, please see Part B of this Handbook.

## **2 Welcome and Introduction**

### **2.1 Welcome from the University Principal**

I am delighted to welcome you as a student of Heriot-Watt University!

Heriot-Watt University has a well-earned reputation as Scotland's most international and outward-looking University. With three campuses in Scotland (attended by a high percentage of students from across the world), a Campus in Dubai, a new Campus in Malaysia and Learning Partner institutions across the world, we have a vibrant and diverse learning culture which is unique and unmatched by other universities in the United Kingdom. We are keen to give our students the opportunity to develop an international dimension to their studies which will enhance their opportunities for future growth .

Students at our Dubai Campus are an important part of this global community and I very much hope you enjoy your time with us.

*Professor Steve Chapman  
Principal and Vice-Chancellor*

### **2.2 Welcome from the Head of Dubai Campus**

It is with great pleasure that we welcome you to the University's Dubai Campus

Heriot-Watt University is proud to be here in the UAE, providing a range of high quality programmes, relevant to the Middle East region, to the UAE and to the aspirations of its people. Heriot-Watt has a long tradition of providing vocationally relevant academic programmes, with strong industry and research links. There are currently over 500 Heriot-Watt Alumni living and working in the UAE and the Gulf States as well as our current students, so you will be joining a successful and vibrant community!

We welcome you to your chosen degree programme either as a postgraduate or undergraduate student and look forward to working with you to help you achieve your personal ambitions and goals.

*Professor Ammar Kaka  
A Vice Principal of Heriot-Watt University and  
Head of Heriot-watt University Dubai Campus*



## **2.3 Welcome from the Head of School**

I am delighted that you have chosen to study at the School of Management and Languages. We are committed to offering a great experience to our students by providing the education and personal development skills required by today's employers. We take pride in the achievements of those who have studied with us in the past and we look forward to playing a part in your future success.

Your time with the School represents a tremendous opportunity to study and learn in a community comprising students and staff who are committed to excellence. The more you put into the learning process, the more you will get out. We are here to support you but to excel you will need to play a full part in the learning partnership that staff and students create together.

Of course, your studies are only part of the experience. You'll have the chance to make new friends and participate in some of the many societies that Heriot- Watt has to offer.

Many of the questions that you have will relate to issues that have come up before. This handbook offers answers to many of these questions including administrative procedures relating to the running of our postgraduate degree programmes, School and University policies, and where to find support services within the University. If the answer is not in the handbook, just ask. We hope that you will find it a useful resource and that you have a great time studying with us.

*Professor Robert MacIntosh*  
*Head of School of Management and Languages*

### **3 Information about Heriot-Watt University, the Dubai Campus and the School**

#### **3.1 Heriot-Watt University in Dubai**

Heriot-Watt University is an international university, based in Edinburgh, the capital of Scotland in the UK, with campuses in the north and south of Scotland, Dubai and Malaysia. The University also has a worldwide network of Learning Partners.

Wherever they are located, Heriot-Watt students have the opportunity to study programmes which will equip them to contribute immediately to the economy and wellbeing of the region in which they choose to work. This ethos of “doing things that matter” stretches right back to the origins of Heriot-Watt in 1821, when programmes were run to suit the needs of developing industries in Scotland.

The Heriot-Watt University Dubai Campus is located in the Dubai International Academic City. The University is the first to operate from this rapidly developing site, and is offering programmes that meet the demands of the region and beyond.

The Dubai Campus is certified and permitted by Knowledge and Human Development Authority (KHDA) which is part of the Dubai Government (UAE). Heriot-Watt is running all its Programmes and activities of higher education in UAE under the rules and regulations of KHDA.

#### **3.2 School Overview**

The School of Management and Languages has over 5000 full-time students, and over 100 members of academic staff based at its four campuses: Edinburgh, the Scottish Borders Campus in Galashiels and the campuses in Dubai and Malaysia. We offer a diverse portfolio of degree programmes across a broad range of subjects at both undergraduate and postgraduate levels.

Within the School there are three departments:

Accountancy, Economics, and Finance (AEF)  
Business Management (BM)  
Languages and Intercultural Studies (LINCS)

#### **3.3 School Staff**

The first point of contact for Postgraduate students in Dubai will usually be the Academic Administration Office (AAO). Contact details for all School of Management and Languages academic and support staff involved in postgraduate teaching and administration can be found at <http://www.sml.hw.ac.uk/staff-directory.htm>

Most academic staff set aside certain hours each week when students may visit them in their offices without appointment. Office hours are normally displayed on the lecturer’s door or noticeboard. Alternatively, students may make an appointment to see a member of staff at another mutually convenient time.

## 3.4 Communications

### 3.4.1 Contact Details

It is essential that the School and the University are kept informed of any changes to students' contact details, particularly term-time and home addresses. **It is the responsibility of the student to ensure that the School has the most up-to-date contact information.**

Please inform the University of any changes to personal details to ensure that we hold up-to-date records.

If you wish to change your address, please login to Student Self Service.

If you require your name to be changed, please inform the Academic Administration Office and provide the appropriate paperwork.

Please note that letters from the School are automatically sent to students' term addresses as recorded on the student record system, so it is particularly important to ensure address details are kept up to date.

### 3.4.2 E-mail

New students will be issued with instructions on how to set up their e-mail account during enrolment.

Returning students will have continued access to their e-mail.

Please note that students' Heriot-Watt e-mail addresses are used by academic and administrative staff to send important information throughout the year.

**Staff will only use official Heriot Watt e-mail addresses when writing to their students. Students must either check their HW e-mail regularly, or redirect it to the e-mail account from which they wish to access it.**

More information regarding Heriot-Watt's IT facilities and regulations can be found at: <http://www.hw.ac.uk/is/it-essentials.htm>

### 3.4.3 Postgraduate Noticeboard

The Postgraduate Noticeboard is located in front of the AAO. Notices relating to classes (including timetables), tutorials, assessment, careers guidance, job opportunities, University clubs and societies, as well as social events are posted on the board.

#### **3.4.4 SML Twitter**

The School of Management and Languages has its own Twitter feed, which we keep updated with news of events, external links, opportunities and important University deadlines. It is also the place to go for the most up-to-date information during times of particularly fast-paced changes, such as weather disruption.

[https://twitter.com/#!/heriot\\_watt\\_sml](https://twitter.com/#!/heriot_watt_sml)

#### **3.4.5 VISION**

Heriot-Watt University has a Virtual Learning Environment (VLE), called VISION. Each of your courses will have a space on the VLE and your lecturers will use this space to post class materials, such as course and programme reading lists, details of assignments or announcements of revision sessions. You may also be required to use VISION to submit your assignments.

There is also a School-wide VISION area that contains useful information, links and notices for all SML students.

Once you've registered as a student and have your username and password, you can access VISION here: <http://vision.hw.ac.uk/> .

#### **3.4.6 Student Self Service**

Student Self Service is how students access Heriot Watt's main student record system for certain administrative tasks, such as enrolment and course selection.

Student Self Service is also the official method of informing you of your final course results and any examiners' recommendation on progression or award. It is important that you check these promptly once released. For more information on Online Assessment Results, please visit here:

<http://www.hw.ac.uk/registry/resources/onlineassessmentresults-students.pdf>

### **3.5 Mentoring**

The School of Management and Languages operates a mentoring scheme, as outlined below. A mentor is a member of staff who can provide students with advice on a range of academic and non-academic issues. Further details regarding the University's mentoring scheme can be found in [Part B2: 1.1](#)

#### **Aims**

To assign each postgraduate student entering the School of Management and Languages (the mentee) to a member of academic staff in the School of Management and Languages (the mentor) who can be consulted on all aspects of the University and who will provide a mechanism whereby the progress of each postgraduate student in the School of Management and Languages is monitored and remedial action taken where appropriate.

#### **Objectives**

The mentees can expect that mentors will:

1. Normally be the first point of contact when information and advice is required, whether of an academic or non-academic nature.
2. Be able to direct mentees to other sources of information and advice that are available centrally within the University.
3. Monitor each mentee's academic progress.
4. Counsel mentees who fail a course and where possible ascertain the reasons for the failure.
5. Have an overview of the whole of each mentee's University career and be in a position to provide background information to other members of the University and to Examination Boards.

#### **Schedule of Meetings**

Postgraduate students will meet with their mentors at least twice per year. The meetings will normally take place in weeks 1.2-1.4 (Semester 1) and weeks 3.3 - 3.5 (Semester 2). All mentees will have the opportunity to meet with their mentors at other times by appointment.

## **3.6 Student Feedback**

### **3.6.1 Postgraduate Student-Staff Liaison Committee**

The School of Management and Languages Postgraduate Student–Staff Committee is a consultative body of student and staff representatives. It may discuss any matters that it considers relevant to the running of postgraduate degree programmes in the School, such as curricula, teaching and assessment methods. It is intended to provide a forum in which meaningful discussion can take place related to the various postgraduate degree programmes offered in the School and postgraduate study in SML more broadly.

The Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments, or appointments.

The Committee normally meets 1-2 times per semester. It is convened by the School's Director of Postgraduate Programmes, and has as its membership all MSc programme directors, relevant School administrators, and a student representative for each 'family' of programmes. Student representatives may also be asked to contribute to other areas of SML activity such as social events. Elections are held at the start of Semester 1 to appoint student representatives.

### **3.6.2 Course Evaluation**

At the end of each course you take, you will be asked to complete a course evaluation questionnaire. Normally this is conducted through VISION and is an entirely anonymous process. Your views are important to us and the information gathered from these questionnaires is analysed by the School. The resulting information is then fed into the annual review of each MSc programme.

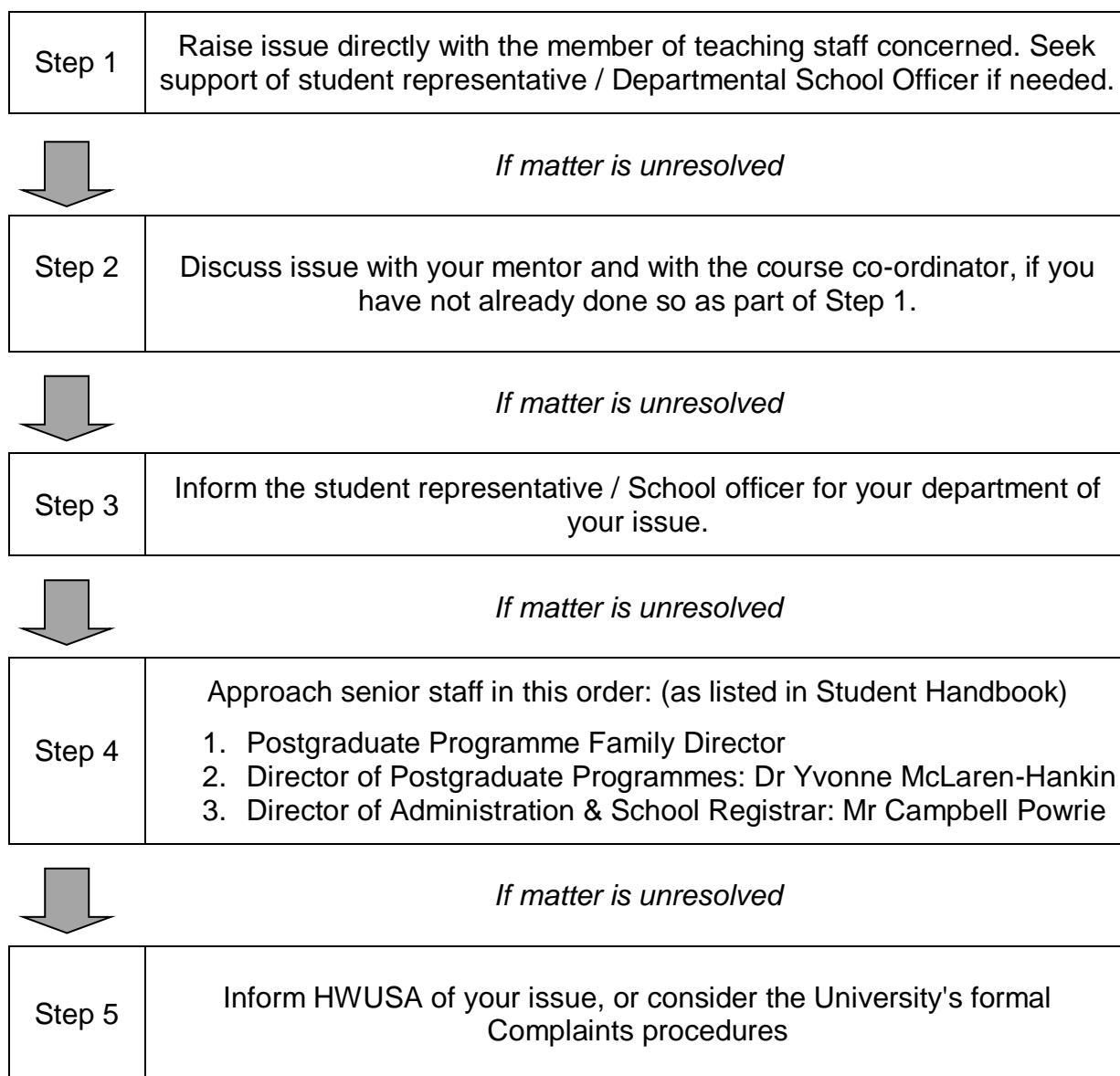
Please help us maintain and enhance the quality of our programmes and the student learning experience by providing us with your feedback when the time comes.

### 3.7 Postgraduate Academic Issues

The School of Management and Languages endeavours to foster good working relationships between students and staff. During your course of study you may have issues regarding your course or programme. Students who wish to raise any issues may do so in confidence that they will not be penalised in anyway, in respect to either their ongoing studies (e.g. assessments) or support.

Within the School there is an agreed procedure for raising these matters so that they can be dealt with quickly and efficiently (see Figure 1).

**Figure 1: Process for Raising an Academic Issue**



### **Step 1**

First, raise your issue directly with the member of teaching staff concerned (this may be a class teacher, tutor or lecturer). You should not worry about raising any issue but if you do feel uneasy doing this yourself then can contact your student representative or School Officer for your department who can raise the matter on your behalf. Information on your class representative is posted online on the HWUSA website, the SML website, and on VISION. Information can also be found on the Postgraduate noticeboard. You can also contact HWUSA directly for information on who are the student representatives and School Officers are for your department.

### **Step 2**

If the matter is not resolved then your next step is to discuss your issue with your mentor and, if you have not already done so, with the course co-ordinator.

### **Step 3**

If the matter remains unresolved then you should inform the student representative/School officer for your department if you have not already done so. The School Officers and student representatives are members of the Postgraduate Student Staff Liaison Committee (PGSSLC). This committee meets three times a year to discuss how programmes and courses are being run. The members of this committee work to resolve any matter that it considers relevant to the running of the degree programmes in the School of Management and Languages, such as curricula, teaching and assessment methods. Committee members are able to bring student issues to the attention of senior staff on your behalf. However, the Committee is not competent to deal with matters concerning individual students or members of staff, such as disciplinary matters, assessments, or appointments.

### **Step 4**

If the matter remains unresolved you may approach senior staff directly in the order given in Figure 1. You can find the office of any SML member of staff, by using Heriot-Watt's People Finder: <http://www.hw.ac.uk/people-finder/>

### **Step 5**

If you still feel that the matter is unresolved you are able to raise concerns through HWUSA. There is a sabbatical officer offering full time representation for Education and Welfare matters and they can be e-mailed at [info@hwunion.com](mailto:info@hwunion.com). Please note that HWUSA will ask if you have raised your concerns through the established procedures before they address your issues.

Alternatively, you may wish to raise the matter through the University's Complaints or Appeals procedures. Full details and associated documentation for these procedures can be found online (see web-links below).

Complaints: <http://www.hw.ac.uk/registry/complaints.htm>  
Appeals: <http://www.hw.ac.uk/registry/appeals.htm>



## 4 Key Staff and Contacts

### 4.1 Campus Contacts

<b>Point of Contact</b>	<b>Responsible Staff Name</b>	<b>Telephone</b>
A Vice-Principal of Heriot-Watt University and Head of Dubai Campus	Professor Ammar Kaka	+971 4 4358666
Director of Administration & Registrar	Ms Sheelagh Wallace	+971 4 4358666
Development Officer & Student President	Ms Imelda Olivia Goncalves	+971 4 4358792
Reception	Mrs Pretty Louis	+971 4 4358700
Recruitment and Admissions Office	Dr Kishore Sirnani	+971 4 4358605
Academic Administration Office	Mrs Nandini Raj	+971 4 4358644
Visa Office	Mr Rafeeq Hassan	+971 4 4358625
Finance Office	Mr Suresh Kumar	+971 4 4358675
Library	Dr Ramakanta Rath	+971 4 4358661
IT Office (Help Desk)	Mr Nidhish Cherian	+971 4 4358685
Transport and Accommodation Office	Mr Anil Kumar	+971 4 4358621

## 4.2 Academic School Contacts

Academic Department Contacts (Dubai Campus)			
<b>Dr. Mohamed Salama</b> Academic Head Programme Director MSc In Strategic Project Management	<a href="mailto:M.A.Salama@hw.ac.uk">M.A.Salama@hw.ac.uk</a>	+971 (4) 435 8737	F-38
<b>Prof. Rania Kamla</b> Director of Research [Professor – Accounting]	<a href="mailto:R.Kamla@hw.ac.uk">R.Kamla@hw.ac.uk</a>	+971 (4) 435 8734	F-31
<b>Dr. Helen Verhoeven</b> Deputy Director of Teaching & Learning [Lecturer - Management]	<a href="mailto:H.Verhoeven@hw.ac.uk">H.Verhoeven@hw.ac.uk</a>	+971 (4) 435 8739	F-36
<b>Dr. Paul Hopkinson</b> Programme Director MSc in International Business Management	<a href="mailto:P.Hopkinson@hw.ac.uk">P.Hopkinson@hw.ac.uk</a>	+971 (4) 435	F-7
<b>Dr. Esinath Ndiweni</b> Programme Director MSc in International Accounting & Finance [Lecturer - Accounting]	<a href="mailto:E.Ndiweni@hw.ac.uk">E.Ndiweni@hw.ac.uk</a>	+971 (4) 435 8736	F-35
<b>Dr. Faizul Haque</b> Programme Director MSc in Finance [Lecturer - Finance]	<a href="mailto:F.Haque@hw.ac.uk">F.Haque@hw.ac.uk</a>	+971 (4) 435 8732	F-40
<b>Carrie Annabi</b> Programme Director MSc in Logistics & Supply Chain Management [Lecturer - Logistics]	<a href="mailto:C.Annabi@hw.ac.uk">C.Annabi@hw.ac.uk</a>	+971 (4) 435 8740	F-37
<b>Marlene Muller</b> Programme Director Undergraduate Programmes: BBA / Management [Teaching Fellow - Management]	<a href="mailto:M.Muller@hw.ac.uk">M.Muller@hw.ac.uk</a>	+971 (4) 435 8743	F-34
<b>Milind Vinod</b> Programme Director Undergraduate Programmes: Accountancy & Finance / Business & Finance [Teaching Fellow - Accounting]	<a href="mailto:M.Vinod@hw.ac.uk">M.Vinod@hw.ac.uk</a>	+971 (4) 435 8733	F-41
<b>Dr. Ummesalma Mujtaba</b> Programme Director Part-time Undergraduate Programmes [Teaching Fellow - Management]	<a href="mailto:U.Mujtaba@hw.ac.uk">U.Mujtaba@hw.ac.uk</a>	+971 (4) 435 8735	F-29
<b>Dr. Konstantinos Konstantaras</b> [Lecturer - Finance]	<a href="mailto:K.Konstantinos@hw.ac.uk">K.Konstantinos@hw.ac.uk</a>	+971 (4) 435 8741	F-39
<b>Dr. Sherif Fattah</b> [Lecturer - Quantitative Methods for Business]	<a href="mailto:S.Fattah@hw.ac.uk">S.Fattah@hw.ac.uk</a>	+971 (4) 435	F-5

For further information on Postgraduate Programme Directors, please see [Section 5](#).

### 4.3 Support Staff Contacts

The School Postgraduate Office is located in the ground floor and is open 2.00 pm until 10:00 pm during the Semester.

School Postgraduate Office,  
Academic Administration Office (AAO), Ground Floor  
Heriot Watt University Dubai Campus  
Dubai International Academic City, Dubai  
Tel: +971 (4) 435 8631

The Academic Administrators are located within the Postgraduate Office and will assist with any student's initial enquiries. The Postgraduate Office is responsible for:

- Enrolment queries
- Change of course
- Change of address
- Certification letters
- Transcripts
- UK visa renewal Letters
- Inter-Library Loan (ILL) Vouchers

The School Administrative Officers who deal with postgraduate matters are:

**(1) Rakesh Puthenveetil**

Academic Administrator

Tel: +971 (4) 435 8635

Email: [P.Rakesh@hw.ac.uk](mailto:P.Rakesh@hw.ac.uk)

Academic Administration Office (AAO), Ground Floor  
Heriot Watt University Dubai Campus

**(2) Steven Daniel**

Academic Administrator

Tel: +971 (4) 435 8642

Email: [d.steven@hw.ac.uk](mailto:d.steven@hw.ac.uk)

Academic Administration Office (AAO), Ground Floor  
Heriot Watt University Dubai Campus

## 5 Programme Overview

Heriot-Watt University reserves the right to update materials from time to time and will ensure that advance notification concerning changes to materials is provided to students on the relevant section of the University website. It is the responsibility of students to check the website, particularly if they are returning to studies after a period during which their studies have been in abeyance.

### 5.1 Postgraduate Programmes and Programme Families

Postgraduate programmes in SML have been developed in response to the changing needs of the global environment across each of the School's three disciplines. Our programmes offer enhanced flexibility and choice through a range of optional courses that can be selected to fit your specific career path.

All of our programmes provide a range of opportunities to gain the knowledge and skills you need to make an impact in a competitive world and the demand for high calibre masters graduates in specific subject areas. Each programme is overseen by a Postgraduate Director.

In Business Management, postgraduate programmes are also grouped across complementary subject areas, offering specialist pathways that reflect the School's expertise in key areas. These are known as Postgraduate Programme Families, and are overseen by a Postgraduate Programme Family Director. Each Postgraduate Programme Family is complementary and offers opportunities to follow a broad based or more specialist route.

<b>Postgraduate Programmes and Programme Families: Business Management</b>		
<b>International Business Management</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
International Business Management with Finance	C1G7-FIN	Dr Chris Dodd
International Business Management with Human Resource Management	C187-HRM	Dr Chris Dodd
International Business Management with Marketing	C1E7-MKG	Dr Chris Dodd
International Business Management with Logistics	C167-IBL	Dr Chris Dodd
International Business Management with Sustainability Management	C1F7-IBS	Dr Chris Dodd

<b>Postgraduate Programmes and Programme Families: Business Management</b>		
<b>International Marketing Management</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
International Fashion Marketing	C177-IFM	Andrew Maclaren
International Marketing Management	C1J1-IMM	Dr Babak Taheri
International Marketing Management with Consumer Psychology	C1J4-IMM	Dr Babak Taheri
International Marketing Management with Digital Marketing	C1J5-IMM	Dr Babak Taheri
International Marketing Management with Sustainability	C1J6-IMM	Dr Babak Taheri
International Marketing Management with Tourism	C1J7-IMM	Dr Babak Taheri

<b>Postgraduate Programmes and Programme Families: Business Management</b>		
<b>Leadership and Organisational Performance</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
Business Strategy, Leadership and Change	C115-BLC	Dr Norin Arshed
Lean Six Sigma for Operational Excellence	C114-LSC	Dr Norin Arshed
Managing Business Performance	C113-MBF	Dr Norin Arshed
Operations Management	C112-OPM	Dr Norin Arshed
Strategic Project Management	C147-SPM	Dr Norin Arshed
European Masters in Strategic Project Management (MSPME)	C137-SPM	Dr Julie McFarlane

<b>Postgraduate Programmes and Programme Families: Business Management</b>		
<b>Logistics and Supply Chain Management</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
Logistics and Supply Chain Management	C1A7-LSC	Dr Abhijeet Ghadge
Logistics and Supply Chain Management with Business Performance	TBC	Dr Abhijeet Ghadge
Logistics and Supply Chain Management with Lean Six Sigma	TBC	Dr Abhijeet Ghadge
Logistics and Supply Chain Management with Marketing	TBC	Dr Abhijeet Ghadge
Logistics and Supply Chain Management with Shipping and Port Operations	TBC	Dr Abhijeet Ghadge
Logistics with Green and Sustainable Supply Chain Management	TBC	Dr Abhijeet Ghadge

<b>Postgraduate Programmes: Accountancy, Economics and Finance</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
International Accounting and Finance	C377-IAF	Prof. Ros Haniffa
International Accounting and Management	C317-IAM	Prof. Ros Haniffa
International Accounting and Environmental Economics	C355-IAE	Prof. Ros Haniffa
Strategy and International Management Accounting	C357-SIM	Prof. Ros Haniffa
Finance	C387-FIN	Dr Moh Sherif
Finance and Management	C327-FIM	Dr Moh Sherif
International Finance and Corporate Accountability	C3531-IFC	Dr Moh Sherif
International Finance and Environmental Economics	C351-IFE	Dr Moh Sherif
International Finance and Economic Development	C3531-IFE	Prof. Joe Byrne
Investment Management	C397-INV	Dr Santhosh Abraham

<b>Postgraduate Programmes: Languages and Intercultural Studies (Edinburgh campus only)</b>		
<b>Postgraduate Programme</b>	<b>Programme Code</b>	<b>Programme Director</b>
Interpreting & Translating	C487-ITR	Dr Maggie Sargeant
Arabic-English Interpreting & Translating	C4AK-AEI	Dr Maggie Sargeant
Chinese-English Interpreting & Translating	C4C7-CEI	Dr Maggie Sargeant
Translation and Computer-Assisted Translation Tools (TCATT)	C4F7-TCA	Dr Maggie Sargeant
Arabic Translation and Computer-Assisted Translation Tools (TCATT)	C4AA-AET	Dr Maggie Sargeant
Chinese Translation and Computer-Assisted Translation Tools (TCATT)	C4C1-CET	Dr Maggie Sargeant
International Management & Business Communication (IMBC)	C447-IMB	Dr Maggie Sargeant

A full list of the SML Postgraduate programmes taught in Dubai is available here:

<http://www.hw.ac.uk/what-can-i-study/dubai/postgraduate/taught-programmes.htm>

## 6 Programme Structure and Delivery

The University operates a Common Assessment and Progression System (CAPS), which specifies minimum progression requirements. Schools have the option to apply progression requirements above the minimum University requirement, which are approved by the Studies Committees. Students should refer to the programme specific information on progression requirements. This information is contained with the postgraduate Programme Guides, as detailed below.

Further information on CAPS can be found within the University Regulations.

<http://www1.hw.ac.uk/ordinances/regulations.pdf>

### 6.1 Postgraduate Programme Guides

Each of SML's programmes has a dedicated online Programme Guide where you will find more detailed information including:

- *Programme Structure*: Detailed breakdown of your programme, including which courses are mandatory, what options (if applicable) are available for your programme, and full information on progression and reassessment.
- *Programme Booklet*: Key information for your programme and programme family, including Programme Director, core academic staff and resources.
- *Advance Reading Lists*: Key texts to review.

All students should read the relevant Programme Guide, which is accessible via the SML Postgraduate Portal.

<http://www.sml.hw.ac.uk/postgraduate/2014-2015/programme/index.html>

*Please note that Programme Guides may be subject to change over the course of the academic year. You will be notified of any such changes as appropriate.*

### 6.2 Reassessment and Progression

Progression to the dissertation stage of the MSc depends on achievement of a minimum standard in the eight taught courses (details of the progression requirements can be found in the Programme Structure). Progression to the MSc dissertation is therefore not automatic. The decision to allow students to proceed to the MSc by dissertation is taken at a meeting of the Progression Board, which is held in May after the Semester 2 examinations.

Students who narrowly fail to meet the minimum standard to progress to the MSc after the first attempt may be offered resit opportunities in up to three courses at the discretion of the Progression Board, or the option to exit with a PG Diploma. The form of reassessment will be based on the regulations in the Course Descriptor. Any student who is required to resit a course will be required to pay an additional fee to the university. The SML PG resit diet will be in August 2015.



After the PG resit diet, those students who have successfully improved their performance to the minimum standard required for progression will be permitted to proceed to the MSc dissertation. Those students who have still not achieved the minimum standard after the resit diet will be awarded the PG Diploma (provided they meet the requirements for that award).

Students whose results after the first attempt are far from meeting the minimum required to progress to the MSc but who have reached the standard required for the PG Diploma will only be permitted resit opportunities at the discretion of the Progression Board. If it is not academically possible for a student who has achieved a PG Diploma to progress to the MSc, even if they were to successfully pass three resits, then no resit opportunities will be offered.

Students who fail to meet the minimum standard to achieve the PG Diploma after the first attempt are extremely unlikely to be awarded the resit opportunities necessary to potentially be permitted to progress to the MSc. However, should such students have obtained the minimum standard required for the PG Certificate and have only narrowly failed to meet the minimum standard required for the PG Diploma, they may be offered resits in up to three courses at the discretion of the Progression Board for award of the PG Diploma, or the option to exit with a PG Certificate.

If you are an international student studying on a visa, please be advised that your sponsorship may be affected if you do not successfully progress to the dissertation stage of the MSc on schedule. For further details about visas, please refer to the Academic Administration Office.

For further details of progression requirements and reassessment opportunities for your programme, please refer to the Programme Structure. If you still have further questions, these should be directed to your Programme Director.

### 6.3 Course Information

A 'course' refers to a unit of study that spans a semester. Each taught course carries a weight of 15 credits. **Students are expected to put in a total effort of 150 hours for each course.** These 150 hours include all lectures, tutorials, computing labs, workshops, background reading, writing up notes, coursework, revision and examination for the course.

The Library's online Information Skills section has lots of helpful advice on good study skills and effective time management:

<http://www.hw.ac.uk/is/info-skills-learn.html>

Each course will be assessed in one of three ways:

- by coursework;
- by examination;
- by a combination of both coursework and examination.

At the end of each course an overall grade is awarded:

Overall mark of approximately 70% or more	A
Overall mark of approximately 60% to 69%	B
Overall mark of approximately 50% to 59%	C
Overall mark of approximately 40% to 49%	D
Overall mark of 35 to 39%: (Minimum requirement for the award of credit points)	E
Overall mark of 34% or lower: (Performance below the minimum acceptable level for the award of credit points: FAIL)	F

The minimum pass mark is 40% (D). However, for progression to the MSc by dissertation, an overall average of 50% (grade C) obtained over the taught courses is required and additionally, students must have at least 6 courses at grade C, and no Es or Fs. Students who do not achieve a grade C in a course may be required to resit that course in order to satisfy progression and/or award requirements. Please refer to Section 6.2 and your Programme Guide for further details on awards and progression.

### 6.3.1 Course Catalogue, Structures, Outlines and Tables

After reviewing the appropriate Programme Guide, students should visit the SML Postgraduate Course Catalogue to find out more information about specific courses.

The Course Catalogue contains information on all courses, including aims, assessment methods and topics covered. Students should refer to the Catalogue to help prepare for their programme and, where appropriate, to select their optional courses.

The SML Postgraduate Course Catalogue is published on the Portal here:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015/course/index.html>

The Course Catalogue includes the full course structures.

More detailed information such as an introduction to the course subject, course objectives, teaching methods, tutorial arrangements, assessment and reading lists is usually given out at the first lecture of the course. This is known as the Course Outline.

It is the responsibility of each student to ensure that any optional courses are permitted within their specific programme of study.

No guarantee can be given that all the courses listed in the catalogue will be running each academic year.

## 6.4 Timetabling and location of lectures

Timetables are available at the beginning of each semester on the Postgraduate noticeboard in the Esmée Fairbairn building and online here:

<http://www1.hw.ac.uk/timetable/web-timetables-dubai.htm>

Programme Directors may also provide you with additional details of your timetable in enrolment sessions as appropriate.

Students will also be advised of any guest lectures and site visits as they are arranged. Attendance at these is compulsory and their content is examinable.

## 6.5 Assessment

### 6.5.1 Coursework

Course staff will advise students of the format of any coursework set (e.g. essay, group project, oral presentation), the due date for submission of the coursework and the date set for returning the marked coursework.

All work must be well presented, word-processed and should include a cover sheet with the following information clearly marked:

- Your programme title (e.g. MSc Strategic Project Management)
- Title of coursework / project
- Student's name (unless submission is to be anonymous)
- Student's enrolment number
- Date
- Course Title and Course Code
- Lecturer's name

In addition, a copy of all coursework must be submitted electronically through Turnitin (via VISION). Course leaders will advise students on how this should be done. Any variation in the outlined procedure will be notified to students by the Programme Director.

#### Submission Procedure

It is students' responsibility to ensure that they plan and manage their workload in order to complete and submit coursework by the deadline set.

Coursework must be submitted at the Academic Administration Office (AAO) in addition to the Turnitin submission (through Vision). Students must complete a Coursework Submission Form and have it signed and receipted by a member of staff at the AAO. Students should retain the receipt and a copy of their coursework until it has been marked. The AAO is open 2.00 pm to 10.00 pm during the Semester time.

**Coursework will not be accepted outside these hours.**

#### Late Submission

Coursework submitted after the due date for submission but prior to the date set for return of the coursework will be marked. However, it will be subject to a **penalty deduction of 30%** of the awarded mark.

Coursework not submitted by the date set for the return of marked coursework will not be marked.

Coursework submitted after the due date must be submitted to Academic Administration Office (AAO). A Late Coursework Submission Form must be completed and any medical certificates or supporting documentation should accompany the form. In all cases, students must provide suitable documentary evidence to support their reasons for their late submission. Students should retain the receipt, a copy of their coursework and supporting documentation.

**A second copy of the Late Coursework Submission Form and any medical certificates or supporting documentation should be submitted to the Academic Administration Office (AAO).**

All Late Coursework Submission Forms will be reviewed by the Chair of the Postgraduate Mitigating Circumstances Committee along with any medical certificates and supporting documentation. Please rest assured that all information submitted will be kept strictly confidential. In line with the University's Mitigating Circumstances Policy, the Committee will have discretion to waive the penalty and reinstate the full mark or reduce the penalty in the light of circumstances. The Committee has absolute discretion in this matter and prior opinions will not be available in any circumstances.

Students should note that delays that could have been reasonably avoided by proper time management (e.g. delays to public transport or PC Lab printer queues) will not be considered adequate reasons for a late submission. In those rare instances where widespread disruption is caused to the student body (e.g. buildings closures due to adverse weather conditions), students should assume their submission deadlines remain unless told otherwise by the School. Please see Section 6.6.1 for further information.

#### Non-submission

Non-submission of coursework must also be intimated to the Academic Administration Office. Students will be asked to complete a form and supply any medical certificates or supporting documentation for non-submission.

#### Return of Coursework

When the coursework has been marked, you will be given a Coursework Feedback Form indicating its grading against various criteria and written comments. Your coursework itself may be retained for inspection by the External Examiner and returned only after the Progression Board meeting in May. Any grades given to you prior to the Board's meetings should be considered as provisional and subject to confirmation by this Board.

## 6.5.2 Plagiarism and Academic Misconduct

The School of Management and Languages takes any breach of academic conduct very seriously and cheating will not be tolerated.

***It is the responsibility of all Heriot Watt students to ensure that they read, understand and abide by all University regulations regarding academic misconduct.***

Academic misconduct includes (but is not limited to) plagiarism, copying, colluding (i.e. writing an assessment with somebody else that you are supposed to produce alone), significantly or completely duplicating your own work for multiple assessments, commissioning (i.e. paying somebody else to write an assignment for you, or purchasing one online), or cheating in examinations.

There is also plenty of literature on what constitutes academic misconduct in the University library. If you are in any doubt as to what constitutes academic misconduct, you are expected to consult an academic member of staff, such as a Programme Director or course leader, mentor or other qualified student support worker.

To help you, the *Student Guide to Plagiarism* is included in [Appendix B](#) of this handbook. More information on the School's referencing policy and advice on good scholarship practice is included in [Part A, Section 7](#) of this handbook.

*How to help ensure you do not commit academic misconduct:*

- Thoroughly read the *Student Guide to Plagiarism*.
- Make use of the resources on offer e.g. academic enhancement classes, library workshops, your mentor.
- Never "lend" your work to a fellow student, even for "checking".
- Proofread your work thoroughly.
- Always make sure that you submit the final draft both in hard copy and in electronic copy.
- Plan your time carefully.
- Leave enough time to print and check your work before submitting.
- Don't panic if you make a mistake with your time. It is always better to hand in your own original work late and accept the late penalty, than to cheat, and damage your academic reputation. Learn from your mistake, and give your studies more focus for the future.
- Ask for help if you are struggling

Students who are suspected of cheating in either coursework or examinations will be referred to the SML Academic Standards Board, which will review each case, and where appropriate impose a suitable penalty. If it is found that cheating has taken place, then this will also be marked permanently on the student's record. Marks will be withheld while a student's case is reviewed. For those very serious cases, such as repeat / multiple incidences of cheating, the Board will refer the case to the University Discipline Committee.

Recent penalties levied for academic misconduct have included having courses and / or coursework voided and reassessment required, and regrettably in recent instances where the cheating was severe, dismissal from the University. When students are required to resit a course for disciplinary reasons, students must take the exams on campus. Investigating incidences of suspected academic misconduct may also potentially affect a student's ability to graduate or progress on time.

For the vast majority of students, academic misconduct will not be an issue at all during your studies here. We understand that students can sometimes struggle to manage their time effectively and this can lead to poor decision-making in a minority of cases. The information on academic misconduct is here to help you make the most of your SML degree programme and to help you avoid making mistakes that could have a serious impact on your studies.

More information on the University's policies and procedures academic misconduct is included in Part B2: Section 7 of this handbook.

### 6.5.3 Examinations

Full-time students in attendance at the University are entered automatically, without fee, for the examinations of courses in which they are registered.

It is a student's responsibility to make sure that they attend all their examinations and obey all regulations for examination conduct.

More information about exams, regulations and timetables are online here:

<http://www.hw.ac.uk/registry/examinations.htm>

MSc programmes in the School of Management & Languages have standard two diets of examinations, plus a resit diet:

Semester 1 exams	Monday 8th December - Friday 19th December 2014
Semester 2 exams	Monday 27th April 2015 – Friday 22nd May 2015
Summer resit exams	Thursday 6 <sup>th</sup> August 2015 – Friday 14 <sup>th</sup> August 2015

Students should refer to Section 6.2 for further information on Progression and resit requirements. Students taking a resit exam will be subject to an administration charge levied by the University Registry.

All students are required to attend for the entirety of the Semester 1 and Semester 2 teaching periods and be present for the full examination and resit diets. Students must not book holidays during these periods.

Students will be informed of the exact dates, times, and locations for all exams in due course.

**It is ultimately your responsibility to ensure you have the correct times and locations for the exams you are sitting.**

## 6.5.4 Examination Results

Assessment results are now released online via Student Self Service. This is the official method of informing you of your final course results and any examiners' recommendation on progression or award. Provisional results will also be released when available. It is important that you check your online results promptly once released; the School will advise you of when these release dates will be.

For more information on Online Assessment Results, please visit here:

<http://www.hw.ac.uk/registry/resources/onlineassessmentresults-students.pdf>

In addition to online assessment results, results will also be made available either anonymously via the School noticeboards, or in person by their course leaders / programme directors, depending on the programme.

## 6.6 Student Support during Studies

### 6.6.1 Ill Health and Mitigating Circumstances

If you are unable to sit an assessment through illness or other extenuating circumstances, or if you believe that your performance has been affected by these circumstances you should notify your Programme Director as soon as possible. In addition you must submit a completed Mitigating Circumstances form to Academic Administration Office, along with a Medical Certificate, or other appropriate documentary evidence, before the meeting of the relevant Programme Board. The School will not be able to consider any Mitigating Circumstances without this information.

You can obtain a copy of the Postgraduate Mitigating Circumstances form from the Academic Administration Office (AAO), at the end of the Handbook, and on the SML Postgraduate Portal.

All forms and supporting documentation should be submitted to the AAO, either in person, or by scanning and sending the form and supporting documents in full by e-mail.

All evidence of Mitigating Circumstances must be submitted by students no later than one week after the date of their last exam. This applies to both the Semester 1 exam diet and the Semester 2 exam diet.

Evidence will be reviewed by the Chair of the Postgraduate Mitigating Circumstances Committee following each assessment diet and the Committee will subsequently make a recommendation to the relevant MSc Progression Board.

In determining what constitutes mitigating circumstances, the School abides by the University's Mitigating Circumstances policy, which can be found online here:

[University Mitigating \(Special\) Circumstances Policy](#)

*Events or circumstances that would normally be recognised as grounds for consideration of special circumstances might include:*

- Illness or accident affecting the student
- Bereavement – death of a close relative or significant other
- Significant adverse personal or family circumstances
- Other significant exceptional factors that are outside the student's control (e.g. Jury Service, although student assessments would normally be a reason for a student to be permitted to stand down), or for which there is evidence of stress caused
- Circumstances affecting the University's ability to schedule, set or deliver courses and/or assessments, including marking of assessments, e.g. staff participation in industrial action, or problems affecting infrastructure or IT systems
- Severe adverse weather, political unrest or natural disaster.

*Events or circumstances that would not normally be considered grounds for consideration of special circumstances include:*

- Holidays or other events that were planned or could reasonably have been expected
- Assessments that are scheduled close together or on the same day, or that clash due to incorrect registration by the student
- Misreading the timetable for examinations or otherwise misunderstanding the requirements for assessment
- Inadequate planning or time management
- Last-minute or careless travel arrangements
- Consequences of paid employment
- Exam stress or panic attacks not supported by medical evidence.

**In all cases independent documentary evidence, such as medical certificates, must be provided to verify mitigating circumstances.**

It is vital that students tell us if they are having difficulties at the time they occur. We appreciate that sometimes students may feel embarrassed or that they "don't want to make a fuss" when they encounter difficulties, for example, through their own ill health or that of a close family member. Please be assured that any information disclosed to staff will be treated with respect and in confidence.

The University also offers a Student Counselling Service, for those students who are experiencing on-going difficulties. The Counselling and Support website has further details of this service, as well as lots of useful information about common problems faced by students and how best to manage them:

<http://www.hw.ac.uk/welfare/counselling.htm>



In exceptional cases where a student has serious mitigating circumstances that are continuing, or liable to continue for a long period of time, it may be appropriate for a student to apply for a Temporary Suspension of Studies. A Temporary Suspension of Studies permits a student to take a leave of absence from their studies and return at a pre-determined date. Students who wish to consider a Temporary Suspension of Studies should discuss the matter with their Mentor and / or Programme Director in the first instance.

Finally, students should also note that the University's appeal procedures state that students have a responsibility to notify the School of any mitigating circumstances at the time of their occurrence. Effectively this means that if you submit an appeal against an examination board decision, based on circumstances that you opted not to disclose to the examination board at the time they arose, then the School would not be able to consider this as a basis for appeal.

#### **6.6.2 Student Recording of Lectures and Seminars for Additional Learning**

SML understands and supports the fact that some of our students will have additional learning needs, e.g. due to dyslexia, and may find it useful to record their lectures in order to take notes more effectively.

**Please be advised that any student who wishes to record a lecture must obtain permission for doing so BEFORE making a recording. Students may not record lectures or seminars without the express written permission of their Lecturer.**

Students may not share or publish any portion of a recording; this includes on the Internet and social networking sites. To do so is to breach the rights and trust of their lecturer and any other students captured in the recording.

More information and a permission form can be found online at the Disability Service:

<http://www.hw.ac.uk/welfare/disability-service/dyslexia.htm>

## 6.7 MSc Dissertation

To obtain the MSc degree, students must successfully complete and pass a dissertation. Students will be advised following the Progression Board in May whether they have successfully completed the PG Diploma stage of the programme and can then proceed to the dissertation stage. To be able to proceed to the dissertation a student must have met the minimum standards for progression, as referenced in Section 6.2, and detailed in the Programme Structures.

Specific training in research methods as well as detailed assistance with choosing and defining topics will be given, usually during Semester 2. Students will also receive specific detailed information on the format, structure and sourcing of ideas for dissertation projects as well the requirements for preparing, writing and submitting their dissertations.

The aim of the MSc dissertation is to enable students to undertake independent research into a topic that is relevant to the practical pursuit of their subject. While students are not required to make a new and significant contribution to knowledge in the area chosen, they are expected to show evidence of independent enquiry and investigation.

### **Broadly, the aims of the MSc dissertation are to:**

- Put into practice theories and concepts learned on the programme
- Provide an opportunity to study a particular topic in depth
- Show evidence of independent investigation
- Combine relevant theories and suggest alternatives
- Enable interaction with practitioners (where appropriate to the chosen topic)
- Show evidence of ability to plan and manage a project within deadlines.

### **After completion of the dissertation students should be able to:**

- Define, design and deliver an academically rigorous piece of research
- Understand the relationships between the theoretical concepts taught in class and their application in specific situations
- Show evidence of a critical and holistic knowledge and have a deeper understanding of their chosen subject area
- Appreciate practical implications and constraints of the specialist subject
- Understand the process and decisions to be made in managing a project within strict deadlines.

**Specific aims and learning outcomes will vary from one programme to another and more information on these will be provided by your Programme Director in due course.**

Further information will also become available via the SML Postgraduate Portal during the academic year:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015>

### 6.7.1 Supervision Arrangements

Students will be allocated an academic supervisor who will provide general guidance and support in completing their dissertation. Wherever possible the academic supervisor will have a detailed knowledge of the topic area however, due to the need to balance academic supervisor workloads, this may not always be possible. As all academic supervisors have extensive knowledge of the research process, this will not disadvantage any student.

The supervisor will agree an overall schedule of work with students and will establish how frequently meetings will be required. School policy is that the student will have up to five meetings with their supervisor through the dissertation period. The supervisor will keep a written record of all meetings, normally using the "*Record of Supervision Meeting Form*", which can be found on the dissertation section of the Portal:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015>

Where supervision is carried out remotely (e.g. by email) evidence of supervision will take the form of email correspondence between supervisor and supervisee.

Supervisors are asked to aim to reply to any correspondence relating to dissertations (including e-mail correspondence) and to return comments on submitted work within a week of receipt. Students should recognise that academic staff may be away for extended periods e.g. at conferences, on leave, or while undertaking their own research. Students are responsible for making themselves aware of when their academic supervisors will be away from the University. Supervisors will only use Heriot-Watt e-mail accounts for correspondence with students. It is the student's responsibility to ensure their e-mail account is available to meet all necessary file transfers. At all times it is the responsibility of the student to maintain adequate contact with their supervisor and to keep their supervisor informed of their progress.

During the writing process, students can normally expect supervisors to read up to two draft chapters, once only. Supervisors are not required to read successive drafts of the same part.

Where students achieve a grade D in their dissertation at the first attempt, they will normally be offered the opportunity to resubmit the dissertation with a view to achieving a grade C, which is required for award of the MSc. As part of the resubmission process, students will receive feedback on their first submission detailing the specific areas to be improved, but they will not receive any additional supervision. Neither will supervisors be required to read any further chapters. Resubmitted dissertations will receive up to a maximum of grade C or 55%. Students resubmitting their dissertation will be required to pay an additional fee to the University.

### **6.7.2 Schedule for Preparation and Submission**

Preparation for the dissertation will normally take place during Semester 2. The summer is when intensive research, data collection, analysis and writing will take place. Students will be advised by their Programme Director of the specific stages and milestones involved.

Once the subject area has been agreed and a supervisor allocated, you will be asked to complete a formal *Dissertation Proposal* form. This form is will be available on the dissertation section of the Portal:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015>

Whilst the emphasis within a specific topic area may change, students should not change their topic without the permission of their supervisor.

### **6.7.3 Ethics**

At the proposal stage students must also read the School's "*Policy on Ethical Aspects of Research for Postgraduate Dissertations*" and confirm that they have read and understood this policy by ticking the appropriate box on the Dissertation Proposal Form.

Students will also be required to complete an "*Application to School Ethics Committee for Ethical Approval for a Research Project*". In addition, students will have to obtain approval under the Disclosure Scotland procedures, if research involves individuals or groups under the age of 18 or other designated vulnerable or at risk individuals or groups.

The School's Policy on Ethical Aspects of Research for Postgraduate Dissertations and the Application to School Ethics Committee for Ethical Approval for a Research Project are both available online here:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015>

### **6.7.4 Overview of a Dissertation Length**

The dissertation should normally be between 12,000 and 15,000 words in length, although those dissertations dealing with numerical analysis may be permitted a lower level. The Programme Director or academic supervisor will provide you with specific guidance. Students whose dissertations vary by a margin of 10% will be required to re-submit their work and to express themselves within the stipulated limits. Appendices are not included in the word count but should not be excessively long. The word count should be on the title page.

### 6.7.5 Order of Parts:

The dissertation should normally observe the following order of parts (although these may not all apply in every dissertation):

1. Title page (containing: title, student's name and enrolment number, year of graduation, supervisor's name, word count and the following wording: "Dissertation submitted in partial fulfilment of the requirements for the degree of MSc at Heriot-Watt University".)
2. Abstract (a summary of the main arguments and conclusions, not to exceed one page)
3. Dedication or Epigraph (optional)
4. Table of contents
5. List of Illustrations (plates, figures, maps and tables, in that order)
6. List of Abbreviations
7. Acknowledgements (of all help received during the preparation of the dissertation)
8. Text (including introduction), subdivided into relevant chapters and sections
9. Conclusion
10. References
11. Appendices (only relevant supporting information)

### 6.7.6 Submitting your Dissertation

Students will usually provide a minimum of two bound copies of their dissertation as well as an electronic copy. Additionally, students will be required to submit their dissertations electronically through Turnitin, and to submit the Turnitin e-mail receipt with the hard copies.

The dissertation must be submitted in hard copy to the Academic Administration Office and not to the academic supervisor. Students must also complete a Dissertation Submission Form and have it signed and receipted by a member of staff in the Academic Administration Office. Students should retain the receipt and a copy of their work until it has been marked. Submitted copies of the dissertations cannot normally be returned to students.

Students are expected to submit their dissertation in person; where this is not possible it is recommended that students use registered mail or a courier service to ensure secure and timely delivery in accordance with the dissertation deadlines. See Section 6.7.8 for further details.

Students undertaking company-sponsored projects will be expected to provide an additional copy of their dissertation for the company; this is in addition to the minimum two copies.

### 6.7.7 Costs

Students need to be aware that, with the exception of projects supported by companies, they will receive no financial support for expenses incurred in obtaining data for their dissertations from the University. In planning their dissertations, students need to be aware that the University cannot provide travel, data processing, mailing, telephone or specific requests for specialist reports. Where students are undertaking a company supported project, whether obtained by the University or themselves, they will not usually be paid, although they may be able to claim travel and accommodation costs where prior agreement with the company has been obtained. The student has the responsibility to ensure that any expenditure has been approved before it is incurred.

### 6.7.8 Dissertation Deadlines

In order to manage the intake of dissertations, each programme is allocated a separate date and time over a working week for dissertations to be submitted.

**If a student cannot submit their dissertation in person, they must nonetheless ensure that their dissertation is received in the Academic Administration Office by the relevant deadline stated below.**

If students wish to graduate at the November graduation ceremony, they must submit their dissertation by the allocated August deadline. This deadline must be strictly observed.

Dissertations that are submitted late, either in person, or by post, will be subject to a penalty of 30% of the mark awarded, in line with the Late Submission policy detailed in [Section 6.5.1](#) unless an extension has been granted in advance (see [Section 6.7.9](#)).

Where an extension has not been granted, late submissions will be accepted up to one month after the standard submission deadline (and will be subject to the late penalty as indicated above). Beyond that, date dissertations will not be accepted and will be awarded a mark of zero.

Students submitting their dissertation late, whether or not they have been granted an extension, should be aware that they are unlikely to be able to graduate at the November graduation ceremony.

The following table lists the complete set of Dissertation deadlines for the 2014 - 2015 academic year. If you are not certain which one applies to your Programme, ask your Programme Director in good time.

<b>Programme of Study</b>	<b>Dissertation Deadline</b>
Accountancy, Finance and Economics: All Programmes	Tuesday 25 <sup>th</sup> August 2015
Business Management: International Marketing Programmes	Wednesday 26 <sup>th</sup> August 2015
Business Management: Leadership and Organisational Performance Programmes	Wednesday 26 <sup>th</sup> August 2015
Business Management: Logistics and Supply Chain Management Programmes	Wednesday 26 <sup>th</sup> August 2015
Business Management: International Business Management Programmes	Thursday 27 <sup>th</sup> August 2015
Languages and Intercultural Studies: All Programmes	Friday 28 <sup>th</sup> August 2015
Part-Time Students (All Programmes, Academic Year 2013-15)	Thursday 26 <sup>th</sup> November 2015
September 2014 Progressions (Post-resit diet) (All FT Programmes, Academic Year 2014-15)	Thursday 10 <sup>th</sup> December 2015
<b>Resubmitted Dissertations</b>	
Resubmitted Dissertations (June 2014 progressions) (All FT Programmes, Academic Year 2014-15)	Thursday 26 <sup>th</sup> November 2015
Resubmitted Dissertations (September 2014 progressions) (All FT Programmes, Academic Year 2014-15)	TBC

### 6.7.9 Dissertation Extensions

In **exceptional personal circumstances only** a request may be made to the Director of Postgraduate Programmes for a short extension to the normal submission date. This should be done using the "*Request for Extension to MSc Dissertation Form*", which can be found via the SML Postgraduate Portal:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015>

All such requests must be accompanied by appropriate supporting documentation. The completed form and supporting documentation should be submitted to Jessica Forbes (MB 1.28) ([J.Forbes@hw.ac.uk](mailto:J.Forbes@hw.ac.uk)) for consideration by the Director of Postgraduate Programmes.

**It is essential that requests are made in a timely fashion and should normally be made at least two weeks in advance of the stated submission deadline.**

Submitting an extension request **does not** guarantee that the request will be granted, and students should be prepared to submit by their official deadline unless they are formally granted an extension.

All decisions regarding extensions will be made strictly in line with the SML Mitigating Circumstances policy detailed in [Section 6.6.1](#).

**In all cases, independent documentary evidence, such as medical certificates, must be provided to verify mitigating circumstances. Extension requests submitted without such evidence cannot be considered.**

**It is the responsibility of students to ensure that they schedule their work in such a way that they are able to submit by the deadline.**

**The time required for final checks, proofreading, printing and binding should not be underestimated.**

#### **6.7.10 Oral Examinations for Dissertations**

In line with University Regulation 48 relating to Higher Degrees of Master (Taught), students may be required to present themselves for an oral examination (a 'viva') following submission of the MSc dissertation and as part of the assessment process. Examiners may wish to hold an oral examination for a number of reasons, including where this would help examiners arrive at a final mark for the dissertation, where there is uncertainty surrounding the contribution of the student to the project reported on in the dissertation (e.g. in the case of a company project), or where there are questions surrounding the authorship of the dissertation.

Students will be notified at least one week in advance of the requirement to attend an oral examination. While students will normally be required to attend the examination in person, it may be possible to conduct the examination remotely (e.g. via Skype). In all cases all reasonable efforts will be made by the School to ensure that there is no delay to a student's graduation; however, delays may be unavoidable in some instances.



## 7 Referencing and Scholarship

### 7.1 Scholarship

It is important as a student at university that you read as widely as possible around your subject. Your reading might include media and news, but should be informed by robust academic work in particular.

There are a number of primary objectives for academic reading:

- To understand a theoretical concept
- To develop broader understanding of a subject
- To expand applied or practical knowledge of a subject
- To understand alternative viewpoints so that it is possible to compare and contrast ideas.

Textbooks are acceptable reading for introductory courses and early years of study. In later years you will find that textbooks can provide the basis for understanding of an area of study. However, you are also expected to refer to current research published in academic journals. Do not confuse scholarly electronic sources with other kinds of information available on the web.

Many web-based sources are useful; for example, the internet has excellent data about organisations (often written by the firms themselves). There is lots of valuable secondary data, such as economic/market/ population/etc. statistics from official and policy bodies. However, there are many dangers with relying on the internet for data. You must therefore use online sources with caution.

Examples of poor information on the web are:

- Open-source information, such as Wikipedia – these have no quality control measures, so you cannot know if the source is accurate or robust. You should therefore avoid open-source sites in assessed work.
- Newspaper and other media articles can be very informative but they usually comprise opinion or a political or social slant so be aware of this when you use them.

## 7.2 Referencing

In all academic writing referencing is essential. Citing sources is the key mechanism used to demonstrate the quality of arguments and evidence. It also allows you to demonstrate that you are not stealing other people's work. Taking other people's work and implying it is yours by not citing it correctly is plagiarism. Plagiarism is a serious academic offence.

See: <http://www1.hw.ac.uk/registry/discipline/plagiarism.htm>

The School of Management & Languages uses the Harvard Referencing system.

In your assessed work you are expected to use Harvard Referencing whenever you cite a source of information:

- when you state facts, cite data, or present an argument informed by your reading
- state which sources support your work
- if you are presenting a critical analysis, also cite the sources that you are refuting

The library has some excellent information on how and where to cite using the Harvard Referencing system. See in particular

<http://www.hw.ac.uk/is/docs/Harvardguide.pdf>

References should be cited in text and in a separate References Section at the end of your work.

- In text referencing should follow the general rule: Author name (date, page numbers where appropriate)  
e.g., *It has been suggested by Reed (2008, pp.30-31)... or This has been found several times (Allan, 2001) or People should "make sure to reference their work" (McKee, 2007, p.9).*
- In References Section all sources should be listed in alphabetical order by author name:  
e.g. Hall, J. (2006) 'Face facts: a blow for Mars conspiracy theorists', *Nature*, vol.3, p.4-30.

The link above provides many more examples of referencing different types of material. The library also runs several useful sessions on academic practice and plagiarism; details are available online here:

<http://www.hw.ac.uk/is/skills-development/power-hours.htm>

*If you are uncertain, just ask!*

**END OF PART A**

## **PART B: UNIVERSITY INFORMATION**

The Academic Registry is responsible for producing Part B of the handbook to provide information and assistance on University policies and support services.

It is important to read through Part A of the Handbook which provides more specific information of the requirements of your particular programme of study. Students should contact the appropriate School/Institute in the first instance for any academic query or assistance. However, any queries relating to Part B should be directed to Miss Jenny Tough, Registry Officer (Quality and External Partnerships), Academic Registry, and this will be directed to the relevant staff.

Email: [J.Tough@hw.ac.uk](mailto:J.Tough@hw.ac.uk)

Tel: + 44 (0)131 451 3292

Please note that any references to the Campus or School Office contained within Part B apply to the Dubai Campus.

### **B1. UNIVERSITY POLICY AND GUIDANCE**

The University publishes many policies and reference information on its website that may be of use and of interest to students through the programme of their studies at Heriot-Watt University

Wherever practicable, University policy is designed to include all members of the University's community, both within and out with the main campus environments.

Important information for students is contained in the Student Learning Code of Practice. This document is attached in Appendix A.

Policies of specific interest and relevance to students can be accessed via:

<http://www1.hw.ac.uk/committees/lrb/lrb-policies.htm>

### **B2. ORDINANCES AND REGULATIONS**

Heriot-Watt University has a detailed set of rules which governs the operation and management of University business. These are referred to as Ordinances and these Ordinances are set by the Court, which is the governing body of the University. The Ordinances provide a regulatory framework for corporate governance,

The University Ordinances are supported by University Regulations which provide a regulatory framework for the governance of academic-related matters which Staff and Students must adhere to for all academic matters.

There are a number of policies and procedures that underpin the Ordinances and Regulations.

The following section on Academic Support Services often refers to Ordinances and Regulations. These links will provide you with information and guidance on all matters relating to your academic life.

A full list of Ordinances and Regulations are available at the following weblink:

<http://www1.hw.ac.uk/ordinances/>

### B3. QUICK FINDER GUIDE TO ACADEMIC SUPPORT SERVICES

1. Academic Support		
1.1	Mentoring	<a href="http://www.hw.ac.uk/quality/studentsupport.htm">http://www.hw.ac.uk/quality/studentsupport.htm</a> and <a href="http://www.hw.ac.uk/registry/enrolment.htm">http://www.hw.ac.uk/registry/enrolment.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on Mentoring.</i>
1.2	Professional Development Planning	<a href="http://www.hw.ac.uk/careers/pdp/index.php">http://www.hw.ac.uk/careers/pdp/index.php</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on Professional Development Planning.</i>
1.3	Student Feedback	<a href="http://www.HWUnion.com">http://www.HWUnion.com</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on Student Feedback.</i>

2. Enrolment, Attendance and Periods of Study		
2.1	Attendance/ Absence from the University	Policy on Student Attendance: <a href="http://www.hw.ac.uk/registry/resources/studentattendancepolicy.pdf">http://www.hw.ac.uk/registry/resources/studentattendancepolicy.pdf</a>  Withdrawal from the University: <a href="http://www.hw.ac.uk/registry/resources/withdrawalprocedures.pdf">http://www.hw.ac.uk/registry/resources/withdrawalprocedures.pdf</a>  <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 1</b> – General Regulation, paragraph 6 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 12 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 12 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 12
2.2	Accreditation of Prior Learning	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 46</b> – Accreditation of Prior Learning (APL)
2.3	Amendment to Registration	Application Form: <a href="http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc">http://www.hw.ac.uk/registry/resources/amendmenttoregistration.doc</a>
2.4	Change of Address	Please login to Student Self Service <a href="http://www.hw.ac.uk/selfservice">www.hw.ac.uk/selfservice</a>
2.5	Enrolment	<a href="http://www.hw.ac.uk/registry/enrolment.htm">http://www.hw.ac.uk/registry/enrolment.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on enrolment.</i>

2. Enrolment, Attendance and Periods of Study		
2.6	Periods of Study	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 10 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 10 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 10
2.7	Student Personal Information (Data Protection)	<a href="http://www1.hw.ac.uk/registry/resources/studentpersonaldatastatement.pdf">http://www1.hw.ac.uk/registry/resources/studentpersonaldatastatement.pdf</a>
2.8	Suspension of Studies	Students are advised to consult with their mentor /Year Co-ordinator/Director of Studies in the first instance  Application forms are available on the Registry website,  <a href="http://www1.hw.ac.uk/registry/resources/tss.pdf">http://www1.hw.ac.uk/registry/resources/tss.pdf</a>
2.9	Teaching Timetables	<a href="http://www.hw.ac.uk/timetabling">www.hw.ac.uk/timetabling</a>

3. Guidance on Assessment		
3.1	Assessment	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 1</b> – General Regulation, paragraph 6 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraphs 13 – 19 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraphs 13 – 19 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraphs 13 - 19
3.2	Common Assessment and Progression System (CAPS)	<a href="http://www.hw.ac.uk/registry/resources/CAPSdiagrapmgt.pdf">http://www.hw.ac.uk/registry/resources/CAPSdiagrapmgt.pdf</a> <i>The University operates a Common Assessment and Progression System (CAPS) which specifies minimum progression requirements. Schools have the option to apply progression requirements above the minimum University requirement, which are approved by the Studies Committees. Please refer to the programme-specific information in Part A of this handbook for further details on progression requirements.</i>
3.3	Extension to Assessment Deadlines	<i>Please refer to the programme-specific information in Part A of this handbook for further details on extensions to assessment deadlines.</i>
3.4	Ill Health and Mitigating Circumstances - Assessment	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a> <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 12, 17, 21 <b>Regulation 9</b> – Assessment and Examinations, paragraph 9, 12 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 12, 17, 21 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 12, 17, 22

3. Guidance on Assessment		
3.5	Mitigating Circumstances in Assessment	Policy: <a href="http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf">http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf</a>  Application Form: <a href="http://www.hw.ac.uk/registry/resources/special-circumstances-form.doc">http://www.hw.ac.uk/registry/resources/special-circumstances-form.doc</a>
3.6	Non-Submission of Assessment	<i>Please refer to the programme-specific information in Part A of this handbook for further details on non-submission of assessments.</i>
3.7	Submission of Assessment	<i>Please refer to the programme-specific information in Part A of this handbook for further details on submission of assessment.</i>

4. Examination and Re-assessment Procedures		
4.1	Assessment Results	<a href="http://www.hw.ac.uk/registry/examinations.htm">http://www.hw.ac.uk/registry/examinations.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on assessment results.</i>
4.2	Discretionary Credits	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 20 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 20 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 21
4.3	Examinations	<a href="http://www1.hw.ac.uk/registry/examinations.htm">http://www1.hw.ac.uk/registry/examinations.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on examinations.</i>
4.4	Examination Diets	<a href="http://www1.hw.ac.uk/registry/examinations.htm">http://www1.hw.ac.uk/registry/examinations.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on examinations diets.</i>
4.5	Examination Timetables	<a href="http://www.hw.ac.uk/registry/examinations/timetable.htm">http://www.hw.ac.uk/registry/examinations/timetable.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on examination timetables.</i>
4.6	Ill Health and Mitigating Circumstances – Examinations	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 1</b> – General Regulation, paragraph 6 <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 12, 17, 21 <b>Regulation 9</b> – Assessments and Examinations, paragraph 9, 12 <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 12, 17, 21 <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 12, 17, 22  <i>Students should refer to the programme-specific information in Part A of this handbook for related procedures in Schools.</i>
4.7	Mitigating Circumstances in Assessment	Policy: <a href="http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf">http://www.hw.ac.uk/registry/resources/special-circumstances-policy.pdf</a>

4. Examination and Re-assessment Procedures		
	and Examinations	Application Form: <a href="http://www.hw.ac.uk/registry/resources/special-circumstances-form.doc">http://www.hw.ac.uk/registry/resources/special-circumstances-form.doc</a>
4.8	Examination in Different Time Zones	Policy: <a href="http://www.hw.ac.uk/registry/resources/QESCpolicyexams.pdf">http://www.hw.ac.uk/registry/resources/QESCpolicyexams.pdf</a>
4.9	Information on Student Fees and Charges	Information on student fees and charges: <a href="http://www1.hw.ac.uk/registry/tuition-fees.htm">http://www1.hw.ac.uk/registry/tuition-fees.htm</a> <a href="http://www.hw.ac.uk/ordinances/ordinances.pdf">http://www.hw.ac.uk/ordinances/ordinances.pdf</a> <b>Ordinance 2 – Fees, Charges, Fines and Debts</b>
4.10	Re-assessment	<a href="http://www1.hw.ac.uk/registry/examinations.htm">http://www1.hw.ac.uk/registry/examinations.htm</a>  <b>Students who study on campus are reminded of the University Senate decision that examinations should always be taken at the campus they are studying at. Requests to sit exams off-campus or at an alternative campus will not be considered, other than in exceptional circumstances. Exceptional circumstances do not include requests to sit off-campus due to travel arrangements or employment/other commitments.</b>  Reassessment Procedures: <a href="http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm">http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm</a>  <i>Please refer to the programme-specific information in Part A of this handbook for further details on re-assessment.</i>
4.11	Use of Calculators in Examinations	Policy on the Use of Calculators: <a href="http://www.hw.ac.uk/registry/resources/approvedcalculatorguidance.pdf">http://www.hw.ac.uk/registry/resources/approvedcalculatorguidance.pdf</a> <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 9 – Assessments and Examinations, paragraph 8</b>
4.12	Use of Translation Dictionaries	<b>English translation dictionaries are not permitted in any examinations, wherever or whenever the examination is held.</b>

5. Grading, Awards and Qualifications		
5.1	Requirements for Awards	<a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a>  <b>Regulation 4 – Postgraduate Diplomas and Graduate Diplomas, paragraph 15, 19, 21</b> <b>Regulation 18 – Postgraduate Certificates and Graduate Certificates, paragraph 15, 19, 21</b> <b>Regulation 48 – Higher Degrees of Master (Taught), paragraph 15, 20, 22</b>
5.2	Intermediate Awards	<a href="http://www.hw.ac.uk/registry/awards/intermediateawards.htm">http://www.hw.ac.uk/registry/awards/intermediateawards.htm</a>

6. Graduation		
6.1	Graduation Information and Application Forms	<a href="http://www.hw.ac.uk/registry/graduation.htm">http://www.hw.ac.uk/registry/graduation.htm</a>

7. Conduct, Discipline and Appeals		
7.1	<b>Academic Conduct (including copying, plagiarism and collusion)</b>	<p>Further Information is available from:  <a href="http://www.hw.ac.uk/ordinances/">http://www.hw.ac.uk/ordinances/</a></p> <p><b>Ordinance 9</b> – Student Discipline  <b>Regulation 9</b> – Assessment and Examinations, Paragraph 8  <b>Regulation 50</b> – Student Discipline</p>
7.2	<b>Appeals</b>	<p>Further Information is available from:  <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a></p> <p><b>Regulation 36</b> – Student Appeals</p> <p>The Student Academic Appeal Policy and Procedures are available at:  <a href="http://www.hw.ac.uk/registry/appeals.htm">http://www.hw.ac.uk/registry/appeals.htm</a></p>
7.3	<b>Detection of Plagiarism</b>	<p><a href="http://www1.hw.ac.uk/registry/discipline/plagiarism.htm">http://www1.hw.ac.uk/registry/discipline/plagiarism.htm</a></p> <p><a href="http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf">http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf</a></p>
7.4	<b>Student Discipline Policy and Procedures</b>	<p>Students are required to inform the University of any criminal conviction they may receive during their period of study, any that are unspent at the application stage, and any received following application but prior to their enrolment with the University.</p> <p>Further information is available from:  <a href="http://www1.hw.ac.uk/registry/discipline.htm">http://www1.hw.ac.uk/registry/discipline.htm</a></p>
7.5	<b>Plagiarism</b>	<p>Further Information is available from:  <a href="http://www.hw.ac.uk/registry/discipline/plagiarism.htm">http://www.hw.ac.uk/registry/discipline/plagiarism.htm</a></p> <p>Plagiarism Guide:                      For an English language version, please refer to  <a href="http://www.hw.ac.uk/registry/resources/plagiarismguide.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguide.pdf</a>                      (this document is attached in Appendix B)</p> <p>For the Chinese language version, please refer to  <a href="http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf</a></p> <p>For the Arabic language version, please refer to  <a href="http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf">http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf</a></p>
7.6	<b>Use of Mobile Telephones</b>	<p><a href="http://www1.hw.ac.uk/registry/discipline.htm">http://www1.hw.ac.uk/registry/discipline.htm</a></p> <p><a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a></p> <p><b>Regulation 9</b> – Assessment and Examinations, paragraph 8  <b>Regulation 50</b> – Student Discipline</p>
8. Complaints		
8.1	<b>Complaints Policy and Procedures</b>	<p>Further information on the University's Complaints Policy and procedures is available from:  <a href="http://www1.hw.ac.uk/registry/complaints.htm">http://www1.hw.ac.uk/registry/complaints.htm</a></p>



9. Suspension, Withdrawal and Exit Award		
9.1	<b>Suspension</b>	<p>Students are advised to consult with their mentor /Year Co-ordinator/Director of Studies in the first instance</p> <p>Application forms are available on the Registry website,  <a href="http://www1.hw.ac.uk/registry/resources/tss.pdf">http://www1.hw.ac.uk/registry/resources/tss.pdf</a></p> <p>Further Information is available from:  <a href="http://www.hw.ac.uk/ordinances/regulations.pdf">http://www.hw.ac.uk/ordinances/regulations.pdf</a></p> <p><b>Regulation 1</b> – General Regulation, paragraph 6  <b>Regulation 4</b> – Postgraduate Diplomas and Graduate Diplomas, paragraph 10  <b>Regulation 18</b> – Postgraduate Certificates and Graduate Certificates, paragraph 10  <b>Regulation 48</b> – Higher Degrees of Master (Taught), paragraph 10</p>
9.2	<b>Withdrawal</b>	<p>Application Form to withdraw from studies is available form:  <a href="http://www.hw.ac.uk/registry/studentrecords.htm">http://www.hw.ac.uk/registry/studentrecords.htm</a></p>
9.3	<b>Exit Awards</b>	<p><a href="http://www.hw.ac.uk/registry/awards/exitawards.htm">http://www.hw.ac.uk/registry/awards/exitawards.htm</a></p>

10. Student Fees and Charges		
10.1	<b>Charges for Transcripts, Certifications, Late Enrolment and Student Identity Cards</b>	<p>Follow the link for Additional Notes on Fees at:  <a href="http://www.hw.ac.uk/registry/tuition-fees/additionalfees.htm">http://www.hw.ac.uk/registry/tuition-fees/additionalfees.htm</a></p>
10.2	<b>Fees Status Enquiry Form</b>	<p><a href="http://www.hw.ac.uk/support/isao/docs/Fee%20Form%202011.pdf">http://www.hw.ac.uk/support/isao/docs/Fee%20Form%202011.pdf</a></p>
10.3	<b>Information on Student Fees and charges</b>	<p>Information on Tuition Fees:  <a href="http://www.hw.ac.uk/student-life/scholarships/tuition-fees.htm">www.hw.ac.uk/student-life/scholarships/tuition-fees.htm</a></p> <p>Information on Additional Fees and Charges:  <a href="http://www.hw.ac.uk/registry/tuition-fees/additionalfees.htm">http://www.hw.ac.uk/registry/tuition-fees/additionalfees.htm</a></p> <p>Further information available from:  <a href="http://www.hw.ac.uk/ordinances/ordinances.pdf">http://www.hw.ac.uk/ordinances/ordinances.pdf</a>  <b>Ordinance 2</b> – Fees, Charges, Fines and Debts</p>
10.4	<b>Re-assessment Fees and Procedures</b>	<p><a href="http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm">http://www.hw.ac.uk/registry/examinations/reassessmentprocedures.htm</a></p>
10.5	<b>Repeated Courses</b>	<p><a href="http://www1.hw.ac.uk/registry/tuition-fees.htm">http://www1.hw.ac.uk/registry/tuition-fees.htm</a></p>

## B4. QUICK FINDER GUIDE TO STUDENT ADMINISTRATION AND SUPPORT SERVICES

Much of the detail this handbook provides guidance and links for the academic operations of a complex institution like Heriot-Watt University. However, as well as helping to inform students, the University also hopes to ensure that students are happy members of a vibrant community.

This section outlines the range of services available for students to help them get the most out of their time here and to assist with any problems they may experience along the way.

Student Administration and Support Services		
1	Academic Counselling and Skills Coaching	<a href="http://www.hw.ac.uk/sbc/library/academic_skills/index.htm">http://www.hw.ac.uk/sbc/library/academic_skills/index.htm</a>
2	Academic Registry	<a href="http://www.hw.ac.uk/registry">http://www.hw.ac.uk/registry</a>
3	Careers Service	<a href="http://www.hw.ac.uk/careers/">http://www.hw.ac.uk/careers/</a>
4	Centre for Sports and Exercise	Edinburgh Campus: <a href="http://www.hw.ac.uk/sports/">http://www.hw.ac.uk/sports/</a>
5	Chaplaincy	<a href="http://www.hw.ac.uk/chaplaincy/">http://www.hw.ac.uk/chaplaincy/</a>
6	Information Services	<b>General IT information:</b> <a href="http://www.hw.ac.uk/is/">http://www.hw.ac.uk/is/</a> or contact IT Help on +44 (0)130 451 4045
7	Development and Alumni Office	<a href="http://www.hw.ac.uk/alumni.htm">http://www.hw.ac.uk/alumni.htm</a>
8	Equality and Diversity Service	<a href="http://www.hw.ac.uk/equality">http://www.hw.ac.uk/equality</a>
9	Finance Office	<a href="http://www.hw.ac.uk/student-life/scholarships-fees.htm">http://www.hw.ac.uk/student-life/scholarships-fees.htm</a>  or contact studentcentre@hw.ac.uk
10	Guide to Student Life	<a href="http://www.hw.ac.uk/student-life.htm">http://www.hw.ac.uk/student-life.htm</a>
11	Health Service	<a href="http://www.hw.ac.uk/health">http://www.hw.ac.uk/health</a>
12	Heriot Watt University Students' Association	<a href="http://HWUnion.com">http://HWUnion.com</a>  or contact <a href="mailto:info@hwunion.com">info@hwunion.com</a>
13	Information Security (Data Protection)	<a href="http://www.hw.ac.uk/about/policies/data-protection.htm">http://www.hw.ac.uk/about/policies/data-protection.htm</a>  To find out more please contact <a href="mailto:foi@hw.ac.uk">foi@hw.ac.uk</a>
14	International Student Advice	<a href="http://www.hw.ac.uk/support/isao/about-us.htm">http://www.hw.ac.uk/support/isao/about-us.htm</a>
15	Library	<a href="http://www.hw.ac.uk/is/library-essentials.htm">http://www.hw.ac.uk/is/library-essentials.htm</a>
16	Sports Union	<a href="http://www.hw.ac.uk/sports/sports-union.htm">http://www.hw.ac.uk/sports/sports-union.htm</a>
17	Student Service Centre	<a href="http://www.hw.ac.uk/studentcentre">http://www.hw.ac.uk/studentcentre</a>

Student Administration and Support Services		
18	<b>Student Support and Accommodation</b>	<p><u>Student Support:</u>  <a href="http://www.hw.ac.uk/student-life/campus-life/student-support.htm">http://www.hw.ac.uk/student-life/campus-life/student-support.htm</a></p> <p><u>Accommodation:</u>  <a href="http://www.hw.ac.uk/student-life/campus-life/edinburgh/accommodation.htm">http://www.hw.ac.uk/student-life/campus-life/edinburgh/accommodation.htm</a></p> <p><a href="http://www1.hw.ac.uk/support/isao/accommodation.htm">http://www1.hw.ac.uk/support/isao/accommodation.htm</a></p> <p>or contact - <a href="mailto:studentsupport@hw.ac.uk">studentsupport@hw.ac.uk</a></p>
19	<b>Religious Services</b>	<p><i>In addition to the multi-denominational Chaplaincy, a Muslim Prayer Room is provided for students at the main University campus Edinburgh. There is also a prayer room for students within the Dubai Campus.</i></p>
20	<b>Wider Access Programme</b>	<p>Further information on Wider Access can be found at:  <a href="http://www.hw.ac.uk/student-life/entry-requirements/other-routes-to-entry.htm">http://www.hw.ac.uk/student-life/entry-requirements/other-routes-to-entry.htm</a></p> <p>or contact <a href="mailto:edu.liasion@hw.ac.uk">edu.liasion@hw.ac.uk</a></p>

## UNIVERSITY POLICIES AND GUIDANCE

The University publishes many policies and reference information on its website that may be of use and of interest to students through the programme of their studies at Heriot-Watt University

Wherever practicable, University policy is designed to include all members of the University's community, both within and out with the main campus environments. Policies of specific interest and relevance to students can be accessed via:

<http://www.hw.ac.uk/committees/lrb/lrb-policies.htm>

## APPENDIX A: STUDENT GUIDE TO PLAGIARISM (ENGLISH) <sup>1</sup>

*Plagiarism is intellectual theft and is a major offence which the University takes seriously in all cases. Students must therefore avoid committing acts of plagiarism by following these guidelines and speaking to academic staff if they are uncertain about what plagiarism means. Those who are found to have plagiarised will be subject to the University's disciplinary procedures, which may result in penalties ranging from the deduction of credits and courses already achieved by students to compulsory termination of studies. Students are advised to refer to Regulation 50 at <http://www.hw.ac.uk/ordinances/regulations.pdf> and to the Guidelines for Staff and Students on Discipline at <http://www.hw.ac.uk/registry/discipline.htm> for further details of how the University deals with all acts of plagiarism.*

### 1 Introduction

- 1.1 This guide is intended to provide students at Heriot-Watt University with a clear definition of plagiarism and examples of how to avoid it.
- 1.2 The guide may also be of use to members of staff who seek to advise students on the various issues outlined below.

### 2 Definition

- 2.1 Plagiarism involves the act of taking the ideas, writings or inventions of another person and using these as if they were one's own, whether intentionally or not. Plagiarism occurs where there is no acknowledgement that the writings or ideas belong to or have come from another source.
- 2.2 Most academic writing involves building on the work of others and this is acceptable as long as their contribution is identified and fully acknowledged. It is not wrong in itself to use the ideas, writings or inventions of others, provided that whoever does so is honest about acknowledging the source of that information. Many aspects of plagiarism can be simply avoided through proper referencing. However, plagiarism extends beyond minor errors in referencing the work of others and also includes the reproduction of an entire paper or passage of work or of the ideas and views contained in such pieces of work.

### 3 Good Practice

- 3.1 Academic work is almost always drawn from other published information supplemented by the writer's own ideas, results or findings. Thus drawing from other work is entirely acceptable, but it is unacceptable not to acknowledge such work. Conventions or methods for making acknowledgements can vary slightly from subject to subject, and students should seek the advice of staff in their own School/Institute about ways of doing this. Generally, referencing systems fall into the Harvard (where the text citation is by author and date) and numeric (where the text citation is by using a number). Both systems refer readers to a list at the end of the piece of work where sufficient information is provided to enable the reader to locate the source for themselves.

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<sup>1</sup> The author acknowledges the following sources of information used in preparing this guide to Plagiarism: "Plagiarism – A Good Practice Guide", Carroll, J and Appleton, J (2001) and various extracts from Student/Programme Handbooks 2004/2005, Schools and Institutes at Heriot-Watt University

3.2 When a student undertakes a piece of work that involves drawing on the writings or ideas of others, they must ensure that they acknowledge each contribution in the following manner:

- **Citations:** when a direct quotation, a figure, a general idea or other piece of information is taken from another source, the work and its source must be acknowledged and identified where it occurs in the text;
- **Quotations:** inverted commas must always be used to identify direct quotations, and the source of the quotation must be cited;
- **References:** the full details of all references and other sources must be listed in a section at the end of any piece of work, such as an essay, together with the full publication details. This is normally referred to as a “List of References” and it must include details of any and all sources of information that the student has referred to in producing their work. (This is slightly different to a Bibliography, which may also contain references and sources which, although not directly referred to in your work, you consulted in producing your work).

3.3 Students may wish to refer to the following examples which illustrate the basic principles of plagiarism and how students might avoid it in their work by using some very simple techniques:

3.3.1 Example 1: A Clear Case of Plagiarism

Examine the following example in which a student has simply inserted a passage of text (*in italics*) into their work directly from a book they have read:

University and college managers should consider implementing strategic frameworks if they wish to embrace good management standards. *One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action.* Managers are employed to resolve these issues effectively.

This is an example of bad practice as the student makes no attempt to distinguish the passage they have inserted from their own work. Thus, this constitutes a clear case of plagiarism. Simply changing a few key words in such a passage of text (e.g. replace ‘*problems*’ with ‘*difficulties*’) does not make it the student’s work and it is still considered to be an act of plagiarism.

3.4 What follows are examples of the measures that students should employ in order to correctly cite the words, thought or ideas of others that have influenced their work:

3.4.1 Example 2: Quoting the work of others

If a student wishes to cite a passage of text in order to support their own work, the correct way of doing so is to use quotation marks (e.g. “ ”) to show that the passage is someone else’s work, as follows:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action”.*

### 3.4.2 Example 3: Referencing the work of others

In addition to using quotation marks as above, students must also use a text citation. If the work being cited is a book, page numbers would also normally be required. Thus, using the Harvard system for a book:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Jones, 2001, p121).*

The same reference could also be made to a book using the numeric system:

*“One of the key problems in setting a strategic framework for a college or university is that the individual institution has both positive and negative constraints placed upon its freedom of action” (Ref.1, p121).*

More often, a piece of work will have multiple references and this serves to show an examiner that the student is drawing from a number of sources. For example, articles by Brown and by Smith may be cited as follows in the Harvard system

*“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Brown, 1991], whereas more modern writers [Smith, 2002] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.*

or as follows using the numeric system:

*“It has been asserted that Higher Education in the United Kingdom continued to be poorly funded during the 1980’s [Ref 1], whereas more modern writers [Ref 2] argue that the HE sector actually received, in real terms, more funding during this period than the thirty year period immediately preceding it”.*

### 3.4.3 Example 4: Use of reference lists

Whichever system is used, a list must be included at the end, which allows the reader to locate the works cited for themselves. The Internet is also an increasingly popular source of information for students and details must again be provided. You should adhere to the following guidelines in all cases where you reference the work of others:

If the source is a book, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Book
- Place of Publication
- Publishers Name
- All Page Numbers cited
- Edition (if more than one, e.g. 3<sup>rd</sup> edition, 2001)

If the source is an article in a journal or periodical, the required information is as follows:

- Author’s name(s)
- Year of Publication
- Title of Journal
- Volume and part number
- Page numbers for the article

If the source is from the Internet, the required information is as follows:

- Author's or Institution's name ("Anon", if not known)
- Title of Document
- Date last accessed by student
- Full URL (e.g. <http://www.lib.utk.edu/instruction/plagiarism/>)
- Affiliation of author, if given (e.g. University of Tennessee)

The way in which the information is organised can vary, and there are some types of work (for example edited volumes and conference proceedings) where the required information is slightly different. Essentially, though, it is your responsibility to make it clear where you are citing references within your work and what the source is within your reference list. **Failure to do so is an act of plagiarism.**

3.5 Students may find the following examples<sup>2</sup> of common plagiarism mistakes made by other students useful when reflecting on their own work:

- "I thought it would be okay as long as I included the source in my bibliography" [without indicating a quotation had been used in the text]
- "I made lots of notes for my essay and couldn't remember where I found the information"
- "I thought it would be okay to use material that I had purchased online"
- "I thought it would be okay to copy the text if I changed some of the words into my own"
- "I thought that plagiarism only applied to essays, I didn't know that it also applies to oral presentations/group projects etc."
- "I thought it would be okay just to use my tutor's notes"
- "I didn't think that you needed to reference material found on the web"
- "I left it too late and just didn't have time to reference my sources"

**None of the above are acceptable reasons for failing to acknowledge the use of others' work and thereby constitute plagiarism.**

3.6 Students are encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor, programme leader or other appropriate member of academic staff. There are also many reference sources available in the University Library which will provide useful guidance on referencing styles.

## 4 Managing Plagiarism

4.1 Students, supervisors and institutions have a joint role in ensuring that plagiarism is avoided in all areas of academic activity. Each role is outlined below as follows:

*How you can ensure that you avoid plagiarism in your work:*

- Take responsibility for applying the above principles of best practice and integrity within all of your work
- Be aware that your written work will be checked for plagiarism and that all incidents of plagiarism, if found, are likely to result in severe disciplinary action by the University. The standard penalty is to annul all assessments taken in the same diet of examinations (for details please refer to Regulation 50 at <http://www.hw.ac.uk/ordinances/regulations.pdf> and to the Guidelines for Staff and Students on Discipline at <http://www.hw.ac.uk/registry/discipline.htm>).

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<sup>2</sup> Extract from 'Plagiarism at the University of Essex' advice copyrighted and published by the Learning, Teaching and Quality Unit at the University of Essex (<http://www.essex.ac.uk/plagiarism/pages/reasons.htm>), reproduced with kind permission.

*How your School/Institute will help you to avoid plagiarism:*

- Highlight written guidance on how you can avoid plagiarism and provide you with supplementary, verbal guidance wherever appropriate
- Regularly check student work to ensure that plagiarism has not taken place (this may involve both manual and electronic methods of checking, an example of the latter being use of the Joint Information Standards Committee (JISC) “TurnitIn” plagiarism detection software).
- Alert you to the procedures that will apply should you be found to have committed or be suspected of having committed an act of plagiarism and explain how further action will be taken in accordance with University policy and procedures.

*How the University will endeavour to reduce student plagiarism:*

- Provide clear written guidance on what constitutes plagiarism and how to avoid it directly to your School/Institute and to you
- Alert you and staff in your School/Institute to the penalties employed when dealing with plagiarism cases
- Take steps to ensure that a consistent approach is applied when dealing with cases of suspected plagiarism across the institution
- Take the issue of academic dishonesty very seriously and routinely investigate cases where students have plagiarised and apply appropriate penalties in all proven cases.

For information on plagiarism-detection software used across the University, please refer to:

<http://www.hw.ac.uk/registry/resources/plagiarismjiscnote.pdf>

*The Student Guide to Plagiarism in other languages:*

The *Student Guide to Plagiarism* is also available in Chinese and Arabic. You can find these translated documents at the following links:

**Chinese:** <http://www.hw.ac.uk/registry/resources/plagiarismguidechinese.pdf>

**Arabic:** <http://www.hw.ac.uk/registry/resources/plagiarismguidearabic.pdf>



## APPENDIX B: Student Code of Practice

### What staff can expect from students

Most importantly, we expect you to take charge of your own learning. This is your degree; to get the most of your time at the University you need to be independent, self-motivated and proactive in your studies. We understand that you may have other demands on your time, but your studies should come first. In addition, we expect:

- Preparation for classes as specified by your lecturers, including studying lecture notes, working on tutorial questions and participating in online activities. To do well in your studies you will need to undertake a significant amount of private study in addition to attending your timetabled classes
- Full engagement and attendance on time for lectures, laboratories, seminars and tutorials: during the semester it is your responsibility to be available to attend classes and, in particular, class tests
- Basic organisational skills, including coming to classes with pen and paper ready to take notes or with equipment for electronic note-taking, and using a calendar so that you don't forget deadlines and appointments
- Attention, courtesy and participation during classes; this includes asking and answering questions in lectures and tutorials
- Respecting deadlines for any assignments
- Taking responsibility for your work, whether completed individually or as part of a group
- Attendance at any scheduled meetings with a member of staff. If you can't make a scheduled meeting, please notify the member of staff in advance rather than just not attending
- Checking your University email, providing timely responses to emails from members of staff
- Provision of feedback on your courses and programme
- Commitment to your learning and a professional approach to your academic work
- Self-reflection on progress and willingness to learn from feedback on tutorial work, projects, exams, and trying to improve your work based on that feedback
- Determination and persistence; some topics and problems will be challenging and we expect you to make a sustained effort to master difficult topics. Lecturers are there to help if you need it
- To keep yourself informed about new and interesting developments in your discipline (beyond what is covered in your courses)
- Full referencing of all work \*
- Adherence with regulations and requirements, including health and safety
- Politeness and respect for all members of the Heriot-Watt University community (<http://www.hw.ac.uk/equality/Values/Values%20Index.htm>) and for the facilities / services provided. This includes switching off your phones and other social media during classes

\* *Full referencing is required in accordance with the conventions of your subject area/discipline. Remember that plagiarism is an academic offence even if it is unintentional; you need to take care to avoid it. Guidance on referencing and the use of sources is available from your subject librarian and the Effective Learning Service (<http://www.hw.ac.uk/is/skills-development/study-support.htm>).*

## What students can expect from staff

Teaching is one of the most important duties for members of staff. Although members of academic staff have research and administrative duties that also require attention, we aim to provide:

- Commitment to helping you learn, with support, encouragement and technical back-up to help you develop your skills
- Research informed teaching and high quality delivery of learning materials in accordance with the syllabus
- Advice and support on course content at tutorials, laboratories and through pre-arranged meetings
- Appropriate supervision of project/dissertation work
- Clear information and guidance on assessment requirements
- Availability for face-to-face meetings, either during scheduled office hours or at pre-arranged times
- Timely oral and written feedback
- Timely provision of marks/grades for coursework and exams
- A prompt response from your mentor
- A timely response to general email questions
- Guidance on specific regulations and requirements including those related to health and safety
- Politeness and respect (<http://www.hw.ac.uk/equality/Values/Values%20Index.htm>)

Sometimes members of staff are away on University business and are not able to respond as quickly as normal. If this happens, they will leave an "out-of-office" message and will advise you who to contact instead.

### If you have a problem

If you have a personal or any other type of problem that is having an adverse effect on your studies, please discuss it with your mentor. We are here to help. You can also discuss any personal problems including counselling, disability and financial difficulties with the staff in the Student Support (and Accommodation) Office (<http://www.hw.ac.uk/support>), or email [studentsupport@hw.ac.uk](mailto:studentsupport@hw.ac.uk).

For problems about your course or study programme, talk to the lecturer first. If that does not help, you can raise the matter with your Class Representative or the Year Director of Studies.

*Academic Registrar and Deputy Secretary*  
*September 2013; rev January 2014*

## APPENDIX C: Frequently Asked Questions

It is important that you read the SML Student Handbook in full, but this section should help you find answers for some of our most Frequently Asked Questions.

- **When will my classes start?**

Section 1.4 Significant Dates in Academic Year 2014 – 2015 lists all the session dates for the academic year.

- **How do I find out what my Timetable is?**

The University Timetable is online

<http://www1.hw.ac.uk/timetable/web-timetables-dubai.htm>. See also Section 6.4.

- **Where can I find out more details about my Programme Structure / Courses?**

The Programme Guides and Course Catalogue on the SML Postgraduate Portal contain all the information you need. See also Sections 5 & 6. and visit the portal online here:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015/index.html>

- **When will my exams be? Can I take notes in with me?**

It is a student's responsibility to make sure that they attend all their examinations and obey all regulations for examination conduct. More information about exams, including exam timetables can be found here: <http://www.hw.ac.uk/registry/examinations.htm>

- **How do I find out who my Mentor is? How do I find my Mentor's office?**

Mentors for Postgraduate students are usually the Programme Director, or Deputy Programme Director.

You can find the office of your Mentor or any other SML member of staff, by using Heriot-Watt's People Finder: <http://www.hw.ac.uk/people-finder/>

- **What do I do if I am ill?**

First, don't panic! Section 6.6.1 contains detailed information about the University's Special Circumstances policy, and who you need to inform in the School.

- **How do I know if the University is open today?**

Check the University home page at <http://www.hw.ac.uk>, as this is where any information about closures will likely be published first. You should also check SML's Twitter feed, as we may be able to give you more specific information about particular classes or exams: [https://twitter.com/#!/heriot\\_watt\\_sml](https://twitter.com/#!/heriot_watt_sml) .

- **You haven't asked my question! Where should I look?**

First read through Part A of the Handbook in full. If your question isn't answered there, check through the table of links in Part B; this is index of all University information and should be able to take you to the suitable section of the University website to find out more.

You can also find answers to lots of common questions on SML PG Portal:

<http://www.sml.hw.ac.uk/postgraduate/2014-2015/index.html>

Heriot-Watt University  
**Application for Consideration of Special Circumstances**



Request for medical and/or special personal circumstances to be presented to the Special Circumstances Committee.

**Instructions:** PLEASE PRINT CLEARLY USING BLACK INK AND SIGN, OR EDIT USING MICROSOFT WORD, PRINT AND SIGN.

This application for consideration of special circumstances should be submitted in hard copy, accompanied by the appropriate evidence (unless submitted previously), to the Head of School or his/her nominee in the student's home School as soon as possible and ideally within five working days of the events under consideration for on-campus students, or as agreed by your home School. All material must be submitted in a sealed envelope marked 'Private and confidential'.

**You are advised to keep a copy of the completed form for your own records.**

Your details	
Name	
Student Number	
Email	

Your programme	
Degree programme	
Place of study	
Mentor	
Year of study	

Period covered by special circumstances	
From	To:

Courses and Assessments Affected		
Course Code	Course Title / Assessment Title	Dates

**Details of Special Circumstances**

Please provide a description of the special circumstances that may have affected your performance in the above courses or assessments. Please state what aspect/s of the courses or assessments you feel have been affected.

NB: Missed exam assessment or late coursework submission require a medical certificate or other appropriate documentary evidence.

(See SML Postgraduate Student Handbook, via the Portal):

Please use an additional sheet if necessary.

**Documentary evidence**

Please list all the documentation provided in support of your claim. The documentation should be stapled to this form and submitted in a sealed envelope marked 'Private and confidential'. Medical claims should be supported by a medical certificate; other claims should be supported by appropriate documentation, e.g. police reports, death certificate. For further guidance refer to the University's Special Circumstances Policy (<http://www.hw.ac.uk/registry/policies.htm>) or to your programme/School Handbook.

Any details of a confidential nature may be placed in a sealed enveloped marked 'Confidential for the Chair of the Special Circumstances Committee' and securely attached to this form.

**Your signature**

I declare that the information contained in this statement is accurate and complete to the best of my knowledge. I consent to the information being used by the Special Circumstances Committee and understand that the information will be treated in the strictest confidence.

Signed:	Date:
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**Completed forms and accompanying evidence must be submitted to the Academic Administration Office.**