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

2016 - 2017

Heriot-Watt University Dubai Campus
School of Management and Languages
Undergraduate Programmes Handbook 2016 - 2017

SML Undergraduate Programmes Handbook: Welcome

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

All students are expected fully read the Undergraduate Handbook and abide by the rules and regulations contained herein; it is your responsibility to do so.

You can find the SML Undergraduate Student Handbook online via the SML Undergraduate Portal here:

http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html

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 policies, for example, the Student Guide to Plagiarism, to which all SML students are required to read and adhere. More details about what constitutes plagiarism and other forms of academic misconduct and how to avoid making mistakes in this area are included in Section 10 of the Handbook. If you have any questions about plagiarism, scholarship and referencing once you've read the Handbook, you should discuss these with your Mentor/Personal Tutor.

Take some time to read the handbook. It is your responsibility to make sure that you are familiar with the information in the SML Undergraduate Student Handbook. We will assume you've read it, so make sure you do!

This handbook aims to give you most of the information you need but if there is anything else you are not sure about then please ask.

The information contained within this Handbook is correct as of 1st August 2016. The most up-to-date version of the Handbook will always be published on the SML Undergraduate Portal. Students must check the Portal at least once a semester for revised editions in order to ensure that they are familiar with the most up-to-date details of their programme:
http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html

PART A: SCHOOL INFORMATION

1   Summary of Key Information

1.1   Key Staff Contacts

Senior SML Academic Staff and Directors	
Head of School	Professor Robert MacIntosh
Director of Learning and Teaching	Dr Maggie Sargeant
Director of Postgraduate Programmes	Ms Elaine Collinson
Director of Undergraduate Teaching Programmes	Dr Terry Lansdown
Director of Research	Professor Mairead Nic Craith
Head of Department: Accountancy, Economics and Finance	Dr William Jackson
Head of Department: Business Management	Professor Umit Bititci
Head of Department: Languages and Intercultural Studies	Professor Jemina Napier
Director of Administration and School Registrar	Mr Campbell Powrie
Finance Manager	Ms Sylvia Stevenson

1.2   Key Contacts Dubai Campus

Professor Ammar Kaka is the Head of the Heriot-Watt University Dubai Campus (HWUDC). and is supported by academic and administrative staff. Each Programme is led by an Associate Head of School, who is supported by an experienced team of academic staff located at the University's Campus in Dubai.

In the first instance, students should contact us via the 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

1.3 Key Administrative Staff and Contacts Dubai Campus

Point of Contact	Responsible Staff Name	Tel Number
A Vice-Principal of Heriot-Watt University and Provost of Dubai Campus	Professor Ammar Kaka	+971 4 4358666
Director of Administration & Campus Registrar	Ms Sheelagh Wallace	+971 4 4358666
Student President (Dubai)	Mr Franklin Thankachan	+971 4 4358795
Reception	Mr Biju Prasad / Ms Soleil Sanchez	+971 4 4358700
Recruitment and Admissions Office	Dr Kishore Sirnani	+971 4 4358605
Academic Administration Office	Mrs. Suraiya Ali	+971 4 4358644
Visa Office	Mr Ilyas Abdul Wahab	+971 4 4358628
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

1.4   Key Dates in Academic Year 2016 – 2017 (Dubai Campus)

Heriot-Watt University operates a two twelve-week semester system below.

Event	Start	End
Enrolment and Induction	Sunday 4th September 2016	Saturday 9th September 2016
Semester 1 - Teaching	Sunday 18th September 2016	Saturday 3rd December 2016
Semester 1 - Examinations	Monday 5th December 2016	Friday 16th December 2016
Semester 1 - Break	Sunday 18th December 2016	Saturday 7th January 2017
Semester 2 - Teaching	Sunday 8th January 2017	Saturday 1st April 2017
Semester 2 - Break	Sunday 2nd April 2017	Saturday 22nd April 2017
Semester 2 - Examinations	Monday 24th April 2017	Friday 19th May 2017
Autumn Diet - Examinations (Resit)	Thursday 3rd August 2017	Friday 11th August 2017
Graduation	16-17 November 2017	

Other buildings closed days for the 2016-17 academic year will be confirmed.

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 7 of this Handbook.

The Academic Calendar can also be viewed online here:
http://www.hw.ac.uk/student-life/how-to-apply/academic-calendar.htm

2   Welcome and Introduction

2.1   Welcome from the Principal and Vice-Chancellor of Heriot-Watt University

I would like to take this opportunity to welcome you to the Heriot-Watt University community!

We are delighted you have chosen to study at Heriot-Watt. We are an exciting and distinctive University, unique in terms of our global reach. As one of the most progressive and international institutions based in Scotland, we are confident you will have the opportunity to thrive, both personally and academically, during your time with us. Our learning environment offers the very best in terms of study programmes which apply knowledge to real world challenges, together with the latest learning technologies, and outstanding support and facilities.

We hope you will thoroughly enjoy the experience of being a Heriot-Watt student and we look forward to you commencing your studies with us.

Professor Richard A Williams OBE
University 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, personal development and 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 learn as part of a community comprising students and staff who are committed to excellence. We are here to support you and, if you play your part, we will create a learning process that sees you excel.

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. Take a balanced approach and make time to enjoy our beautiful campus, and to get to know the city of Dubai and beyond.

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 undergraduate degree programmes, School and University policies, and where to find support services within the University. If the answer isn't 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 the School

3.1   General Information about Heriot-Watt University and the Dubai Campus

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 5,500 full-time students, and over 100 members of academic staff based at its four campuses: Edinburgh; the Scottish Borders Campus in Galashiels; Dubai, and Malaysia; or studying by Distance-Learning via our global partnership network. 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 Undergraduate 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 Undergraduate 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.

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 from.

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 Undergraduate Noticeboard

The Undergraduate Noticeboard is located behind the main reception. 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 and Facebook

SML has its own Twitter feed and Facebook pages that are kept updated with news, events, opportunities and important University deadlines. It's also the place to go for the most up to date information during times of particularly fast-paced changes, such as weather disruption.

SML Twitter: https://twitter.com/#!/heriot_watt_sml
SML Facebook: https://www.facebook.com/hwu.sml?fref=ts

Many of our academics also maintain a social media profile for work purposes, which they will advise you of as appropriate. Students are

reminded that any communication via social media with the School and its staff should remain in a professional and respectful context.

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 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.

It 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/students/studies/examinations/results.htm

3.5 Student Feedback and Surveys

The School of Management and Languages encourages a respectful open dialogue with our students. As such we encourage students to engage with feedback opportunities such as the Undergraduate Student-Staff Liaison Committee, and anonymous course feedback requests and student surveys.

Your participation in these initiatives helps the School gain a better understanding of the student experience at Heriot-Watt, and identify areas for improvement.

3.5.1 Undergraduate Student-Staff Liaison Committee

The SML undergraduate student-staff liaison committee (USSLC) is a consultative body, chaired by a convener and attended by staff and student representatives. It aims to provide a forum for discussion about the delivery of SML undergraduate degree and to foster good working relationships between students and staff.

The committee meets once in Semester One and twice in Semester Two. Student representatives for each year groups in each department are elected at the beginning of the academic year. There are also four School Officers, who represent the Students' Union within the school. Their role is to support the year representatives in each department to function as a team on the USSLC and to provide a link between the Students' Union, each department and the School. The Students' Union provides training for

School Officers and for student representatives at the beginning of each academic year. Details of your School Officers will be posted on the dedicated noticeboards near the Academic Administration Office.

The UG SSLC provides a forum in which meaningful contributions can be made by students and staff alike and is an excellent opportunity to get involved in the democratic processes within the school and to make a real difference to the quality of your degree. However, it is not competent to deal with matters concerning individual students or members of staff, such as academic misconduct, assessments, or appointments. Such matters must be raised using the appropriate Academic Issues process as detailed in Section 9.

Further information on UG SSLC is available in the "Organisations" section of VISION.

3.5.2 Course Evaluation

At the end of each course, you will be asked to complete a course evaluation questionnaire, normally through VISION. Feedback from the previous year's survey will be available to your year and your views are important to us. The information gathered from these evaluations is analysed by the School and the resulting information is then fed into an annual review of each undergraduate programme. It is important that you take part in course evaluation since it tells us what you value about the course and where improvements can be made.

4   Key Staff and Contacts

Key SML Staff			
SML Faculty	**Email**	**Telephone**	**Room**
Dr David Twigg **Associate Head of School** [Associate Professor in Management]	D.Twigg@hw.ac.uk	+971 4 435 8799	F-33
Carrie Annabi Programme Director of *MSc in Logistics & Supply Chain Management* [Assistant Professor in Management]	C.Annabi@hw.ac.uk	+971 4 435 8740	F-37
Dr Yasser Barghathi [Assistant Professor in Accountancy]	y.barghathi@hw.ac.uk	+971 4 561 0303	F-80
Dr. Sherif Fattah [Assistant Professor in Management]	S.Fattah@hw.ac.uk	+971 4 435 8742	F-5
Dr. Faizul Haque Programme Director of *MSc in Finance & MSc in International Accounting and Finance* [Assistant Professor in Finance]	F.Haque@hw.ac.uk	+971 4 435 8732	F-40
Dr. Paul Hopkinson Programme Director of *MSc in International Business Management* [Assistant Professor in Marketing]	P.Hopkinson@hw.ac.uk	+971 4 435 8744	F-7
Dr. Ummesalma Mujtaba [Assistant Professor in Management]	U.Mujtaba@hw.ac.uk	+971 4 435 8735	F-29
Dr Sean Lochrie [Assistant Professor in Management]	S.Lochrie@hw.ac.uk	+971 4 435 8648	F-81
Marlene Muller [Assistant Professor in Management]	M.Muller@hw.ac.uk	+971 4 435 8743	F-34
Dr. Esinath Ndiweni Deputy Director of Teaching and Learning [Assistant Professor in Accounting & Finance]	E.Ndiweni@hw.ac.uk	+971 4 435 8736	F-35
Dr Ullas Rao [Assistant Professor in Accountancy]	U.Rao@hw.ac.uk	+971 4 435 8741	F-39
Dr. Mohamed Salama Director of Corporate Executive Relations (Dubai) Programme Director of MSc in Strategic Project Management [Associate Professor in Management]	M.A.Salama@hw.ac.uk	+971 4 435 8737	F-38
Dr. Welcome Sibanda Director of *Undergraduate Programmes* [Assistant Professor in Finance]	W.Sibanda@hw.ac.uk	+971 4 435 8738	F-40
Dr. Helen Verhoeven Programme Director of *MSc in Business Strategy, Leadership and Change* [Assistant Professor in Management]	H.Verhoeven@hw.ac.uk	+971 4 435 8739	F-36
Milind Vinod [Assistant Professor in Accountancy]	M.Vinod@hw.ac.uk	+971 4 435 8733	F-41
Dr. Alastair Watson [Assistant Professor in Management]	Alastair.Watson@hw.ac.uk	+971 4 435 8731	F-30

4.1 Support Staff Contacts

The School Undergraduate Office is located on the ground floor. During Semester, opening hours are Saturday to Thursday (0830 – 2230 hours) and Friday – Saturday (0830 – 1700 hours). Outwith Semester times, opening hours are Saturday to Thursday (0830 – 1700 hours).

School Undergraduate Office
Academic Administration Office (AAO), Ground Floor
Heriot Watt University Dubai Campus
Dubai International Academic City, Dubai

Tel: +971 (4) 435 8631
Fax: +971 (0) 4 4477344
E-mail: dubaiaao@hw.ac.uk

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

- Enrolment queries
- Change of course
- Change of address
- Non-standard Certification Letters
- Programme transfer
- Temporary suspension of studies
- Permanent voluntary withdrawal
- Transcripts
- Exchange Student Matters

5   Programme Overview

The emphasis on student choice can be seen in the flexibility of the programmes offered in the School of Management and Languages. There are over 30 undergraduate programmes in total, many with a large degree of commonality in the early stages, allowing students to defer ultimate subject choice beyond first year and to tailor their degrees to suit their needs and aspirations.

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 suspended.

Further information on all undergraduate degrees offered by the School can be found on the Programmes section of the SML Undergraduate Portal:

http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html

5.1   Directors of Undergraduate Teaching Programmes

Accountancy, Economics & Finance Dr Akira Yonekura	MB 1.66	A.Yonekura@hw.ac.uk
Business Management Ms Geraldine McKay	MB G.50	G.Mckay@hw.ac.uk
Languages and Intercultural Studies Dr Ann McFall	HP 2.19	A.P.R.McFall@hw.ac.uk

Further staff contact information can be found on the SML Staff Directory here:

http://www.hw.ac.uk/schools/management-languages/staff-directory.htm

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

http://www.hw.ac.uk/what-can-i-study/dubai/undergraduate.htm

6 Programme Structure and Delivery

The academic year runs for 30 weeks from mid-September to the end of May and is divided into 2 semesters. Each semester will include 12 weeks of classes, with time at the end for revision and assessment. For undergraduate programmes, students take **four courses** in each semester, making a total of **eight courses** per academic year.

A summary of key dates for the academic year can be found in <u>Section 1</u> of this handbook. This information is managed by the University and is located here:

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

6.1 Programme Information

Within each degree there are mandatory, optional, and elective courses. Mandatory courses form an integral part of the degree and are compulsory. Optional courses are chosen from an identified set of courses relevant to the degree subject. Elective courses can be chosen from a wide variety of subjects on offer across the University.

The programme structure for each degree will list the mandatory courses, detail optional course choices available and indicate where elective courses are to be taken.

Programme structures for all undergraduate degree programmes offered by the School are available within the Programmes section of the SML Undergraduate Portal:

<u>http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html</u>

Some courses require prior study success in a designated pre-requisite which are highlighted on the course descriptor. It is very important that students familiarise themselves with the requirements of their programme, and select any options and/or electives carefully, and in keeping with any given deadline

6.1.1 Change of Programme

Students who wish to change degree programme (usually at the end of first year) must obtain the appropriate programme transfer form from the Academic Administration Office. Students should first submit the form to the co-ordinator for the programme they wish to transfer into; a list of these programme co-ordinators is printed on the form.

Students should then contact the co-ordinator for the programme they wish to transfer out of, and finally return the completed form to the AAO for processing.

In order to be eligible to change programmes students must have successfully completed their studies up to the date of transfer. *It should be noted there is no automatic right of transfer.*

6.2   Programme Progression Regulations

The University operates a Heriot-Watt Assessment and Progression System (HAPS) 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 detailed within each of the Programme Structures (see Section 6). Further information on HAPS can be found within the University Regulations. http://www1.hw.ac.uk/ordinances/regulations.pdf

6.2.1 Programme Progression

The School's approved progression regulations for Undergraduate programmes (except for those with a mandatory third year abroad) stipulate minimum requirements to progress to honours. These progression regulations are applied at the end of Stage 2 and Stage 3.

i.   The level of performance required for continuation onto the honours route at the end of second year is at least six grade Cs in courses associated with Stage 2 at the first attempt; this is in addition to meeting any existing progression requirements (i.e. pre-requisite and credit requirements).

ii.   The level of performance required for continuation on to honours at the end of third year (or for transfer back to honours from the ordinary programme) would be that a candidate obtains at least six grade Cs in courses associated with Stage 3 at the first attempt. This is in addition to meeting any existing progression requirements (i.e. pre-requisite requirements and credit requirements).

iii. Students who meet the minimum credit requirements to progress to Stage 3, but not at the specified level for progression to the honours pathway, will transfer to the relevant BA ordinary programme.

iv.   Students on the BA ordinary programme may be considered for transfer back onto the honours programme at the end of third year if their performance is consistent with the level of performance expected from honours students in third year. Students who choose not to transfer back, or have not performed at the appropriate level, will be eligible for the BA Ordinary degree (subject to meeting the stipulated requirements for the award of the BA ordinary). It is the responsibility of the student concerned to initiate a request to transfer back to honours **before** the relevant May Award Board associated with their third year.

v.   Resit marks/grades will not be considered towards the progression requirement unless there are approved mitigating circumstances.

vi.   The appeal process will be the normal University appeal process (see Section 9) against a decision of the progression board of examiners.

If you have any queries regarding this policy you should contact your mentor/year tutor or Mr Campbell Powrie, the School's Director of Administration & School Registrar C.Powrie@hw.ac.uk.

6.2.2 Awarding of Final Degree Classifications

When students' final assessments have been completed, their assessment results will be discussed by the appropriate SML Award Board in order to determine their final degree classification. These discussions take place in confidence, and in accordance with University Regulations.

An overview of degree classification requirements is provided here, however, students should refer to their individual programme structures for the full details of progression and final award requirements.

i.   The criteria for the award of degree classifications are listed in Figure 1.
ii. 480 SCQF credits are required to be eligible for the award of an honours degree.
iii. The final mark used to determine the honours classification may include a contribution from marks gained in Stage 3. You should consult your degree programme notes to establish how stage 3 marks contribute to your degree classification calculation.
iv. The weighting of each 4th year course is in proportion to the credits awarded for that course.
v.   Students who achieve a weighted average mark of X9.5% or above will normally be awarded the higher classification (i.e. 49.5%, or greater, Lower Second Class degree; 59.5%, or greater, Upper Second Class degree; 69.5%, or greater, First Class degree.)
vi. Where a student's mark is narrowly outside the boundary for the higher classification, it may fall into the *"discussion zone"* and further discussion will take place to determine the appropriate classification.

The *"discussion zone"* will include students who achieve a weighted average mark of X8.0 – X9.4. For example, a student whose work receives a weighted average mark between 48.0 – 49.4%, 58.0 – 59.4% or 68.0 – 69.4% would fall into the discussion zone for a Lower Second Class, Upper Second Class, or First Class degree, respectively.

Students in the *"discussion zone"* will normally be awarded the higher classification if 50% or more of their Level 10 credits achieved in Stage 4 are at a higher classification. Where the programme includes synoptic courses, these will be weighted accordingly.

While marks achieved in Stage 3 may form part of the overall weighted average on some degree programmes, and may assist to get a student into the "discussion zone," they do not form part of the further discussion as to the appropriate degree classification.

Figure 1: Honours Degrees	
Final Degree Classification	**Qualifying Criteria**
First Class	Overall performance in qualifying courses at Grade A, or equivalent average percentage mark.
Upper Second Class (2.1)	Overall performance in qualifying courses at Grade B, or equivalent average percentage mark.
Lower Second Class (2.2)	Overall performance in qualifying courses at Grade C, or equivalent average percentage mark.
Third Class	Overall performance in qualifying courses at Grade D, or equivalent average percentage mark.
Bachelors	Normally a minimum of Grade D in pre-requisites and in courses designated as requiring a Grade D minimum.

6.2.3 Prizes for Academic Excellence

SML has a number of academic prizes, which are awarded to students annually in recognition of excellent performance. These include prizes for the best honours dissertations and outstanding overall achievement in each degree programme. Students will be advised of prizes and other exciting opportunities throughout the course of the academic year through VISION.

6.3   Course Information

"Course" refers to a unit of study which spans a semester. All undergraduate courses are of equal length in terms of student effort. **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/skills-development.htm

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
Minimum requirement for the award of credit points but insufficient to continue study in that subject	E *
Performance below the minimum acceptable level for the award of credit points (FAIL)	F

Students who receive E or F grades for a course will likely be required to resit them in order to progress to the next year of their programme. When resits are necessary, confirmation of which courses require a resit will be clearly stated on students' online results page via Student Self Service.

* Many professional bodies will not consider a grade E as sufficient to be considered for exemptions. For example Accountancy and Finance students should note that Grade E is not recognised as a pass by professional accountancy bodies such as ICAS, CIMA and ACCA.

Further information on Accountancy and Finance accreditations can be found on the SML Undergraduate Portal.

For more information about grades and progression, see Section 6.

6.3.1 Course Catalogue

The School Undergraduate Course Catalogue is published on the School website at

http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html

The catalogue contains information on all courses, including aims, assessment methods and topics covered. Students should refer to this catalogue when selecting courses.

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

No guarantee can be given that all the courses listed in the catalogue will be running; this is dependent on staffing requirements and on student demand. Entry to some electives and specialist third and fourth year classes is also restricted.

It is the responsibility of each student to ensure that they have the correct pre-requisites for the courses they wish to study throughout their programme.

6.3.2 Course Past Papers

Past papers are made available at the discretion of individual course co-ordinators. Where past papers have been released they will be available on the relevant course webpage. Course co-ordinators may also include past papers in their course handouts. Where a past paper is not available a specimen paper will be provided.

6.3.3 Change of Course

Students who wish to change any of their optional/elective courses must complete a *Change of Course Form* before the end of week 3 of the semester in which the course is offered.

Forms are available from the Academic Administration Office. Students must ensure they have checked with the course co-ordinator for the new course they wish to study that they may be admitted to that course. Once this has been confirmed, students should complete the form and have it signed by their mentor. All completed Change of Course forms should then be returned to the Academic Administration Office.

Please note that any changes requested after week 3 will only be considered exceptionally and cannot be guaranteed. All changes made after the end of week 3 will be subject to a late change fee levied by the University.

Failure to notify the School of a change in course may lead to a delay in the notification of examination results.

6.4   **Timetable**

The SML Undergraduate Timetable is published online here:

http://www.hw.ac.uk/students/studies/timetables.htm .

Please note that Timetable is subject to change and students should regularly check the Timetables noticeboards or the website for any updates, particularly at the beginning of each semester when changes are more likely.

6.5   **Heriot-Watt Campus Transfer Programme: Go Global**

SML Undergraduate students have the opportunity to study abroad for a year at Heriot-Watt's campuses in Edinburgh or Malaysia with the Go Global programme. As a result of the narrower portfolio of programmes offered at the Malaysia Campus, there are restrictions on the programmes where intercampus mobility is possible. The School will promote intercampus mobility early in semester 2 and further information can be found online at:

https://www.hw.ac.uk/students/studies/go-global.htm

If you have any questions on inter campus transfers, please contact Ms Sheelagh Wallace in the first instance

7   Assessment

Throughout their studies, students will be required to complete regular assessment for their courses. The format of these assessments will vary depending on the nature of their programme, and the requirements of the individual course. They may include (but are not limited to) written coursework, written examinations, in-class tests, formal presentations (individual and group), dissertations and long-form projects, language translations / listening / speaking / interpreting, or video submissions (particularly for LINCS students).

7.1   Feedback on Progress

You will be provided with feedback on your progress by your course tutors. Feedback comes in many forms and is not just about your formal assessment marks. It will be given throughout the course, for example through responses to student answers and comments made in class and in learning tips/ advice given by the tutors in lecturers and tutorials and on VISION. It is important that you attend so that you are around to benefit from the feedback given.

General feedback on your cohort's performance in the examination or other assessment will be posted on VISION or given verbally in class, normally within 3 weeks of the hand in date. Individual, personalised feedback on your assignment performance will be provided and may take the form of:

- Written feedback- through VISION, email or hard copy to be collected from your tutors
- Spoken feedback- face to face or via VISION.
- Through pre-arranged meeting(s) where you will have the opportunity to see tutor comments and discuss strengths and weaknesses of your submission with some general comments on how future work might be improved.

Your tutors will advise you on how feedback will be given. You should note that feedback is provided to help you with future performance and marks cannot be negotiated or changed.

7.2   Coursework Submissions

Course staff will advise students of the format of any coursework set (*e.g.* essay, MCQ test, oral presentation), the due date for submission of the coursework, where the coursework is to be submitted, and the date set for returning the marked coursework.

Any variation in the procedure outlined below will be notified to students by the relevant course co-ordinator:

All coursework must be submitted by the due date and time.

7.3   Submission Overview (Dubai)

All coursework assessments (written) are required to be submitted electronically (via Turnitin). Course leaders will advise students on how this should be done. Turnitin will be used as the actual date stamp of submission. Failure to submit coursework via Turnitin by the set date and time will **be** subject to penalties.

All course leaders will indicate whether they want a hard (printed) copy of the assessments submitted. All Honours year and Master dissertations are required to be submitted in hard copy asd well as through Turnitin.

Where hard copy (printed) is required, 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 8.30 am to 10.30 pm during the Semester time. Coursework will not be accepted outside these hours. During Term Time, the Coursework should be handed over to AAO before 4 pm, based on the submission time requested.

Your course outline will inform you of the date and time of your submission.

All submissions after the time notified as the deadline will be marked as being submitted late

7.3.1   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.

For clarification, this means 30% of the coursework mark, not 30 marks, nor 30% of the overall course mark (unless the sole assessment of the course is by coursework).

Coursework submitted after the due date must also be submitted to the Academic Administration Office, using **submission** forms with a late stamp.

Students will be required to complete a Late Coursework Submission Form and provide any medical certificates or supporting documentation.

Students are advised that delays that could have been reasonably avoided by proper time management (e.g. delays to public transport, PC Lab printer queues, etc) 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. snow closures), students are informed that they should assume their submission deadlines remain unless told otherwise by the School.

7.3.2 Non-submission

Students who do not submit their coursework by Turnitin and/or do not submit prior to the return date for the coursework will, unless mitigating circumstances are provided be marked as being absent and will received 0 (zero) marks for their coursework.

7.3.3 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.

7.3.4 Return Date of Coursework

Feedback will normally be returned in approximately two weeks from the date of submission (but for larger classes may be up to three weeks).

Coursework that has not been submitted by the date set for the return of marked coursework will not be marked at all.

7.3.5 Coursework Results

Any marks and grades given to students are considered provisional and subject to confirmation by the School of Management and Languages Assessment and/or Award/Progression Boards.

7.4 Honours Dissertations/Research Project

To obtain the Honours degree, students must successfully complete and pass a dissertation or research project. Further details will be contained in the dissertation/research project course outlines. To be able to proceed to the dissertation/research project a student must have met the minimum standards for progression, as referenced in Section 6.

The following provides a brief overview of key aspects of your dissertation/research project, and should be read in conjunction with the dissertation/research project course handbook which is available on VISION.

7.4.1 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.

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.

7.4.2 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 copies to the Academic Administration Office and not to the academic supervisor. Students must also complete a Dissertation Submission Form. Submitted copies of the dissertations will not normally be returned to the students.

7.4.3 Dissertation Deadlines

Your dissertation deadline will be confirmed by your department's dissertation/research project coordinator and via VISION.

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

Dissertations that are submitted late will be subject to a penalty of 30% of the mark awarded, in line with the Late Submission policy above, unless an extension has been granted in advance.

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.

7.4.4   Dissertation Extensions
In **exceptional personal circumstances only** a request may be made for a short extension to the normal submission date. You should refer to your applicable Dissertation Handbook for further information.

All such requests must be accompanied by appropriate supporting documentation. The completed form and supporting documentation should be submitted to the Academic Administrative Office for consideration by the School.

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 8.

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.

Note: If you are unable to submit your dissertation by the extension deadline due to Mitigation Circumstances (MC), you are required to submit a new MC form, with additional verifiable documentary evidence. Failure to submit an MC form prior to the extended deadline will result in your dissertation received a mark of zero (0).

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.

7.5   Academic Misconduct and Plagiarism

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 campus 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 or course co-ordinator, student mentor/personal turor 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 10 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, who 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 cheating in the final year, or repeat / multiple incidents of cheating, the Board will refer to the case to the University Discipline Committee.

Recent penalties levied 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 the 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 <u>Part B2: Section 7</u> of this handbook.

7.6   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/students/studies/examinations.htm

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

Semester 1 exams	Monday 5th December 2016 – Friday 16th December 2016
Semester 2 exams	Monday 24th April 2017 – Friday 19th May 2017
Summer resit exams	Thursday 3rd August 2017 – Friday 11th August 2017

Students should refer to Section 6 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 via published timetables available online (see https://www.hw.ac.uk/students/studies/examinations/timetables.htm for more information).

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

7.7   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 may also be released when available. It is important that you check your online results check these 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/students/studies/examinations/results.htm

8   Student Support during Studies

8.1   Mentoring/Personal Tutoring

The School of Management and Languages operates a mentoring/personal tutoring scheme, introduced in the summary below. Further details regarding the University's mentoring (aka Personal Tutoring) scheme can be found in Part B3: 1.1

Aims

To assign each undergraduate 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/personal tutor) who can be consulted on all aspects of the University and who will provide a mechanism whereby the progress of each undergraduate student in the School of Management and Languages is monitored and remedial action taken where appropriate.

Objectives

The mentees can expect that their mentor/personal tutor will:

1. Normally provide the first point of contact when 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 should be in a position to provide background information to other members of the University and to Examination Boards.

Note that the mentoring/personal tutor schemes offered within the School may be organised slightly differently across different departments. However, each department's scheme achieves the above objectives.

8.2   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 the Academic Administrative Office as soon as possible. In addition you <u>must</u> submit a completed Mitigating Circumstances (MC) form to the School, 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 Mitigating Circumstances form from the Academic Administrative Office and on the SML Undergraduate Portal: http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html.

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 <u>not</u> 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 special circumstances.

You can read further about Heriot-Watt's Mitigating Circumstances policy here:

http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm

All forms and supporting documentation should be submitted to the Academic Administration Office, either in person, or by scanning and sending the form and supporting documents in full by e-mail to: dubaiaao@hw.ac.uk

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. Any students seeking to submit MC after this date will be required to do so through the University's appeals process (see Section 9).

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

It is vital that students tell us if they are having difficulties at the time they occurring. 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.

Finally, students should also note that the University's appeal procedures state that students have a responsibility to notify the School of any mitigating 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 able to consider this as a basis for appeal.

8.3   Temporary Suspension of Studies

In exceptional cases where a student has serious mitigating circumstances which 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 (TSS). 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/Personal Tutor in the first instance.

Student should also refer to the relevant pages on the Academic Registry's website for further options available to them:

https://www.hw.ac.uk/students/studies/leaving.htm

8.4   Student Counselling

The University also offers a Student Counselling Service, with the opportunity to talk to professional trained counsellors 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/students/health-wellbeing/counselling.htm

8.5   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. dyslexia. SML is therefore aware that some such students 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.

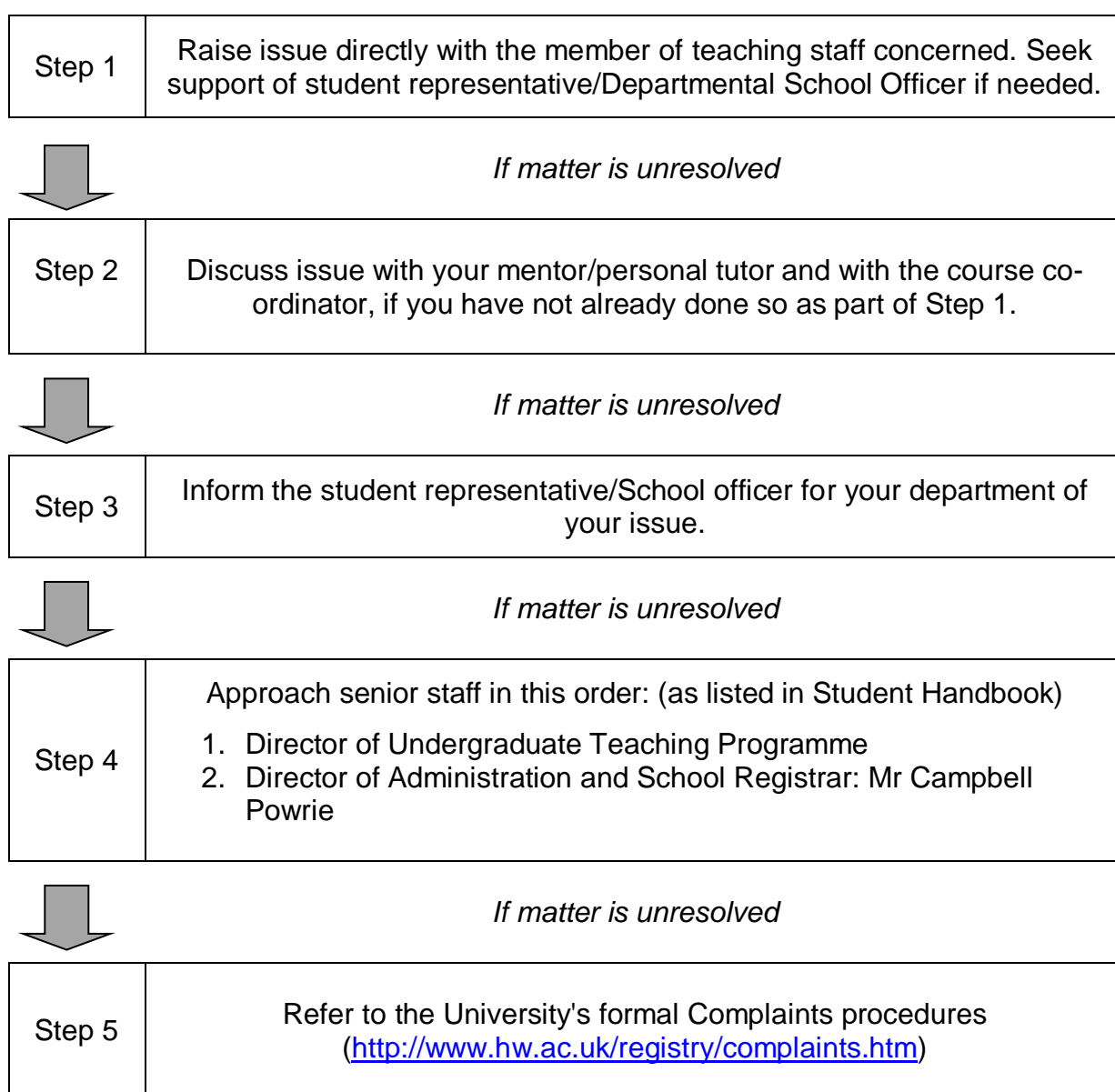More information and a permission form can be found online at the Disability Service:

http://www.hw.ac.uk/students/health-wellbeing/disability/support.htm

9   Undergraduate Academic Issues

9.1 Raising an Academic Issue

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	Raise issue directly with the member of teaching staff concerned. Seek support of student representative/Departmental School Officer if needed.

If matter is unresolved

Step 2	Discuss issue with your mentor/personal tutor and with the course co-ordinator, if you have not already done so as part of Step 1.

If matter is unresolved

Step 3	Inform the student representative/School officer for your department of your issue.

If matter is unresolved

Step 4	Approach senior staff in this order: (as listed in Student Handbook) 1. Director of Undergraduate Teaching Programme 2. Director of Administration and School Registrar: Mr Campbell Powrie

If matter is unresolved

Step 5	Refer to the University's formal Complaints procedures (http://www.hw.ac.uk/registry/complaints.htm)

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 issues 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

Step 2

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

Step 3

If the issue 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 Undergraduate Student-Staff Liaison committee. 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 issue 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/about/contact/people-finder.htm

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. 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.

9.2 Appeals

Before submitting an appeal you are strongly advised to discuss the matter with your mentor/personal tutor or supervisor or other relevant member of staff in an attempt to resolve the matter informally. If the matter remains unresolved, you may invoke the formal appeals procedure. You may seek advice and guidance in preparing an appeal from the Student Union or from your School/Institute Office.

An academic appeal is a formal request for the review of a decision affecting you that has been made by a Heriot-Watt University academic body or officer with authority for making decisions on student progression, assessment and academic awards.

It is important to note that the appeal process cannot be used to challenge academic judgement.

If you are submitting an appeal you should ensure that you have read and understand the Student Academic Appeal Policy and Procedures.

The Procedures are available at: http://www.hw.ac.uk/registry/appeals.htm

The applicable form (available from the above link) must be completed and must be submitted no later than 10 working days after receipt of the information which forms the basis of the appeal coming to your knowledge.

All School of Management and Languages appeals must be submitted to Mrs K Chieza (K.Chieza@hw.ac.uk) only and not directly to either the Head of School or any other member of staff (either academic or administrative).

A student appealing against an award will not be entitled to receive the award until the process of appeal has been concluded or the appeal has been withdrawn

9.3 Complaints

A complaint is different from an appeal and is defined as any specific concern a student might have relating to the University including a concern about the provision of a programme of study or academic related service or facility provided by the University.

The University procedures for considering complaints are contained in the Student Complaints Policy and Procedures which is available at:

http://www.hw.ac.uk/registry/complaints.htm

10. Referencing and Scholarship

10.1 Scholarship

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

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 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 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

10.2 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 peoples' work and implying it is yours by not citing it correctly is plagiarism. Plagiarism is a serious academic offence.

See http://www.hw.ac.uk/students/studies/examinations/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 on the requirements of your particular programme of study. Students should contact the appropriate School in the first instance for any academic query or assistance.

Please note that the following sections are standard sources of information provided to all students. However, certain aspects are programme-specific and students should refer to Part A where directed. Students are advised that the University will make changes to study programmes and progression requirements from time to time in accordance with strategic developments and it is therefore important to ensure that students check the most recent version of their handbook for up-to-date information.

B1.   UNIVERSITY POLICY AND GUIDANCE

The University publishes 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 outwith 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/ltb/ltb-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://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm

B3. QUICK FINDER GUIDE TO ACADEMIC SUPPORT SERVICES

How to use this guide.

The following guide lists academic support services and resources and provides appropriate weblinks. The guide is divided into 10 sections:

1. Academic Support
2. Enrolment Attendance and Periods of Study
3. Guidance of Assessment
4. Examination and Re-assessment Procedures
5. Grading Awards and Qualifications
6. Graduation
7. Conduct, Discipline and Appeals
8. Complaints
9. Suspension, Withdrawal and Exit Award
10. Student Fees and Charges

1. Academic Support		
1.1	**Personal Tutoring**	http://www.hw.ac.uk/students/studies/personal-tutors.htm *Please refer to the programme-specific information in Part A of this handbook for further details on Personal Tutoring.*
1.2	**Professional Development Planning**	http://www.hw.ac.uk/careers/pdp/index.php *Please refer to the programme-specific information in Part A of this handbook for further details on Professional Development Planning.*
1.3	**Student Feedback**	http://www.hwunion.com *Please refer to the programme-specific information in Part A of this handbook for further details on Student Feedback.*
1.4	**Learning and Teaching Matters**	http://www.hw.ac.uk/students/studies/learning-teaching.htm

2. Enrolment, Attendance and Periods of Study		
2.1	**Attendance/ Absence from the University**	Policy on Student Attendance: Student Attendance: http://www.hw.ac.uk/students/studies/record/attendance.htm Withdrawal from the University: http://www.hw.ac.uk/students/studies/leaving.htm http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 1 –** General Regulation, paragraph 6 **Regulation 4 –** Postgraduate Diplomas and Graduate Diplomas, paragraph 12 **Regulation 18 –** Postgraduate Certificates and Graduate Certificates, paragraph 12 **Regulation 48 –** Higher Degrees of Master (Taught), paragraph 12
2.2	**Recognition of Prior Learning & Credit Transfer**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 46** – Accreditation of Prior Learning (APL) Policies and Procedures: http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm
2.3	**Amendment to Enrolment**	Amendment to Enrolment: http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm
2.4	**Change of Address**	Please login to Student Self Service www.hw.ac.uk/selfservice
2.5	**Enrolment**	http://www.hw.ac.uk/students/studies/enrolment.htm *Please refer to the programme-specific information in Part A of this handbook for further details on enrolment.*
2.6	**Periods of Study**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 3 –** Modular First Degrees, paragraph 6
2.7	**Data Protection**	http://www.hw.ac.uk/about/policies/data-protection.htm
2.8	**Suspension of Studies**	Students are advised to consult with their personal tutor /Year Co-ordinator/Director of Studies in the first instance Further information and details of how to apply can be found here: http://www.hw.ac.uk/students/studies/leaving/temporary-suspension-studies.htm
2.9	**Teaching Timetables**	http://www.hw.ac.uk/students/studies/timetables.htm

3. Guidance on Assessment		
3.1	**Assessment**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 3** – Modular First Degrees, paragraphs 13 -19
3.2	**Heriot-Watt Assessment and Progression System (HAPS)**	http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm *The University operates a Heriot-Watt Assessment and Progression System (HAPS) 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.*
3.3	**Extension to Assessment Deadlines**	*Please refer to the programme-specific information in Part A of this handbook for further details on extensions to assessment deadlines.*
3.4	**Ill Health and Mitigating Circumstances - Assessment**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 1 –** General Regulation, paragraph 6 **Regulation 3** – Modular First Degrees, paragraph 10, 15, 25 http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm
3.5	**Non-Submission of Assessment**	*Please refer to the programme-specific information in Part A of this handbook for further details on non-submission of assessments*.
3.6	**Submission of Assessment**	*Please refer to the programme-specific information in Part A of this handbook for further details on submission of assessment.*

4. Examination and Re-assessment Procedures		
4.1	Assessment Results	http://www.hw.ac.uk/students/studies/examinations/results.htm *Please refer to the programme-specific information in Part A of this handbook for further details on assessment results.*
4.2	Discretionary Credits	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 3** – Modular First Degrees, paragraph 22
4.3	Examinations	http://www.hw.ac.uk/students/studies/examinations.htm *Please refer to the programme-specific information in Part A of this handbook for further details on examinations.*
4.4	Examination Diets	http://www.hw.ac.uk/students/studies/examinations.htm *Please refer to the programme-specific information in Part A of this handbook for further details on examinations diets.*
4.5	Examination Timetables	http://www.hw.ac.uk/students/studies/examinations/timetables.htm *Please refer to the programme-specific information in Part A of this handbook for further details on examination timetables .*
4.6	Examination Conduct	http://www.hw.ac.uk/students/studies/examinations/exam-conduct-id-checks.htm
4.7	External Examiners Information and Reports	Students can find details of the External Examiners for their programme on the web: http://www.hw.ac.uk/students/studies/examinations.htm Students can request the External Examiners Report for their Programme by emailing J.Stewart@hw.ac.uk Further guidance on the sharing of External Examiners Reports can be found at: http://www.hw.ac.uk/services/academic-registry/quality/qa/external-examiners.htm
4.8	Ill Health and Mitigating Circumstances – Examinations	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 1** – General Regulation, paragraph 6 **Regulation 3** – Modular First Degrees, paragraph 10, 15, 25 **Regulation 9** – Assessments and Examinations, paragraph 9, 12 *Students should refer to the programme-specific information in Part A of this handbook for related procedures in Schools.* http://www.hw.ac.uk/students/studies/examinations/mitigating-circumstances.htm
4.9	Examination in Different Time Zones	Policy: http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm
4.10	Information on Student Fees and Charges	Information on student fees and charges: http://www.hw.ac.uk/students/money/tuition-fees.htm http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htmm **Ordinance E1** *(previously Ordinance 2)* – Fees, Charges, Fines and Debts

4. Examination and Re-assessment Procedures		
4.11	**Re-assessment**	**Information on re-assessment can be found:** http://www.hw.ac.uk/students/studies/examinations/reassessment/what-if-i-fail-.htm **Students who study on one of the University's campuses are reminded of the University policy that examinations must be taken at the campus at which the student is studying. Students must note that this includes examinations during the December and Spring diets, and Resit examinations scheduled during the Autumn diet (ie the diet which takes place over the summer vacation).** Reassessment Procedures: http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm *Please refer to the programme-specific information in Part A of this handbook for further details on re-assessment.*
4.12	**Use of Calculators in Examinations**	Policy on the Use of Calculators: http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 9** – Assessments and Examinations, paragraph 8
4.13	**Use of Dictionaries**	**Dictionaries are not permitted in any examinations, wherever or whenever the examination is held.** http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm

5. Grading, Awards and Qualifications		
5.1	**Honours Classification and Grading**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm For information regarding the qualifying courses used to determine honours classifications, please refer to: **Regulation 3** – Modular First Degrees, paragraphs 14, 20, 23 For information on credit levels relating to degree awards can be found at: **Regulation 3** – Modular First Degrees, paragraphs 14, 20
5.2	**Intermediate Award**	http://www.hw.ac.uk/students/studies/record/awards.htm

6. Graduation		
6.1	**Graduation Information**	http://www.hw.ac.uk/students/studies/graduation.htm

7. Conduct, Discipline and Appeals		
7.1	**Academic Conduct (including copying, plagiarism and collusion)**	Further Information is available from: http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 9** – Assessment and Examinations, Paragraph 8 **Regulation 50** – Student Discipline Student Discipline Policy and Procedures: http://www.hw.ac.uk/students/studies/record/discipline.htm Examination Conduct: http://www.hw.ac.uk/students/studies/examinations/exam-conduct-id-checks.htm
7.2	**Appeals**	Further Information is available at: http://www.hw.ac.uk/students/studies/complaints/student-appeals.htm Student Academic Appeal Policy and Procedures **Regulation 36** - Student Academic Appeals Appeals relating to all disciplinary matters are located within the Student Discipline Policy and Procedures: http://www.hw.ac.uk/students/studies/record/discipline.htm
7.3	**Detection of Plagiarism**	http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm
7.4	**Student Discipline Policy and Procedures**	The purpose of the Student Discipline Policy and Procedures is to regulate student behaviour in order to secure the proper working of the University in the broadest sense. These procedures cover both academic and non-academic misconduct. Further information is available from: http://www.hw.ac.uk/students/studies/record/discipline.htm Misconduct and Law At any time during enrolment a student is cautioned or arrested for, or charges with a criminal offence, including motoring offences (see exceptions) the student is required to report this immediately to the Academic Registrar. The Academic Registrar must also be kept informed of any criminal or court proceedings. For further information on Misconduct and the Law see: http://www.hw.ac.uk/students/studies/record/discipline.htm

7. Conduct, Discipline and Appeals		
7.5	**Plagiarism**	Further Information is available from: http://www.hw.ac.uk/students/studies/examinations/plagiarism.htm Plagiarism Guide: For an English language version, please refer to http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm (this document is attached in Appendix B) For the Chinese language version, please refer to http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm For the Arabic language version, please refer to http://www.hw.ac.uk/services/academic-registry/quality/learning-teaching/policy-bank.htm
7.6	**Unauthorised Equipment in Examinations**	http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 9** – Assessment and Examinations, paragraph 8 **Regulation 50** – Student Discipline

8. Complaints		
8.1	**Complaints Policy and Procedures**	Further information on the University's Complaints Policy and procedures is available from: http://www.hw.ac.uk/students/studies/complaints/complaints.htm

9. Suspension, Withdrawal and Exit Award		
9.1	**Temporary Suspension of Studies**	Students are advised to consult with their personal tutor /Year Co-ordinator/Director of Studies in the first instance Application forms are available on the current student website, http://www.hw.ac.uk/students/studies/record/amending-your-enrolment.htm Further Information is available from: http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Regulation 1 –** General Regulation, paragraph 6 **Regulation 3** Modular First Degrees, paragraph 19
9.2	**Withdrawal**	Thinking of leaving: http://www.hw.ac.uk/students/studies/leaving.htm Application Form to withdraw from studies is available form: http://www.hw.ac.uk/students/studies/leaving/withdrawing-from-university.htm
9.3	**Exit Awards**	http://www.hw.ac.uk/students/studies/record/awards.htm

10. Student Fees and Charges		
10.1	**Charges for Transcripts, Certifications, Late Enrolment and Student Identity Cards**	Follow the link for Additional Notes on Fees at: http://www.hw.ac.uk/students/doc/additionalfees-uk-alp-idl.pdf
10.2	**Fees Status Enquiry Form**	http://www.hw.ac.uk/student-life/scholarships/tuition-fees/undergraduate.htm
10.3	**Information on Student Fees and charges**	Information on Tuition Fees: www.hw.ac.uk/student-life/scholarships/tuition-fees.htm Information on Additional Fees and Charges: http://www.hw.ac.uk/students/doc/additionalfees-uk-alp-idl.pdf Further information available from: http://www.hw.ac.uk/staff/policies-governance/procedures/charter-statutes-ordinances-regulations.htm **Ordinance E1** *(previously Ordinance 2)* – Fees, Charges, Fines and Debts
10.4	**Re-assessment Fees and Procedures**	http://www.hw.ac.uk/students/studies/examinations/re-assessment.htm
10.5	**Repeated Courses**	http://www.hw.ac.uk/students/money/tuition-fees.htm

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 Service		
1	**Academic Registry**	http://www.hw.ac.uk/services/academic-registry.htm
2	**Careers Service**	http://www.hw.ac.uk/careers/
3	**Information Services**	**General IT information**: http://www.hw.ac.uk/is/
4	**Development and Alumni Office**	http://www.hw.ac.uk/alumni.htm
5	**Heriot Watt University Students' Union**	http://HWUnion.com or contact info@hwunion.com
6	**Religious Services**	*There is a prayer room for students within the Dubai Campus. In addition to the multi-denominational Chaplaincy, a Muslim Prayer Room is provided for students at the main University campus Edinburgh.*
7	**Student Support and Accommodation**	http://www.hw.ac.uk/student-life/campus-life/student-support.htm *Please refer to the Campus Office for further advice*

APPENDIX A: STUDENT LEARNING CODE OF PRACTICE FOR THOSE STUDYING ON CAMPUS

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/about/careers/culture/our-values.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. 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). Remember that

plagiarism is an academic offence even if it is unintentional; you need to take care to avoid it.

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 which 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 personal tutor
- 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/about/careers/culture/our-values.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 personal tutor. 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/student-life/campus-life/student-support.htm), or email studentsupport@hw.ac.uk).

For problems about your course or study programme, talk to the lecturer first. f you need further help, you can raise the matter with your Class Representative or the Year Director of Studies.

Academic Registrar
September 2013; rev January 2014; rev April 2016

APPENDIX B: STUDENT GUIDE TO PLAGIARISM (ENGLISH) [1]

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 modules already achieved by students to compulsory termination of studies.

For further details of how the University deals with all acts of plagiarism, 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/students/studies/examinations/plagiarism.htm

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.

Definition

1.3.   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.

1.4.   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.

Good Practice

1.5.   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 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.

1.6.   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:

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[1] 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

- **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).

1.7.   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:

1.7.1. 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.

1.7.2. Common Mistakes

Students may also find the following examples[2] 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.

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[2] 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/reasons.html), reproduced with kind permission.

1.8. 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:

1.8.1. 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".

1.8.2. 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".*

1.8.3. 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. 3rd 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.**

1.9.   Students are encouraged to use a style of acknowledgement that is appropriate to their own academic discipline and should seek advice from their mentor, course 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.

1.10.

Managing Plagiarism

1.11.   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://www1.hw.ac.uk/ordinances/regulations.pdf and to the Guidelines for Staff and Students on Discipline at http://www.hw.ac.uk/students/studies/record/discipline.htm).

How your School 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. A number of plagiarism detection packages are in use at Heriot-Watt University, one example being the Joint Information Systems 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 and to you
- Alert you and staff in your School 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 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 Key Dates in Academic Year 2016 – 2017 lists all the session dates for the academic year.

• How do I find out what my Timetable is?
The University Timetable is online http://www.hw.ac.uk/students/studies/timetables.htm

• How can change my programme / course?
Section 6 has further information for students who wish to alter their course or programme.

• 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 are online: http://www.hw.ac.uk/students/studies/examinations.htm.

• How do I find out who my Mentor/Personal Turor is? How do I find my Mentor's/Personal Tutor's office?
You will be informed of this by the School at the start of your studies. You can find the office of your Mentor/Personal or any other SML member of staff, by using Heriot-Watt's People Finder: http://www.hw.ac.uk/about/contact/people-finder.htm

• What do I do if I am ill?
First, don't panic! Section 8 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.

• 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 the Self-Service Help section of the SML UG Portal: http://www2.hw.ac.uk/sml/undergraduate/2016-2017/index.html