



**Prifysgol Cymru**  
Y Drindod Dewi Sant  
**University of Wales**  
Trinity Saint David

# **University Regulations**

## **Undergraduate Student Guide**

**September 2017**

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# 1 Introduction

## 1.1 What is the purpose of this handbook?

This handbook provides you with information about the various procedures and regulations within the University. It is intended for students on taught degree programmes and does not cover research degree students.

The University has made every effort to make the information as full and as accurate as possible, but you should note that minor changes are made from time to time. We shall try to keep any such changes to a minimum, and you will receive advance warning in the event of any alteration.

The handbook makes frequent reference to a number of other important sources of information relating to the University and to the way in which Programmes of Study (that's the name we give to your degree course) operate. These include Programme of Study Handbooks, Module Directories, Module Handbooks and the University's **Academic Quality Handbook (AQH)**. The AQH contains a wide range of information about the way in which the University operates and you are advised to familiarise yourself in particular with the following chapters:

- Chapter 6 - 'Taught Award Regulations' – which explains how your Programme of Study is structured and how we make decisions about your final award;
- Chapter 7 - 'Assessment: Taught Programmes' – which contains information about the University's approach to assessment;
- Chapter 12 – 'Student Representation, Engagement and Support' - which describes how the University assures the quality of the student experience, and provides details of our arrangements for providing you with academic and personal support during your studies;
- Chapter 13 – 'Student Cases' – which includes the *Academic Appeal Procedure* and the *Procedure for Student Complaints*.

The AQH is available in both Welsh and English on the University webpages and in the Faculty Offices: <http://www.uwtsd.ac.uk/academic-office/academic-quality-handbook/>

Please bear in mind that, occasionally, information contained in this booklet might not apply to *certain* aspects of your particular Programme of Study. For example, information about formal examinations does not apply to Programmes of Study that do not assess your work through a formal examination.

**This handbook is intended to be helpful to you and we would welcome your feedback on how it might be improved. Please send any comments to the Academic Office via [quality@uwtsd.ac.uk](mailto:quality@uwtsd.ac.uk).**

## 2 About the University

### 2.1 What qualifications does the University offer?

The University's Programmes of Study lead to a wide variety of qualifications. Full details of the requirements for each qualification in terms of the number of credits required at each level are provided in Chapter 6 and Chapter 8 of the AQH.

### 2.2 What are the Faculties?

The University is composed of Faculties with responsibility for the academic work of the institution. Every Faculty consists of a number of Schools, cross-disciplinary teams or other units, each of which focuses upon one or more academic disciplines. Some Faculties have Schools on more than one campus. Details of the Faculties and Schools can be obtained from the website.

### 2.3 What is the University's Language Policy?

The University's Language Policy confirms that the University gives equal status to both the Welsh and English languages throughout its activities. This policy gives the right to all who are associated with the University to correspond and to receive a service in their chosen language. The University sees its natural bilingual context as strength and will develop and extend its provision of bilingual opportunities for the community it serves.

For assessment through the medium of Welsh, see Chapter 7 of the AQH.

### 2.4 How will the University contact me?

Staff from different parts of the University may need to contact you for a variety of reasons. For example, the Registry may need to pass on a message from one of your tutors.

Your student email is the main method the University will use to contact you and you must check your student email at least twice a week. You can access your email at [www.outlook.com/uwtsd.ac.uk](http://www.outlook.com/uwtsd.ac.uk) and via MyDay, the University's intranet. You will receive a monthly Student Bulletin outlining any major changes to regulations and University-wide news.

**Failure to read electronic mail sent to you, and/or failure to manage your mailbox properly, will be regarded as your responsibility.**

Moodle, the University's Virtual Learning Environment, will also be used to communicate with you and will be the primary method of communicating information about your course.

Announcements about changes to services, such as IT outages and changes to opening times, will be made via the announcement section on MyDay.

In addition to your University e-mail account, the University will use the address and telephone number that you provided during enrolment. In order to ensure you receive any emergency communications swiftly you need to provide a mobile telephone number if possible. You must ensure that you can be contacted quickly and easily by the relevant School(s) and Faculties. **You must therefore ensure that the Registry is informed of**

**any changes to your contact details.** You should update your details via the MyTSD Student Portal. The responsibility for informing Registry of any change of address rests with you. If we fail to contact you because you have not kept us properly informed, any consequences will be your responsibility.

## 2.5 What if I want to leave the University

If you are considering withdrawing from your studies, it is extremely important that you consult with someone in the University, for example, your Programme Director, personal tutor, Faculty welfare link, or with staff from within the Student Services Department. Solutions to issues or problems can often be found together and staff in the University are there to help and support you and discuss your options. You can, of course, also seek advice from the Students' Union. If, following consultation, you decide that withdrawing from your programme of study is the best option, then you must complete the appropriate withdrawal form, which is available from the Registry. Failure to fully complete all the details on this form may have financial implications for you in relation to tuition fees and student loan. The completed form should be returned to the Registry.

If you are living in University accommodation, you must contact the Accommodation Office if you decide to leave the University.

## 3 About your first week

### 3.1 How do I enrol?

Information about enrolment will have been sent to you by the Registry in advance of your arrival at the University at the start of the academic year.

Full-time students must enrol on modules with a total credit value of 120 each academic year. It is sometimes the case that students reach the end of an academic year without having studied enough modules to gain the credit required to progress to the next level. **It is your responsibility to ensure that you enrol on the correct modules for your programme, at the correct level of study and with the correct total credit value for each semester.** Advice on an appropriate module selection for your Programme of Study can be obtained from your Programme Director.

Throughout your studies, you are responsible for ensuring that you inform the Registry of any changes in your module choices. Any request to change to a different module must first be approved by your Programme Director and registered on the official module enrolment forms provided by the Registry. The form(s) must be returned to Registry after completion so that your academic details can be amended.

### 3.2 Why do I have to give so much information to the Registry?

It is vitally important that the University Registry has an accurate record of your personal details. It is equally important to ensure that you are enrolled on the correct Programme of Study and on the correct modules. This enables us to ensure that the combination of modules that you are studying is appropriate for the programme on which you are enrolled and has sufficient credit value to allow you to complete your current level. The same system keeps an up-to-date record of your assessment details.

Failure to inform the Registry of any changes in your personal details or assessment status is likely to cause some or all of the following problems:

- delay in obtaining your student loan;
- delays in accessing module materials and any other information related to your Programme of Study on the Virtual Learning Environment;
- failure to keep you generally informed;
- failure to contact you in an emergency;
- clashes on your examination timetable;
- failure to progress to the next level of study as a result of not completing sufficient credits at the correct level;
- delay in graduation as a result of not completing sufficient credits at the correct level.

**The University reserves the right to charge you an administrative fee of £15 if you fail to provide the required information, without good cause, by the end of the second week of teaching each semester.**

### **3.3 Why do I have a Student Number?**

When you first enrol as a student, you will be allocated a student number. It is not unusual for two students to have the same name, but no other student will share your student number, now or in the future. It is important that you use your student number as well as your name in your dealings with staff in different parts of the University. This will not only improve the efficiency of many administrative processes, it will also reduce the possibility of error.

## **4 Student Voice**

### **4.1 What does the Students' Union do?**

Trinity Saint David Students' Union (TSDSU) exists to enhance the experience of students studying at the University and ensure that student concerns are at the centre of University decision making.

Affiliated with the National Union of Students (NUS), the Students' Union is a charity with the primary purpose of supporting and representing you. It also organises a range of social and sporting activities that vary from campus to campus. Each year you elect full-time sabbatical officers to represent you and lead your Union: Carmarthen, Lampeter and Swansea campuses have a President each, while a Group President covers London and the FE partners in addition to having an overall University role.

You can find an assortment of activities at the Students' Union – there is something for everyone, including a volunteering program aimed at enhancing your employability. The Students' Union also runs campaigns, with the help of its part-time officers, to ensure that issues facing students are tackled constructively. The Students' Union is a democratic organisation: you can put forward ideas and, if other students agree with you, the Students' Union will work hard to make your idea a reality. Perhaps you think the University should improve sports facilities, or ban bottled water, or that the officers should lobby parliament. Whatever it is, big or small, put your idea forward.

The Students' Union is run by the students and for the students. If you have any issues or ideas its doors are always open, providing a friendly and welcoming environment for all students.

More information about the Students' Union can be found on its website: [www.tsdsu.co.uk](http://www.tsdsu.co.uk).

## **4.2 Student Experience Department**

The Student Experience Department works in close partnership with the Students' Union to support the continuous development of a positive student experience at UWTSD. It facilitates engagement between students and the University, including supporting surveys and other feedback mechanisms, holding regular face to face feedback events, working on projects with the Students' Union, conducting regular focus groups, meetings and events to better understand and solve student issues.

The Department works with the Students' Union to enhance student engagement and supports a number of projects designed to enhance the student experience. Together with the Students' Union a monthly student bulletin is issued.

## **4.3 How can I make my views known?**

The University operates a number of mechanisms to ensure that students are partners in all that we do, including recognising the Students' Union as the representative voice of students.

Students are represented at all levels of University decision making with elected Students' Union representatives sitting on the University's main committees.

### **Academic representation system**

The Students' Union runs the academic representation system with support from the University. The University recognises that the course representative system is an essential part of its decision making process.

At a course level you will have an opportunity to elect a course representative who represents you in regular School or Cluster level Staff Student Committees which discuss issues within your School of study including learning resources and curriculum. These representatives also take part in other formal School or Cluster meetings, such as reviews of courses and in informal meetings with School staff to ensure student issues are solved effectively. Course representatives are expected to regularly gather feedback from fellow students to inform their contribution.

There are also student representatives, appointed by the Students' Union, known as Faculty Representatives. The Faculty Representatives act as coordinators of the Course Representatives within a Faculty, they capture the views of this group and make their views known at a Faculty level; they will primarily attend Faculty-level events, such as Faculty Board and its sub-committees.

## Surveys

At the end of each module, you will be asked to complete a module questionnaire outlining your experience of the module.

You will also be asked to complete various other more general questionnaires at different stages during your studies. The University takes part in a number of surveys to enable us to measure our performance both nationally and internationally as well as gathering your feedback on a wide range of issues relating to your academic experience and student experience more broadly (e.g. induction, accommodation, facilities, learning environment).

For example, final year undergraduate students are invited to complete the National Student Survey (the NSS), a UK-wide survey, in the final months of study. All undergraduate students that are not enrolled in the NSS are asked to participate in the UK Engagement Survey, UKES, a national survey monitoring your experience of your course. The feedback that you give will be used to enhance and further develop your course and overall student experience. You will be told by your Faculty and University what has been done as a result of your feedback.

## Feedback Fortnights

Every term the University runs a Feedback Fortnight where we undertake a series of activities to collect feedback on your experience including holding open meetings, focus groups, pop-up feedback stalls, online polls and other methods.

# 5 About your Programme of Study

## 5.1 Overview

**If you are enrolled on an Integrated Master's Degree, you should read the 'University Regulations: Integrated Master's Degree Supplement' for information on your programme of study in place of the information below.**

This section is intended to provide you with a straightforward overview of the information contained in Chapter 6: 'Taught Award Regulations' and Chapter 7: 'Assessment: Taught Programmes' of the AQH. You should consult this document carefully since it sets out in detail the regulations that govern the assessment of your Programme of Study. However, you will also find it useful to refer to the condensed version below since this provides a clear and concise summary of the key aspects of the assessment framework.

All the University's degree programmes of study are modular. They consist of modules, which are units of study, each with its own level, credit rating and assessment requirements.

For full-time students enrolled on an Honours degree:

- (i) Your Programme of Study consists of three academic levels, with Level 4 as the first year of study and so on.
- (ii) At each academic level you study modules appropriate to that level and, if you successfully complete the module, you will be awarded credits.

- (iii) Normally, modules are worth 10, 20, 30 or 40 credits.
- (iv) For programmes other than the BA Primary Education QTS you will normally study 60 credits during each of the two semesters of the University year.
- (v) You need 360 credits for a degree. At least 120 of the credits must be at Level 6. Normally, you will study for 120 credits at each of Levels 4, 5 and 6.
- (vi) To pass a module you must gain a mark of at least 40%. You are required to attempt each component of the assessment associated with a module, and cannot pass a module without attempting every component of the assessment associated with the module.
- (vii) On the BA Primary Education QTS, the Professional Teaching Experiences (PTE) modules have a total credit value of 20 in each academic year. For Years 1 and 2, the PTE modules are assessed on the basis of Pass/Fail. In Year 3, the PTE module is assessed on the basis of Pass/Fail but grades are also allocated. A Grade of 1 to 3 in each of the teaching standards constitutes a Pass, and a Grade of 4 in any of the standards constitutes a Fail. For further information, trainees should refer to their Professional Teaching Experiences Guidelines File.
- (viii) Midway through the academic year a Mid-session Examining Board will review your progress as a student and may make decisions on failed modules. You will receive a transcript of your marks from the University Registry. If the Mid-session Examining Board considers that you are not making satisfactory progress, you may be required to leave.
- (ix) At the end of the academic year a Progression/Award Board meets to consider all your marks from both semesters. You will receive a transcript of these marks from the University Registry. This Examining Board is called a Progression/Award Board because it decides on your 'progression' as a student from one level of study to the next, or, if you are studying at Level 6, decides your degree award.
- (x) To progress from one academic level to the next (i.e. move from Level 4 to Level 5 or Level 5 to Level 6) you must accumulate 120 credits.
- (xi) If you do not gain the necessary number of credits it *may* still be possible, in certain circumstances, to progress or to be awarded a degree. For further information about this you should consult the relevant section of Chapter 6: 'Taught Award Regulations' of the AQH.
- (xii) If you are not permitted to progress from one level of study to the next or are required to leave, you have the opportunity to appeal against the Examining Board's decision. Full details of the procedure can be found in the *Academic Appeal Procedure* published in Chapter 13 of the AQH. This can be found on the University website.
- (xiii) All of your marks/grades are *provisional* marks until they are approved by a Progression/Award Examining Board.**
- (xiv) If you have successfully completed at least 40 credits of full modules in a Level you will normally be re-assessed in any failed modules, but in some cases the relevant Examining Board may decide not to allow you to be re-assessed. You can find important information about procedures in Chapter 6 of the AQH.

- (xv) Module marks are rounded to the nearest whole number to calculate your overall weighted average and degree classification.
- (xvi) You should always try and gain the highest marks of which you are capable. The University determines your final degree classification based on your 'exit velocity' as well as your performance over time. The actual classification that is awarded is determined by calculating the final overall average mark by applying one of two classification methods. The method that is most beneficial to you is always used. The best marks in 100 credits are used, and so where the lowest mark occurs in a module with a credit rating of more than 20, then the mark will be included in the calculation of the overall average for a proportion of the credit value. How it works is described in Chapter 6 of the AQH. An illustrative example can be found below.

## ILLUSTRATIVE EXAMPLE: HONOURS DEGREE

### Method One – The Overall Weighted Average

The average mark for each level is calculated by taking the best marks in 100 credits for the level and multiplying the number of credits by the mark for each module, then adding to find the average for the level.

Level 5				Level 6			
Module	Credits,c	Mark,m	c x m	Module	Credits,c	Mark,m	c x m
SJED5001	20	51	1020	SJED6006	20	61	1220
SJED5003	20	45	900	SJED6014	20	52	1040
SJED5012	20	46	920	SJED6015	20	63	1260
SJSI5001	20	60	1200	SJSI6009	20	62	1240
SJSI5006	20	40	Not used	SJSI6011	20	40	Not used
SJSI5011	20	55	1100	SJSI6012	20	64	1280
<b>Average</b>	<b>120 (100)</b>		<b>5140</b>	<b>Average</b>	<b>120 (100)</b>		<b>6040</b>

In calculating the final overall average mark, the Level 6 total is given twice the weighting of the Level 5 total.

Final overall average mark =  $((2 \times 6040) + 5140) \div 300 = 57\%$  rounded to nearest whole number

### Degree classification is 2(ii)

Note: Division is by 300 because there are 100 credits at Level 6 that are counted twice and 100 credits at Level 5, a total of  $2 \times 100 + 100 = 300$ .

### Method Two – The Level 6 Average

The final overall average mark is calculated by taking the best marks in 100 credits for Level 6 and multiplying the number of credits by the mark for each module.

Level 5				Level 6			
Module	Credits,c	Mark,m	c x m	Module	Credits,c	Mark,m	c x m
SJED5001	20	51	Not used	SJED6006	20	61	1220
SJED5003	20	45	Not used	SJED6014	20	52	1040
SJED5012	20	46	Not used	SJED6015	20	63	1260
SJSI5001	20	60	Not used	SJSI6009	20	62	1240
SJSI5006	20	40	Not used	SJSI6011	20	40	Not used
SJSI5011	20	55	Not used	SJSI6012	20	64	1280
<b>Average</b>	<b>120</b>			<b>Average</b>	<b>120 (100)</b>		<b>6040</b>

Final overall average mark =  $6040 \div 100 = 60\%$  rounded to nearest whole number

### Degree classification is 2(i)

Note: Division is by 100 because there are 100 credits at Level 6 that are counted.

**In this case, Method Two is most beneficial and so the actual classification is 2(i)**

## **5.2 How do I choose my modules?**

Programmes of Study are made up of core, compulsory and optional modules. Core modules must be passed before you can progress to the next level of study. Compulsory modules are modules you must take depending on your Programme of Study, but unlike a core module could potentially be condoned (see section 6.1). Optional modules are ones you choose from a list within the programme grid according to your own preference. Combinations of modules add up to form different Programmes of Study and Programme of Study handbooks explain the valid combinations of compulsory and optional modules for a particular Programme of Study.

It is very important that you consult with the appropriate member of staff (see section 5.8) and read the relevant Programme of Study handbooks to ensure that you are following an acceptable combination of modules. These handbooks also include any programme specific requirements that are not addressed elsewhere in this or in other general University documents.

## **5.3 What if I want to change a module or my Programme of Study?**

You can only change programme or module following a discussion with your Programme Director and by completing the appropriate form, available from the Registry. These forms require the signed approval of the appropriate Dean or Assistant Dean of Faculty and Programme Director(s). The form(s) must be returned to Registry after completion so that your academic details can be amended. Do not simply turn up to a different module or course believing attendance alone will change your Programme of Study status. Changes will not be permitted after the fourth week of a semester.

## **5.4 What if I want to change my mode of study?**

Normally you may only change mode of study before commencing a level or at most 4 weeks after the start of a level of study. Requests for changing the mode of study from full-time to part-time, or vice versa within the normal timeframe, should be made on the appropriate form, available from the Registry. Any resulting changes to module selections should also be detailed on this form and approved by the Programme Director. Completed forms should be submitted to the Registry.

In exceptional cases, you may be able to request to change mode of study outside of the normal timeframe - partway through a level of study. You will need to check any funding implications of such a change and complete the appropriate form which is available from the Academic Office. A decision on your request will be taken by the University's Special Cases Committee. Full details of this process can be found in Chapter 13 of the AQH.

In the event that the request is approved, the Registry will update the time-limit for completion, and inform you of the decision in writing. The Registry will also inform the Finance Department in the event that a credit note and/or an invoice is required as a result of the change.

## 5.5 How much credit do I need?

You will need to gain 360 credits to qualify for an Honours Degree. The standard for these credits is normally:

120 credits at Level 4

120 credits at Level 5

120 credits at Level 6

The University uses the nationally agreed level descriptors framework. According to this framework, levels 1, 2 and 3 are used for academic study at Further Education level; levels 4, 5, 6, 7 and 8 are used for academic study at Higher Education level. This means that the modules studied in the first, second and third year of a full-time Honours Degree will be at levels 4, 5 and 6 respectively.

Every modular system of assessment must ensure that it gives you adequate opportunities to acquire these credits. For full-time Honours Degree students this normally means gaining 120 credits at the appropriate level in each of three years of study. Part-time students enrolled on an Honours Degree will have to gain exactly the same credits but over a longer period.

With the exception of students on the BA Primary Education with QTS, full-time Honours Degree students normally study modules with a total credit rating of 60 each semester.

The pass mark for every module is 40%, and achieving a mark of 40% is one of the criteria that is required in order to be awarded the credits for a module. You must achieve 120 credit points at the end of each level in order to 'progress' to the next level. Further details regarding the structure of modular degrees are available in Chapter 6 of the AQH.

## 5.6 How long will it take to complete a module?

The length of time required to complete a module will be a function of your ability and your familiarity with the subject. It is not, therefore, possible to specify how much time and effort will be required in individual cases. However, programme documents will incorporate notional hours of 100 hours for a 10 credit module, 200 hours for a 20 credit module, etc.; the 'currency' being 1 credit per 10 hours of notional study. This represents the total study effort for a typical student to complete the module successfully. It includes all timetabled and non-timetabled learning activities, and contact time with tutors and lecturers, both in and away from the formal learning environment.

## 5.7 What is meant by Accreditation of Prior Learning?

New students can sometimes claim credit from courses that they have previously studied at higher education level; in this case they may make a claim for the Accreditation (or Recognition) of Prior Certificated Learning. Credit for an academic award which has already been made cannot normally be used as credit towards a new qualification. The amount of credit awarded will depend upon the value of the credit already acquired relative to the programme on which the student is currently enrolling. While there is no standard expiry date after which certificated learning cannot be recognised, a judgement will be made as to how appropriate it would be to recognise credit within the context of the particular subject area and it may be deemed that the certificated learning is out of date. Other students may have acquired similar knowledge and skills during the course of their working life, or in pursuit of private interests, and in these cases they may be able to make

a claim for the Accreditation of Prior Experiential Learning. To do this they would need to complete the Recognition and Accreditation of Learning (RAL) process.

Full details of this process can be found in Chapter 10 of the AQH. Credit awarded towards a qualification via the Accreditation of Prior Learning process may be conditional and time limited.

## **5.8 How will you keep me informed about my Programme of Study?**

A specific member of staff is identified to take responsibility for the management of each Programme of Study. Their duties include responsibility for ensuring that you are enrolled for the correct Programme of Study and for keeping you informed of all Programme of Study details during your time at the University. Throughout this document, this member of staff is referred to as the Programme Director. Your Programme Director may contact you in a variety of ways. These may include via your University e-mail account, at lectures or seminars or via School and Faculty notice-boards within the Schools or our Virtual Learning Environment (VLE) system, Moodle (see section 10.3 for more information about Moodle).

Details of the Programme Director for each Programme of Study can be obtained from your Programme of Study Handbook, the Registry or from the Faculty Offices.

## **5.9 How do I access the timetable?**

Students can access their timetable via our Virtual Learning Environment (Moodle). Timetables are also available during induction. Any questions or issues should be directed to your Programme Director.

In some subject areas, particularly those of a practical nature, there will inevitably be changes to the timetable over the course of the year. The University will do its best to ensure that you are informed of any changes to the timetable either in person or electronically via e-mail or the VLE as quickly as possible.

# **6 About assessment**

## **6.1 How do I find out about how my work is assessed?**

The rules and regulations that govern the assessment of your Programme of Study are available in Chapter 6 and Chapter 7 of the AQH. **You are strongly advised to read these chapters** which provide a detailed explanation of the awarding of credit, progression from one level to the next and, ultimately, the classification of your degree. You should also pay careful attention to the assessment details for individual modules in your Programme of Study handbook(s), or in the module booklet that sometimes accompanies a module. Here, however, are some basic facts:

- You will be awarded credit for the modules that you complete.
- The pass mark for a module at Levels 4, 5 and 6 is 40%.
- The pass mark for a module at Level 7 is 50%.

- **You cannot pass a module without attempting every assessment component associated with the module.**
- The marks are the result of assessment carried out during and/or at the end of the module. For Honours Degrees, the calculation of the final degree classification will be based on the marks for both Levels 5 and 6 or for just Level 6. For Integrated Master's Degrees, the final degree classification will be based on the marks for Levels 5, 6 and 7 or for just Level 7.
- Assessment is designed to:
  - (1) Establish whether the knowledge, understanding, skills and techniques that are the designated learning outcomes of the module have been acquired.
  - (2) Measure your success in mastering the content of the module and achieving those learning outcomes.
- Assessment may take several forms, including coursework (e.g. an essay, book review, oral presentation) and / or examinations.
- Tutors deliberately adopt a wide range of methods of assessment. These vary according to the learning and teaching techniques appropriate for each module.
- Modules that combine assessment by coursework with assessment by examination do not necessarily have the same proportion of marks allocated to the two elements.
- Normally, your coursework is assessed by your module tutor and he or she will be available to discuss the result if you so wish.
- In certain circumstances your work will also be assessed by a second tutor. Work is also moderated by External Examiners (these are usually academics from other universities) to ensure consistency and fairness.
- If you fail a module or assessment component, the Examining Board may permit you to be re-assessed. The maximum number of re-assessment attempts that can be allowed for a particular module will be two, but in some cases you may not be allowed to use the maximum number of re-assessment attempts (for example if you fail all modules in a level or if you have not made a genuine effort to engage with programme of study).
- In the event that you are re-assessed in a timed examination or any assessment where the original attempt gained a mark of 0%, you will sit a new examination or be set a new topic. In all other cases you will normally be given the opportunity to re-work and re-present the original assignment.
- In the event that you are re-assessed in a failed module in which there is only one assessment component, the maximum mark that you can be awarded for that module is 40%.
- For all undergraduate Programmes of Study, in the event that you are re-assessed in a failed module in which there is more than one assessment component, the maximum

mark that you can be awarded for the component(s) in which you are reassessed is 40%.

- Modules with a maximum total credit value of 20 at each level may potentially be condoned by the Examining Board, subject to certain conditions, details of which can be found in Chapter 6 of the AQH.

## 6.2 What about submission deadlines?

All essays and other written work for assessment purposes must be handed in to meet deadlines. You will be informed of these deadlines by your module tutor. Differentiated deadlines may be set for students with long-term impairments, where this is specified in the relevant Statement of Compensatory Measures (see section 9.3). Your work must normally be submitted using the combined plagiarism/assignment submission pro-forma provided by each Faculty, and submitted according to the procedures established by each Faculty or School.

If you do not hand in your work within the stipulated deadline, you will be penalised. The maximum mark that can be awarded for work that is submitted up to 1 week late is 40%. Work cannot be accepted more than 1 week after the submission deadline and will be recorded as a non-submission.

## 6.3 But what if I have extenuating circumstances?

The University recognises that, on occasion, exceptional or 'extenuating' circumstances such as illness or bereavement may affect a student's ability to meet deadlines. Arrangements are in place to ensure that, where such circumstances exist, the student is not unfairly penalised. The arrangements are designed to ensure that students across the University are treated equally, regardless of their Programme of Study or Faculty

It is essential that you familiarise yourself with the University's regulations relating to extenuating circumstances and the accompanying guidance, which are set out in Chapter 13 of the AQH and supporting documents published on the University website. You should note in particular the sorts of events that are **not** normally accepted as being extenuating circumstances, such as minor, non-immobilising health problems with a duration of less than one week, loss of work as a result of mislaying the work, theft or computer breakdown, difficulty in gaining access to available materials, non-serious domestic or personal disruptions, and normal financial difficulties which may be experienced by students. You should take the necessary steps to protect against such circumstances affecting your assessments.

Please note that Programme Directors and module tutors are not permitted to extend deadlines for individual students – if you believe that you have extenuating circumstances, you **must** follow the procedure set out in the regulations. Further advice is available from Academic Office or Student Services.

The University does not consider disabilities or long-term impairments to be extenuating circumstances but has instead established a system of compensatory measures to support the assessment process. **If you have a disability or long-term impairment, it is essential that you refer to the information provided in sections 9.2-9.4 about the support available to you in relation to assessment.**

#### **6.4 What marking criteria are used to assess my work?**

It is not possible to compile a *single* set of marking criteria that can be applied to various modes of assessment at every level in every subject. As a result, subject and task-specific marking criteria will be available from your module tutors for every module that you study. If you have not received the assessment criteria for a module, you should contact your Programme Director.

#### **6.5 How do I get feedback?**

Your tutors may provide feedback on your assessment in a variety of forms. Depending on the nature of the assessment task, these may include formative feedback while you are developing work for submission, oral feedback after your work has been marked or a debriefing session following a performance or presentation. Feedback may also be provided to all the students that completed an assessment task as a group.

You should always receive formal written feedback that includes a provisional mark, an indication of how it was determined and guidance on areas for development to help you improve your performance the next time you are assessed.

You will normally be given provisional marks and formal written feedback or its equivalent on your assessment within 20 working, term-time days of the final submission date. For each module, your tutors should provide you with details of the dates on which you can expect to receive assessment feedback. Instances sometimes occur where it is not appropriate or not possible to do so within this timescale. In such cases, Schools are required to discuss and negotiate an appropriate timescale for providing you with formal feedback. In the event that you do not receive your assessment feedback by that date without an acceptable explanation, you should inform your Programme Director and/or Dean of Faculty.

#### **6.6 Do I have to sit formal exams?**

You may be required to sit formal examinations at times laid down by the University. Problems arising from examinations and assessment (e.g. absences from examinations, illness, and unfair practice) are dealt with in accordance with the regulations set out in Chapters 6 and 13 of the AQH.

The University's examination procedures are designed to ensure that your examinations are conducted fairly and are well-organised; details can be requested from the Registry.

#### **6.7 What about dissertations?**

Dissertations are not normally accepted for assessment unless they have been produced following a process of appropriate tutorial supervision. The nature and demands of such tutorial supervision are made explicit in the Programme of Study Handbook. Tutors employ an appropriate Supervision Pro-forma to monitor your progress, reporting absences from tutorials and taking any appropriate subsequent action.

## **6.8 What happens if my progress is unsatisfactory?**

Most students make very satisfactory progress, but certain procedures might come into play if your tutors are concerned that you are failing to make satisfactory academic progress. These procedures are detailed in Chapter 6 of the AQH.

Note that the University is required to make regular reports to government organisations that provide students with financial support for their studies on the attendance, conduct and progress of students. This includes the Student Loan Company (SLC). Should a report be unsatisfactory, a student may lose part or all of the fees, grants and loans that are paid on his/her behalf.

You have a right to appeal against any decision made by the University that requires you to withdraw from your Programme of Study or that has implications for your progression. Please see section 12.

## **6.9 Who owns my work?**

The University's policy on Intellectual Property Rights relates to the ownership of any copyright, design rights, invention, discovery or improvement produced by a student or students in the course of their studies. The policy aims to protect the interests of both the student and the University and is to be interpreted in a spirit of reasonableness. The regulations for issues relating to Intellectual Property Rights are described in the University's policy. The policy is published on the University website: <http://www.uwtsd.ac.uk/ip/>

# **7 About Unfair Practice and Plagiarism**

## **7.1 What is unfair practice and plagiarism?**

The University defines unfair practice as 'any act, intentional or otherwise, whereby a person may obtain for himself/herself or for another, an unpermitted advantage...'. Committing unfair practice in assessment is one of the most serious offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process.

Plagiarism is one type of unfair practice. Plagiarism is passing off, or attempting to pass off, another's work as your own. It includes copying the words, ideas, images or research results of another without acknowledgement, whether those words etc. are published or unpublished. It is plagiarism, for example, to copy the work of another student, of a member of staff or a published article without crediting the author. Persons who allow their work to be plagiarised are also guilty. Plagiarism is also submitting work for an assignment that has previously been submitted to the University in any form without acknowledging that this is the case (unless such re-use has been explicitly authorised under the regulations) – this is self-plagiarism.

The guidance that follows explains what is meant by plagiarism, describes the University's regulations for dealing with it, and provides help in avoiding it.

The normal expectation is that all students will submit an electronic copy of their work wherever possible. This is so that the work can be checked against the database of the

UK Higher Education Plagiarism Detection Service, Turnitin. Your tutors have the right to do so since, in enrolling as a student at the University you have consented to the submission of your work, if necessary, to the Turnitin service.

## 7.2 How can I avoid plagiarism?

Coursework, dissertations, or creative work are meant to be your own original work. Obviously you will use the work of others. Not only is this inevitable, it is expected. All scholarship builds on the work of others. However, you must acknowledge all sources of information from which you have drawn in the preparation of your work. Referencing (or citing) such sources is one of the most important skills you need to learn in your academic career. Referencing means you have acknowledged your sources for the ideas, concepts, and information that you evaluate in your assessed coursework. Usually your sources will be an article or book; however, it is important that you acknowledge other sources such as CDs, DVDs, the internet, personal communication from colleagues etc. It is essential that any information you have used is referenced correctly. Failure to reference means your work could be considered to be plagiarised.

Referencing provides the evidence that you have undertaken your own research enabling you to find the information necessary for in-depth learning. It allows you to gain a broad perspective on different issues and to consider different aspects and points of view in the subjects you study. For full guidance on correct referencing please consult your School/Faculty or Programme Referencing Handbook. Support is also available from the Library.

The golden rule is; **'if in doubt, provide references'**. Consult your tutors if you have any problems, in particular with the method of citing books and articles, which may differ from subject to subject. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism!

## 7.3 What are the penalties?

Plagiarism by students in coursework, other forms of continuous assessment, examinations, dissertations or theses will be dealt with according to the Unfair Practice Procedure and regulations. The same regulations apply to any other form of unfair practice. **These regulations can be found in Chapter 13 of the AQH.** The University applies a range of penalties, varying in severity, where unfair practice is confirmed.

All tutors are required to be vigilant in the detection of plagiarism and are required to take action in all cases where it is suspected.

With every piece of coursework you present for assessment, you will be required to fill in a pro-forma stipulating that the work is your own original work. Your work may not be marked if you do not include a plagiarism statement with your assessment. It is your responsibility to make sure that the appropriate form is included with your work. Copies of the form are available from the Faculty Offices.

## 7.4 Other forms of unfair practice including cheating in exams

Plagiarism is just one form of unfair practice. Unauthorised co-operation between two or more students (termed 'collusion'), submitting work completed by someone-else, falsifying

data and cheating in exams are all examples of unfair practice and will be dealt with by the University in accordance with the procedures in Chapter 13 of the AQH.

## **8 About your Personal or Year Tutor**

### **8.1 General approach and principles**

The University of Wales Trinity Saint David has been commended for the high reputation its support services has established amongst its students, and for the work of all its teaching and support staff in sustaining a caring culture throughout the University.

The University is committed to providing a thorough, consistent and supportive tutorial programme for all students. Its approach to providing student support is guided by the following principles:

- Systems for student support are focused on enabling students to take control of their own personal development, by providing opportunities for the exercise of choice, decision-making, and responsibility. The University environment is supportive of all students.
- Educational, personal and vocational guidance services offer impartial, confidential and readily accessible support and advice to all students and prospective students.
- There is strong commitment to equality of opportunity for all students, with additional resources and strategies being invested in those students who are likely to be disadvantaged in their learning or career development.
- All students are encouraged to develop a Professional Development Plan (PDP), and they may contact their Personal or Year Tutor and Careers Adviser for further information. Further information on PDPs is available to all students by accessing the Student Services website.

### **8.2 The Personal or Year Tutor System**

The Personal or Year Tutor System is recognised by all teaching staff to be an integral part of the academic framework of the University.

The role of the University's Personal or Year Tutor system includes:

- Supporting the student's personal, professional and overall academic development;
- Working with the student in partnership;
- Serving as an additional means of internal communication;
- Liaising, as appropriate, with other staff that support the student;
- Providing an additional channel for students to provide feedback and raise queries.

The success of the Personal or Year Tutor system can be largely attributed to the excellent informal relationship that exists between staff and students and to the commitment of staff to the welfare of students. The code of practice for Personal or Year Tutors reflects this ethos of support.

### **8.3 Code of Practice for Personal or Year Tutors**

Personal or Year Tutors are required to adhere to the following code of practice at all times:

- To treat all students with respect.
- To treat every student as an individual with unique needs and aspirations.
- To respect confidentiality.
- To be proactive and reactive in combating discrimination, harassment and bullying in any form.
- To be aware of the principles and values of equality and diversity.
- To act as a mentor and supporter to tutees.

### **8.4 Personal or Year Tutor system - *modus operandi***

- The Personal or Year Tutor system is part of a University-wide service provided to students in addition to services provided by Student Services (see section 9). Other components of this network include the Chaplaincy, Careers Service, the Accommodation Officers, Learning Support for students with Specific Learning Differences (SpLD), Study Skills Support, Counselling Service and Mental Health Adviser.
- Personal or Year Tutors provide the first point of contact for advice, guidance and support. If they cannot answer the question or help solve the problem themselves, they should, in discussion with the student(s), be able to identify a source of advice.
- All academic staff are potentially Personal or Year Tutors and personal tutorial lists are issued at the beginning of each academic session by Academic Schools / Clusters. Every effort will be made to match tutees with appropriate tutors. Students can request a change of tutor by making a request in writing to their Head of School or Cluster lead, outlining the reasons for the request.
- Students will be informed of their Personal or Year Tutor before or during Induction Week and will be provided with an outline of what they can expect from the personal tutorial system, and what they can contribute to it.
- Students will normally remain with the same Personal or Year Tutor for the duration of their time at University. If a tutor leaves University or is otherwise unavailable to continue with the duties of a personal tutor, students in his/her care will be assigned another personal tutor.

## **9 About Student Services**

### **9.1 Student Services**

Student Services is there to offer advice, information, guidance, support and counselling to any student who needs assistance. It offers a range of services to students including:

- Careers Service;
- Financial Support (including support from University Scholarships and Bursaries, the University Hardship Fund, the HEFCW part-time undergraduate fee waiver scheme), guidance on managing student debt, general advice regarding student finance;

- Learning Support (including screening for Specific Learning Differences (SpLD), support for disabled students – including support with Disabled Student Allowance (DSA) applications);
- Study skills support;
- Support for students on issues related to pregnancy, maternity, paternity and adoption leave;
- Counselling Service;
- Mental Health Advisory Service;
- Support for students from a care background.

Further information on these services is available on the Student Services webpages on the University website: <http://www.uwtsd.ac.uk/student-services/>.

## **9.2 What support is available if I am disabled or have additional needs?**

The University has established comprehensive arrangements for supporting students with additional needs. A summary is provided in Chapter 12 of the AQH and further details are available from Student Services.

The support available may include specific arrangements relating to assessment. Any specific arrangements or adaptations must be formally approved. Staff from the Student Services Department play a key role in the assessment and approval processes of any adjustments. Any adjustments and specific arrangements must be in place and approved at least 4 weeks before a formal examination so that there is sufficient time for the Registry to ensure that alternative arrangements are put in place.

## **9.3 What are compensatory measures?**

‘Compensatory measures’ may be put in place for individual students with additional needs following a formal assessment of their potential requirements by Student Services. They are part of the normal assessment arrangements for the student, which may include as appropriate:

- i) study skills support;
- ii) support through assistive technology;
- iii) support through a specialist mentor/specialist support lecturer;
- iv) additional time for examinations;
- v) provision of an amanuensis for examinations;
- vi) differentiation of deadlines for assessments other than examinations;
- vii) avoidance of grouping of deadlines for assessments other than examinations;
- viii) rescheduling of assessment deadlines for assessments other than examinations;
- ix) alternative forms of assessment.

A ‘Statement of Compensatory Measures’ is the document produced by the University, in consultation with the individual student, to confirm the arrangements that have been agreed. Details of the process by which compensatory measures are established are provided in Chapter 13 of the AQH.

#### **9.4 What is a differentiated deadline?**

A differentiated deadline is a type of compensatory measure. The term is used where an individual student has been given a deadline for the submission of an assignment which is different from the deadline set for the class as a whole.

### **10 About Learning Resources**

#### **10.1 Where can I find out about learning resources?**

Information about the Library, IT and other Learning Resources services available to students is provided through the following webpages:

Information Technology & Systems:  
<http://www.uwtsd.ac.uk/its/>

IT Help and Support Pages:  
<http://www.uwtsd.ac.uk/ithelp/>

Library and Learning Resources:  
<http://www.uwtsd.ac.uk/library/>

A series of guides to support you in utilising all resources available at the University, How do I, can be accessed via MyDay <http://myday.uwtsd.ac.uk>.

#### **10.2 What are the regulations governing Information Technology?**

The rules for the use of IT at the University are contained in the Information Technology & Systems Acceptable Use Policy (AUP), and other policy and procedural documents. These can be found on Moodle and the University's intranet. Each user is responsible for reading and adhering to the contents of these documents. Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders. In addition, it is the responsibility of all users to familiarise themselves with current IT legislation, and act in accordance with it.

#### **10.3 What is Moodle?**

Moodle is the University's Virtual Learning Environment (VLE). It is used in a variety of ways including, where appropriate:

- electronic access to lecture notes, timetables, reading materials, videocasts, podcasts and other materials;
- personal and social learning facilities, discussion forum;
- access to electronic resources;
- submission and feedback of assignments;
- access to support services;
- support for bilingual provision;
- support for students on Professional Teaching Experiences and work placements;
- online and distance learning.

Instructions on accessing Moodle will be provided when you first enrol at the University. It is your responsibility to familiarise yourself with the resources available and to check all module and programme related material regularly.

## 11 About what is expected of you

### 11.1 General regulations

In order to make your time at University a safe and pleasant experience, the University has a framework of regulations. It's important that they are clear to all and so they need to be quite formal.

Students must observe all regulations that govern the effective organisation and management of specific areas of activity within the University. These include those relating to financial requirements, health and safety, the use of learning, computing, child care, refreshment, sport and recreational facilities, any professional codes of practice pertaining to any element of the Programme of Study and residential accommodation. There are also separate regulations pertaining to student use of Students' Union facilities.

### 11.2 How you should behave

All members of the University are expected to behave in a mature, responsible and reasonable manner, with due regard to fellow students, staff and members of the local community.

Whilst you are on the University campus, in University premises off campus or engaged in University activities, you must **not**:

- (a) commit physical assault, behave threateningly or engage in oral or written abuse to other students, staff or visitors to the University via any means of communication including social media;
- (b) make malicious allegations against other members of the University via any means of communication including social media;
- (c) damage University property or property of other students, staff or visitors;
- (d) misappropriate any University property, funds or assets;
- (e) act in any way which is likely to cause injury to any other person within the University community, including impairing the safety of premises or equipment and interfering with anything provided in the interests of Health and Safety at Work;
- (f) engage in any activity or behaviour which contravenes the University's Equality and Diversity policies, which are available on the University intranet;
- (g) behave in any way which unreasonably interferes with the legitimate freedoms of any other student, member of staff, or visitor, or which disrupts or interferes with activities properly carried out by the University;
- (h) commit any criminal act on or off of the University premises;
- (i) behave in such a way as may be reasonably deemed to harm or in any way undermine the reputation of the University or its relationship with the local community.

This list is not exhaustive. Any behaviour that is considered to be unacceptable, inappropriate and which may bring the University into disrepute will be regarded as a breach of general regulations, and will be subject to appropriate disciplinary action. The

Student Code of Conduct further details unacceptable behaviour and any action that may be taken by the University. Any behaviour that involves any form of police action and/or intervention on or off of University premises will automatically result in appropriate disciplinary action following a review by Student Services and the academic School(s) to which the student belongs.

The University has a Student Harassment and Bullying Policy which details the informal and formal processes that are available to the University in case of any allegations of bullying and harassment.

### **11.3 What happens if I break the rules?**

Procedures for dealing with breaches of the academic regulations, such as non-attendance and unfair practice in assessment, are detailed in Chapters 6 and 13 of the AQH.

The general regulations relating to student discipline, including breaches of the non-academic regulations, are described in the University's Student Disciplinary Policy (Non-academic Misconduct) accessed on MyDay.

### **11.4 Fitness to Study and Fitness to Practise policies**

If there are concerns about your fitness to study and/or your fitness to practise in the profession(s) associated with your course, the University may decide to instigate formal fitness to study or fitness to practise procedures. Often such concerns may be resolved informally but where such an approach has not been successful or where the concerns are very serious formal processes are used.

### **11.5 Academic requirements**

You are required to enrol during the official enrolment periods that are determined by the University.

When you enrol on your Programme of Study, you will be provided with a Programme of Study Handbook. This will explain what is required of you in terms of matters such as, for example, attendance, teaching and assessment. It is your responsibility to become familiar with this information.

Tutors/Lecturers put a great deal of thought into their lecture programmes and regard them as an integral part of their programmes of study/modules. They also frequently include material from their own research which may not be obtainable from other sources. It is, therefore, very much in your interests to attend all lectures and seminars and to access all course material that has been put on Moodle by the module tutor. Non-attendance is usually an indication of poor commitment and will lead to a request to report to the Programme Director and if continued an interview with the Dean / Assistant Dean of Faculty. Lecturers will take registers. The University reserves the right to comment upon your attendance at lectures and other timetabled activities in your final reference. You must ensure that you satisfy programme and module attendance requirements and should bear in mind that it is the University's responsibility to report unsatisfactory attendance to grant awarding authorities, and where appropriate, to employers or other sponsors. If you

are an international student who comes from outside the European Union, the University is required to report your non-attendance to the immigration authorities.

Coursework in the form of essays, seminar papers, or whatever else is prescribed by your lecturers or tutors **must** be presented by the dates assigned. Please see the information provided in section 6.2. If you have not received any instructions about the coursework requirements of a module, you should see your tutor as soon as possible.

You must not attempt to secure an unfair advantage over others in assessment – please see section 7.

The regulations for issues relating to Intellectual Property Rights are described in the University's policy. The policy is published on the University website:  
<http://www.uwtsd.ac.uk/ip/>

If you have any question in relation to Ethics and Research please discuss with your Programme Director as to whether or not ethics approval needs to be granted before you undertake any research, and which processes need to be followed in order to gain such approval.

Monitoring your attendance, progress and conduct is, in the first instance, the responsibility of the Programme Director.

#### **11.5 What if I have a good reason for not attending classes?**

Certain procedures will come into play if you cannot attend classes at the required time.

If you have an interview, an appointment or if you are required to represent the University at a sport of some other **approved** official activity, you must notify the Programme Director **in writing** and in good time, so that alternative arrangements can be made for you.

**If you are absent as result of illness, an accident** or a major domestic problem, you must inform your Programme Director without delay. A medical certificate or other appropriate evidence must be provided if you are absent from your studies for seven days or more. You must take responsibility for submitting the original medical certificate(s) to the Registry and for providing a copy for the Programme Director, which may be kept until the appropriate Progression/Award Board has met.

Your Programme Director will give sympathetic consideration to all **genuine** requests to miss classes, but as a result of long experience, he/she is familiar with a very wide range of excuses, and is at liberty either to check the information provided or to require written confirmation of them.

#### **11.6 What if I need an extension to a coursework submission date?**

The University does not allow students to apply for extensions. Instead it has established systems for ensuring that students who have long-term impairment or experience extenuating circumstances are not advantaged or disadvantaged when being assessed. Please see the information provided in sections 6.3 and 9.3.

## **11.7 Financial requirements**

Programme fees and registration fees are payable in full upon enrolment. If fees are to be paid by an LEA or sponsor, then you should produce documentary evidence of grant aid/sponsorship when enrolling.

Programme fees are normally charged on an annual basis but in the event of a student discontinuing the programme, fees will be charged pro-rata up to the date at which the Registry is informed in writing on the appropriate form that they have withdrawn.

Accommodation charges are payable termly in full.

Students who cause damage to University property will be required to pay for such damage, and students who lose University property will be required to pay for such loss. Students living in University accommodation will be held responsible for any damage to their individual rooms and to communal areas, and will be charged for any damage caused by them or by third parties both to private living areas and to communal areas.

You must ensure that sufficient funds are available to honour any personal cheques presented as payment to the University.

## **11.8 What happens if I am in debt to the University?**

Details of the various mechanisms that are in place to help you manage your finances are available from Student Services. You can apply for various academic scholarships and bursaries to provide you with financial support during the course of your studies. It may also be possible for you to gain financial support for your studies from the University's Hardship Fund. This fund is managed by the University's Hardship Fund Committee and meets every two weeks during term time. Emergency applications are normally dealt with within 24 hours.

Surgeries are held on a regular basis to provide advice and guidance for dealing with student debt. However, where a current or former student is in debt to the University and has not made acceptable arrangements to manage and repay the debt, the University reserves the right to commence legal proceedings to recover the outstanding debts, and recover or replace any University property.

If you are in debt, you are strongly advised to get in touch with Student Services or with the Finance Department so that they can help you identify a mechanism for dealing with your debt.

## **11.9 What about health and safety?**

The University Health and Safety policy can be found on the University intranet. Everyone has a responsibility for reading and adhering to the Health and Safety policy. Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders.

If you have any questions about Health and Safety procedures in relation to your studies, please contact your Programme Director in the first instance. For any concerns about the campus or its buildings, please contact the Estates Office.

Information relating to health issues such as meningitis may be obtained from Student Services.

You must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.

Interfering with any safety equipment, for example, obscuring smoke alarms will be regarded as a serious disciplinary offence. You should note that it is a criminal offence to set off a fire alarm maliciously. Any student found to be guilty of such actions may be liable to criminal prosecution as well as disciplinary action.

Students undertaking learning activities on campus without staff supervision must comply strictly with University regulations relating to such situations.

Students on field courses are required to comply with any health and safety instructions given by tutors or other individuals involved with the organisation and operation of the course. Health and Safety guidance will be provided by the Schools prior to the field visit but please ask your module tutor/Programme Director if you are unsure about anything.

Students on teaching practice are required to comply with the health and safety regulations of the school to which they have been allocated for their teaching practice.

Students on work placements are required to comply with the health and safety regulations of their allocated workplace setting.

You must adhere to the University policy on smoking when you are on the University campus and on excursions and events organised by the University.

Accidents must be notified promptly to the Programme Director and to the Estates Office.

You must keep away from areas that have been designated as out of bounds to students. These areas include:

- The roofs of all buildings whether academic or residential;
- Electrical substations, conduits and switching gear;
- Boiler houses;
- Lift and hoist control mechanisms;
- Sites where building or construction are taking place;
- Master controls for the alarm systems (as distinct from activating a fire alarm in an emergency);
- Areas used to store Estates machinery and consumables;
- IT and Comms areas;
- Kitchens other than those in student residencies;
- All areas signed with Staff Only, Permit to Work Required, Authorised Persons Only, Restricted Access and other signs of a similar nature.

Students' vehicles, motor cycles and cycles must be parked in designated areas.

### **11.10 Does the University have liability for loss/damage?**

The University is not liable for loss or damage to personal property brought on to or left on campus.

## **12 About complaints and appeals**

A Student Guide to Complaints and Appeals can be found on MyDay which details all the different procedures in this area and gives information on what is required and what you can expect if you make a complaint or appeal.

### **12.1 Can I appeal against my marks or a decision about my academic progress?**

If you believe that a mistake has been made in your marks, you should first contact your Programme Director or the Registry for confirmation that your marks are correct. You cannot appeal against a specific mark or marks but if you continue to have concerns that a mistake has been made, you may submit an appeal against the decision of the Examining Board. You may also appeal against Examining Board decisions relating to your progression or your final award.

Information about how to appeal is provided in the 'Academic Appeal Procedure' in Chapter 13 of the AQH, in the Student Guide to Complaints and Appeals and in supporting documentation produced published on the University's web pages. Additional advice is available from the Students' Union. It is very important that you note carefully the grounds on which appeals may be made and submit your appeal on the appropriate form because incomplete or ineligible appeals cannot be processed.

Appeals which question the academic or professional judgement of tutors or examiners are not admissible. In the case of trainees on Programmes of Study leading to Qualified Teacher Status, appeals that question the professional judgement of the relevant Examining Board in relation to a trainee's Fitness to Teach will not normally be considered. Appeals made on grounds that you are dissatisfied or disappointed with an assessment result are not admissible.

In the event that you are not satisfied with the outcome of an appeal, you are entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the OIA website: <http://www.oiahe.org.uk>.

### **12.2 How do I make a complaint?**

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or a related academic service. Full details of the complaints process can be found in the 'Procedure for Student Complaints' in Chapter 13 of the AQH, in the Student Guide to Complaints and Appeals, and in supporting documentation available on MyDay.

In the event that you are not satisfied with the outcome of your complaint, you are entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the OIA website: <http://www.oiahe.org.uk>.

### 13 Abbreviations and jargon

APC	Academic Policy Committee
AP(E)L	Accreditation of Prior (Experiential) Learning
APVC	Associate Pro Vice-Chancellor
AQH	Academic Quality Handbook
AQSC	Academic Quality and Standards Committee
CSG	Coleg Sir Gâr
DL	Distance Learning
DVC	Deputy Vice-Chancellor
ECP	Extenuating Circumstances Panel
E&D	Equality and Diversity
FTE	Full-time equivalent (a way of presenting student numbers)
HEI	Higher Education Institution
HEFCW	Higher Education Funding Council for Wales
HESA	Higher Education Statistics Agency
HR	Human Resources
NSS	National Student Survey
NUS	National Union of Students
NUSW	National Union of Students Wales
OIA	Office of the Independent Adjudicator for Higher Education
PASS	Peer Assisted Study Sessions
PCYDDS	Prifysgol Cymru Y Drindod Dewi Sant
PG	Postgraduate
PVC	Pro Vice-Chancellor
QA	Quality assurance
QAA	Quality Assurance Agency for Higher Education
QE	Quality enhancement
RDC	Research Degrees Committee
RPL	Recognition of Prior Learning
Senate	Senate, the senior academic decision-making body of the University
SET	Standard Extra Time
SLC	Student Loans Company
SMU	Swansea Metropolitan University
TSDSU	Trinity Saint David Students' Union
UG	Undergraduate
UKVI	UK Visas and Immigration
UMYDDS	Undeb Myfyrwyr Y Drindod Dewi Sant
UW	University of Wales (sometimes also referred to as 'UOW')
UWTSD	University of Wales Trinity Saint David
VC	Vice-Chancellor
YDDS	Y Drindod Dewi Sant