Birmingham City University

And

Limerick City College

Student Handbook

Business and Marketing

Date of Course Approved/Reviewed	Version Number	Version Date
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1.   Welcome

Dear Student,

Welcome to the Birmingham City Business School's Business and Marketing programme delivered through our franchise partner, Limerick City College. I hope that you find your experience on this programme of great value to both your career development and personal life. The staff at Birmingham City Business School staff forward to meeting you during the course of your studies.

The Student Handbook should provide you with the information you need to know about this programme at the Limerick City College. However, if after you have read it carefully, you still have any questions please do feel free to ask for further guidance and assistance.

We want to help to make this an enjoyable and rewarding experience for you and I look forward to meeting you in the near future.

Yours sincerely

Professor Christopher Prince
Executive Dean
Birmingham City Business School
Birmingham City University

Dear Student,

Welcome to Limerick City College. I hope your period of study will be both enjoyable and rewarding.

The following information has been compiled to assist you both at the beginning and during your period of study with us. Please read the following pages carefully and retain for future reference.

Should you require further information or explanation, please contact Ms Edel Foster (College Administrator) or Mr Glen Anderson (College Director).

We look forward to working with you and wish you every success.

Glen Anderson
College Director

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3.   Limerick City College Mission Statement

OUR MISSION

"Limerick City College is committed to making available relevant, effective, high quality education and training for all its students and stakeholders; to increase participation in learning and skills transfer; to ensure accessibility of all college services and to ensure viability of the college and its programs internationally.

Supporting demand for learning through inspirational and supportive teaching which respects all and transforms our future.

- To ensure our students achieve their goals
- To respond to employment and regeneration priorities
- To provide a welcoming and supportive environment
- To be the first choice college globally and within the local and surrounding   communities"

OUR VISION

"To become the first choice college and largest provider of academic, professional and English qualifications to students throughout the world into the 21st century. This will be accomplished by focusing on the ever changing labour markets and industry needs as well as maintaining the programmes accessibility and affordability."

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OUR APPROACH

Limerick City College (LCC) is an independent higher education establishment offering both Irish and International students a range of courses that allow them to obtain professional internationally recognized and accepted qualifications. Limerick City College endeavours to offer the students professional, quality and value for money education. We are a private initiative of excellence and innovation offering courses to overseas and domestic students to enable them to participate and contribute to equality and social development.

For more information about the College's policies on equal opportunities and diversity see:
the College's website www.limerickcc.ie and Birmingham City University website
www.bcu.ac.uk/student-info and click on 'Academic Regulations and Policies'.

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4.   Important Documentation and Reading

Some of the documents which you will be given during your time at Limerick City College are important and you should keep them, particularly as future employers may wish to see evidence of your achievements. Make sure that you keep:

- module specifications for the modules which you study;
- your programme specification (see section 7.1 of this Handbook);
- your Award Certificate - this is evidence of the qualification which you have obtained;
- your final transcript - this is a record of your achievement which lists your grades for the assessments.

In addition, you are advised to familiarise yourself with the contents of this Handbook and the associated regulations which are mentioned in it. It is a good idea to keep a copy of this Handbook as you may need to refer to it during your time at Limerick City College. The regulations mentioned in this Handbook can be downloaded from the University's website www.bcu.ac.uk/student-info by clicking on 'Academic Regulations and Policies'.

5.   Your first days at Limerick City College

5.1   Induction

The first week will be devoted to providing you with the information you need to start your programme of study. You will also receive information related to the facilities that are available to you during your time at the College.

The aim of the induction is to explain to you how your course is organised and delivered to show you what is expected of students and give you some guidance about the standard of work expected.

You will also be required to enrol formally as a student during this week. How and when you need to enrol will be explained fully at your induction session.

5.2   Enrolment

It is essential that you enrol as a student on this programme and this will normally take place within the first few days of your course.

For enrolment you will need:

- Original Birth Certificate or Passport (new students only)
- Original certificates or official results notification of ALL qualifications held and listed on your application form (new students only)
- Payment for course fees for which you are liable, or a sponsor letter confirming payment

At enrolment, you will be asked to complete an enrolment form. On your form you will be asked to provide details of your legal name, home and term time addresses, all previous qualifications and your course details. Other personal details will be required for statistical purposes.

The amount of fees due will be recorded on your enrolment form and you will be expected to pay or make arrangements to pay at enrolment. It is a condition of enrolment that you accept full responsibility for the payment of all course fees and any other fees which you incur while registered as a student on this programme; this includes accommodation fees if you are living in accommodation arranged by the College. (The payment terms for accommodation fees are issued separately.

If you fulfil all of the conditions of enrolment and settle your fees, either in part or full, you will be fully enrolled as a student of the University and will be issued with an ID Card.

5.3.   Location Maps
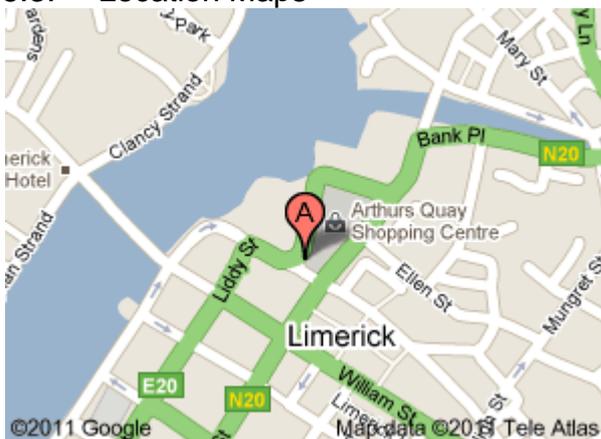
5.4   Room Plans

MAIN BUILDING: GROUND & 1ST FLOOR
- Supermarket
- ATM's
- Cafe
- Restaurant
- Student Common Outside Area (Designated Smoking Area)
- Secure Parking
- Disabled Access

MAIN BUILDING: SECOND FLOOR
- College Administration & Staff Room
- Student Computer Access Laboratory
- Library Reading Room
- Room 101   Classroom
- Room 102   Classroom
- Room 103   Classroom
- Room 104   Classroom
- Toilets

MAIN BUILDING: THIRD FLOOR

- Room 201   Undesignated
- Room 202   Undesignated
- Room 203   Undesignated
- Room 204   Undesignated
- Room 205   Undesignated
- Conference/Presentation Room
- Toilets

5.5   Academic Staff Names, Contact Details, Descriptions of Roles and Specialisms

College Director: Mr G. Anderson	*ganderson@limerickcc.ie*
Undergraduate Programmes Co-ordinator: Ciara Brennan	*cbrennan@limerickcc.ie*
Postgraduate Programmes Co-ordinator: David Sheehan	*dsheehan@limerickcc.ie*
Further & Professional Course Co-ordinator: Glen Anderson	*ganderson@limerickcc.ie*
Academic and Quality Officer: Edel Foster	*efoster@limerickcc.ie*

5.6   Administrative and Technical Staff, Contact Details, Description of Roles

College Administrator: Edel Foster	*efoster@limerickcc.ie*
IT & Facilities Administrator: Suman Sesham	*ssesham@limerickcc.ie*

The course administrator provides non-academic support for the course. His/her main roles include:

- Providing general information about the programme
- Enrolment of students on the course
- Receiving work for final assessment
- Maintaining student files and assessment records
- Liaising between tutors and students
- Advising on university and college regulations

5.7   Periods of Attendance, Semester Dates and Absence Procedures

Details of important dates such as teaching weeks, examination dates, and the submission date for assessments will be issued to you during induction.

6.   Studying at Limerick City College

6.1   Birmingham City University Email Account

When you join a Birmingham City University you will be given a Birmingham City University email account. Birmingham City University will use the email account to communicate important information about your course. It is essential, therefore, that you **check your Birmingham City University email account regularly**, so that you do not miss any important information.

6.2   Online Learning

6.2.1 Moodle

Moodle is the Limerick City College Virtual Learning Environment. You can access Moodle by going to www.Limerickcc.ie and the Intranet link. Each course has its own Moodle which can be accessed from the main Limerick City College Moodle website.

Moodle is a great place to look for information to help you with your course. There are useful links to key resources and websites. You can also access **calendars** which show upcoming events as well as **forums** and **Really Simple Syndication (RSS) Feeds** which deliver the latest news and information without the need to search the web.

Moodle enables you to keep in contact with tutors and friends if you are on **Instant Messaging** and the many **forums** that have been established to support you. These communication tools are particularly useful if you are out of the University, for example if you are on placement. Moodle is available 24 hours a day, 365 days per year and from anywhere in the world.

Where modules are supported by Moodle, they might provide access to resources such as lecture notes, PowerPoint presentations or, in some cases, multimedia scenarios and video lectures. Other resources may include access to module guides and live reading lists (**TalisLists**) which take you straight into the Library's website to enable you to check on the books, journals, and other resources that support the module.

Apart from providing flexible access to resources, Moodle is also used on some modules to provide learning activities to enhance your learning experience. This includes **quizzes** which test your knowledge and give immediate automated feedback; **glossaries** to explain complex terms and **forums** which enable you to ask tutors questions or work collaboratively and share experiences with fellow students. Other features include: **Blogs**, which are personal spaces that allow you to reflect upon your own learning privately; **Choices** which enable you to vote on certain issues; **Wikis** (collaborative websites) which allow you to work collaboratively with other students and **workshops** which allow students to review each others work.

6.3   Personal Development Planning

Whilst studying at Birmingham City University you will have many opportunities to expand your academic, professional and personal horizons. Personal Development Planning (PDP) is a process undertaken by students at Birmingham City University to reflect upon their own learning, performance and achievement and to plan for their personal, educational and career development.   It will enable you to articulate the skills you are developing in order to open up opportunities for the future.

Briefly, PDP is a means by which you can record, evaluate and review all that you are learning. It will:

- help to keep you motivated;
- give you a better understanding of how you learn and how to improve your performance;

- give you clearer ideas about the kind of life and work you want;
- enable you to be in a better position to compete for jobs;
- help you to develop a positive, forward-looking approach.

There are different approaches to PDP across the University. You will be told during induction how PDP works on your course. There is a central PDP course which is delivered online through Moodle and is open to all students whatever their course or year of study. Students can complete this online course on their own and at their own pace as it does not require direct tutor support. However, in order to get the most out of the course, it is recommended that students discuss their PDP work with their Undergraduate Programme Co-ordinator or a careers advisor.

You can **access the central PDP course online** by going directly to
http://www.moodle.bcu.ac.uk Under the heading 'non Faculty Student Courses' click on Personal Development Planning. There are six sections of the PDP course. Choose 'Introduction'.
You will be asked for your Birmingham City University network id and password. (These are the ones which you use to log on to any Birmingham City University computer).

For further information contact: Your Undergraduate Programme Co-ordinator

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7. What do you need to know about your course?

7.1 Programme Specification

Every course offered by Birmingham City University and Limerick City College has a **programme specification**. A programme specification sets out the knowledge, understanding and skills that a student who finishes the course will have gained. The programme specification also gives details of the teaching methods which will be used on the course together with information about how students will be assessed (for example by written examination or coursework assignment).

The programme specification for your course can be found as an appendix to this Handbook or at http://www.bcu.ac.uk/courses/programme-specs

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For further (general) information visit: The Quality Assurance Agency's website at:
http://www.qaa.ac.uk/students/guides/UnderstandCourses.asp

7.2 Course Details

Module specifications set out the course philosophy, content and rationale. The module specifications also give details of the course aims and objectives, mode, duration and number of credits allocated. Full module outlines are can be found as an attachment to this Handbook.

7.3 Course Timetables and selection of modules

Your Course Tutor will distribute copies of your timetable during induction.

7.4 Reading Lists

The books and resources you will need to access are listed on the individual module outline. You may be able to obtain the text books from the library.

7.5   Submitting and Collecting Coursework

7.5.1   Handing in coursework

You will be submitting several pieces of coursework over the academic year and it is important that you keep the following in mind:

- Prepare your work so that your assignment is ready in advance of the submission date
- Each assignment must be submitted with a standard cover sheet showing your name, full student number and course, module title and tutor's name
- Collect some cover sheets from the office at the start of the term so you can complete one before you hand in your work
- Ensure that your assignment is ready for submission when it is handed in i.e. the work is secured in the file and cover sheet is filled in.
- All coursework is due by 5pm on the day of submission and work submitted after this time will be deemed late and market as such.
- Assignments handed-in after 5pm will be capped unless you apply for and are granted a coursework extension or extenuating circumstances
- Hand in only complete assignments. You cannot hand in missing sections after the submission date. If you wish to add to an assignment that has been handed-in and the submission date has not yet passed, you must bring in the pink copy of the receipt form. Your work will be returned and you must then resubmit it.

7.5.2   Collecting Coursework

You should collect marked coursework from your Course Administrator.

You must produce your student id card when collecting coursework.

8.   How can you contribute to the development of your course?

Birmingham City University and Limerick City College place great importance on what its students think of the courses which they are following. All courses are monitored to ensure that the quality and standards of Birmingham City University's courses and qualifications are maintained. You can contribute to the monitoring process and potentially affect the design and delivery of the course by becoming a Student Representative. (Please see section 13.2 of this Handbook for more information about becoming a Student Representative).

8.1   Board of Studies

Each course or group of courses has a course Board of Studies. The membership of the Board of Studies includes the Course Director, members of the course team and student representatives. The Board of Studies is responsible for the day to day management of your course. This includes:

- maintaining the quality of the course;
- reviewing examination results;
- considering external examiner reports and student feedback;
- monitoring and evaluating the course;
- developing the curriculum.

The Board of Studies meets at least once per semester. During meetings of the Board, student representatives are given the opportunity to raise issues in relation to their course. If you'd like to see the external examiner reports for your programme, you can get in touch with your student rep or you can contact Academic Registry directly.

8.2   Module Evaluation

During your studies you will be asked to provide feedback about the content and delivery of your modules. This might take the form of a group feedback session or you may be asked to fill in a questionnaire. The results of students' evaluation of each module are considered by the Course Team as part of the monitoring process.

9.   Changes to your course

Some aspects of your course, such as timetables and reading lists may change every year. However, other aspects require formal approval by the University before they can be changed. These aspects include:

- changes to the title of your course;
- changes to the content of your course other than minor updating to ensure the continued relevance of the curriculum;
- changes to the way your course is delivered;
- changes to the way you are assessed;
- changes to the regulations for progression through your course;
- changes to the method of calculating the classification of awards.

If any major changes to your course (such as those listed above) are proposed whilst you are studying, students will be consulted and given an opportunity to comment. If any changes are agreed, you will be informed.

10.   Assessment

10.1   Assessment Regulations

The way in which your work on the course is assessed is governed by the Birmingham City University's Assessment Regulations*.*

The regulations include information about:

- modules, levels of modules and the credits which attach to them;
- requirements for passing modules;
- requirements for progression to the next level of your course;
- how to achieve an award with Commendation or Distinction and how degree classifications are calculated;
- what happens if you fail a module?

The regulations for your course are *the* Standard Undergraduate Assessment Regulations, Version 4. You'll receive information about the University's regulations from your course team, and you can access the regulations for yourself via the University's website www.bcu.ac.uk/student-info by clicking on 'Academic Regulations and Policies'. Follow the on screen instructions to get to the regulations which you'll find in the 'Part I' folder.

If you cannot access the electronic version and would like a paper copy, ask your Undergraduate Programme Co-ordinator or go to your Faculty Office.

10.2   How will you be assessed?

The way in which your work on the course is assessed is government by the University's Assessment Regulations.

The regulations include information about:

- Modules, levels of modules and the credits which attach to them;
- Requirements for passing modules;
- Requirements for progression to the next level of your course;
- How to achieve an award with Commendation or Distinction and how degree classifications are calculated;
- What happens is you fail a module.

The version of the Standard Assessment Regulations which applies to your course depends on:

- The type of course which you are studying and
- The date at which you first enrolled on your course

All versions of the Standard Assessment Regulations can be viewed on the University's internet site at: www.bcu.ac.uk/student-info.

The following tables provide breakdown of the modules and assessment.

Business and Marketing Full Time Structure Diagram

Level 4 CertHE

Autumn / Spring	Accounting and Finance (30)	Economic Environment (15) / New Venture Creation (15)	Marketing in Business (30)	Managing Organisations People and Self (30)

Level 5 DipHe

Autumn / Spring	Creative Problem Solving (15) / The Business Entrepreneur (15)	Business Logistics and Operations (15) / Contemporary Business Issues (15)	Marketing Research (15) / MAPR Practice Project (15)	Managing the Brand (30)

Level 6 - Ordinary and Honours Degree

Autumn	Marketing Strategy and Planning (30) (Core)	Making sense of organisations (15 credits)	Sustainable Marketing (15 credits)	Project (30 credits)
Spring		Business Operations and Systems (15 credits)	Creative Industries Marketing (15 credits)	

Level 6 – Options

Modules that run across both terms-only one can be chosen*
Business Start Up Project (30 credits) or
Management Consultancy Project (30 credits) or

Learning, teaching, and assessment methods used

The application of key concepts during lectures and workshops and explored further during seminars and self-directed study. Case studies are used to explore concepts applied to real-world scenarios. Experiential learning is encouraged via project-based assignments. Analysis, synthesis and evaluation are developed as themes throughout the programme.

A wide variety of assessment approaches are used across the programme. These include portfolios, articles, business reports, presentations, projects and examinations (case-based, open-book and closed-book).

If you find that any of your examinations are scheduled during a major religious festival which you observe, and you regard this as a problem, please talk to your Course Tutor.

If you find that any of your examinations are scheduled during a major religious festival which you observe, and you regard this as a problem, please talk to your Undergraduate Programme Co-ordinator.

10.3   Why is it important to take all of your assessments?

It is very important that you go to all of the exams or hand in work and assignments on time for every module that you've registered to take in the year.

Even if you think that you have got enough credits to progress already, you should still attempt all of the assessments for all of the modules which you've registered for because you might not have done as well as you thought and so you might not get all the credits you need to carry on with the course or you might be able to increase your overall mark and improve the classification of your award.

If you do not go to an exam or hand in an assignment for a module that you've registered for at the first opportunity, the University's rules state that you cannot get more than the minimum pass mark for the module when you do take the assessment later on. This means that you may pass the module when you do it – but only just. (The maximum mark you can get is called a 'cap'). The

capped mark can have an effect on the classification of your final award. It might mean, for example, that it is not possible to get a first class or an upper second degree, or a distinction if you are a postgraduate student.

Also it's important not to waste your opportunities to be assessed for a module by not turning up to an exam or not handing in an assignment. The University's rules put a limit on the number of times that you are allowed to take module assessments. If you don't turn up for an exam or hand in a coursework assignment, you have wasted an opportunity to be assessed (it still counts as an attempt). This is especially important if the module is a core module for the course which you must pass.

If you fail any of the modules which you have taken, you will have to re-take them. There are limits on the number of times that you can re-take and if you are an undergraduate student you may be required to re-study a module you have failed. Having to re-sit or restudy modules means that your workload will be increased and you will be putting yourself under more pressure. If you are a part time student and you have to restudy a module you will be charged the fee for that module. If you are a full-time student and you do not complete your programme within the normal registration period you may have to re-study outstanding modules as a part-time student, incurring a part time fee. Exceptionally, if you fail a lot of modules in one year you may have to become a part-time student, incurring part time fees, to re-study those modules before you can take modules from the next level of the course.

You are strongly advised to take all of the assessments for which you are registered at the first opportunity. If you don't:

- **You risk** not being able to carry on with your course.
- **You risk** limiting the classification/differentiation of your final award.
- **You risk** increasing your workload and putting yourself under more pressure.

Don't take the risks!

Where can I get advice and support if I am worried about assessments?

The College will try to provide as much support as possible for students who are worried that they may not be able to complete all of the assessments for their modules. Sometimes there are genuine reasons outside of students' control which make it difficult for them to attempt all of the assessments. There may be personal, financial or health worries or problems with studying (e.g. difficulties with English or Maths).

There are a number of people in the University who can help:

- **Your tutors**

  Your Undergraduate Programme Co-ordinator, Year Tutor, Faculty Support Tutor or other members of your teaching team. Don't be afraid to talk to your tutors if you are having problems with your studying.

- **College Administrator**

  Your College Administrator, Edel Foster. Don't be afraid to talk to staff members if you are having problems with your studying.

Where can I get more information about assessment on my course?

This Student Handbook gives detailed information about how you will be assessed on your course. It includes information about the method of assessment for each module (e.g. coursework assignment or exam), the criteria used for marking the work and the timings of assessments. It also tells you about the assessment regulations for your course.

10.4   Internal Moderation

Each department has in place procedures for checking the outcomes of the assessment process. For more information, contact your faculty about its moderation procedures.

10.5   Role of External Examiners

The University appoints external examiners to all of its courses in order to ensure that the courses are comparable to similar courses in other universities and that the quality and standards of the provision are maintained at an appropriate level. External examiners **do not** mark students' work. External examiners do, however, see the assessed work of a sample of students across the full range of attainment (including failed work) in order to check the appropriateness of standards and the marks awarded. They might also meet students in order to find out their views about the provision. External examiners attend the examination boards where marks are determined.

Following the examination board meeting, examiners are asked to complete a report in which they comment on the course content, delivery and assessment. Course teams are required to respond to any problems or weaknesses identified in the external examiners' reports.

10.6   Coursework Extensions

If you think that you may not be able to complete a coursework assessment on time, you *may* be able to ask for an extension to the deadline under the University's Procedures for the Consideration of Exceptional Circumstances.

You must submit your request for an extension at least 7 working days BEFORE the assessment deadline. Students whose requests are not upheld will know the outcome in advance and so will have the opportunity to submit coursework by the original assessment deadline.

If you have exceptional circumstances that arise later than 7 working days before the assessment deadline, you can still submit a request for an extension but you may not get a decision before the assessment deadline.

You cannot request an extension to a coursework deadline after the deadline has passed.

If you do not have exceptional circumstances but submit your first attempt at an assessment after the published deadline the maximum mark you can be awarded will be the minimum pass mark for the module, provided you submit your work no more than **5 working days** after the published deadline. Work submitted more than **5 working days** after the published deadline will not be marked and you will be deemed to have failed an attempt at the assessment. Where you submit a re-assessment attempt after the published deadline you will be deemed to have failed the re-assessment and the coursework will be returned to you unmarked.

Guidance on the procedures is available from your Faculty, Student Services and the Students' Union.

10.7   Exceptional Circumstances

If you feel that you have exceptional circumstances, such as illness, that are affecting your academic performance or will prevent you from completing an assessment, you may be able to submit a claim under the University's Procedures for the Consideration of Exceptional Circumstances.

Under the procedures you can request either:

- to put off taking an assessment until the next time it takes place. This is called a deferral

- an extension of 10 working days to the deadline for coursework (see 10.6 above)

Please note, you cannot ask for both an extension and a deferral at the same time for the same assessment.

Under the arrangements you must submit a claim of exceptional circumstances at least 7 working days BEFORE the assessment deadline. This is beneficial as it allows students to have their circumstances considered as soon as they arise. Students whose claims are not upheld will know the outcome in advance and so can decide whether to take the assessment.

If you have exceptional circumstances that arise later than 7 working days before the assessment deadline, your claim will be considered but you may not get a decision before the assessment deadline.

Guidance on the procedures is available from your Faculty, Student Services and the Students' Union.

If you have longer term problems which you think are likely to last more than 3 weeks, you should ask your Programme Co-ordinator whether you should apply to withdraw temporarily from the programme – the University calls this 'taking an interruption of studies'. For further information on Interruptions of Studies see paragraph 21 below.

10.8   Error in the Conduct of an Assessment or of an Examination Board

If you consider that there has been an error or irregularity in an assessment, or at an examination board, you may submit a claim under the "Procedure for considering Claims of Error in the conduct of Assessment Processes". To submit a claim you should complete a form called "Claim of an Error in the Conduct of Assessment Processes" which is available from College Offices or Student Services. The completed form must be submitted to the Student Complaints, Advice and Conduct section in Student Services.

If you wish to make a claim you must do so within 15 working days of the publication of your results. If, for good reason, you cannot submit a claim within this timescale you should contact the Student Complaints, Advice and Conduct department to explain your situation.

For further information contact: Forms and notes of guidance are available from your Faculty/Department/College Office, the Student Complaints, Advice and Conduct section in Student Services and the Advice Centre of the Students' Union. The Advice Centre can help you to prepare your claim.

10.9 Examinations

When it comes to examinations and assessment you must take care that you fully understand what is required of you and if anything is unclear, ask your course tutors.

10.9.1 Examination Stress

Examination time can be very stressful. The University recognises this and Student Services provide advice on dealing with examination stress (see Section 14 of this Handbook for more information about Student Services).

The Academic Skills Centre offers training on examination and revision techniques including writing and note taking skills. (See section 12 of this Handbook for more information about the services offered by the Academic Skills Centre).

If you have particular problems – including an illness, disability or injury - which affects you when taking examinations, tell your Programme Co-ordinator as soon as possible and definitely before the examination. S/he may suggest you seek specialist help from Student Services.

10.9.2 Written Examinations

The University issues instructions for students to follow when taking written examinations. These instructions cover:

- proof of identity;
- late arrival;
- items you can and cannot take into the examination room with you;
- leaving the examination early;
- suspected cheating.

The instructions are published in your faculty at the time of the written examinations.

For more information contact: Your Faculty/Department Office.

10.10 Cheating

The University takes allegations of cheating, in examinations or in coursework, very seriously. An attempt by a student to gain unfair advantage over other students in the completion of an assessment or to assist someone else to gain an unfair advantage is a **disciplinary offence.** See section 19 of this handbook for more information on student conduct and the Student Disciplinary Procedure.

If it is decided by your Faculty that formal disciplinary action is necessary, you will be asked to attend a hearing to explain your case. You are allowed to take a friend or representative with you. You are advised to contact the Birmingham City Students' Union Advice Centre for more details of the support available for hearings.

If you are found guilty of cheating, the penalties can be severe, including the removal of academic credit or even your permanent expulsion from the University.

> **For more information see:** The University's Disciplinary Procedure on the University's website www.bcu.ac.uk/student-info under '**Academic Regulations and Policies'**. (The Procedure can be found in Part II of the University's Academic Regulations and Policies). The Birmingham City Students' Union Advice Centre can advise you on what to do if you are accused of cheating.

10.10.1 Avoiding Allegations of Cheating

In examinations

- Don't attempt to see the examination paper before it is published.
- Don't take unauthorised materials into the examination room.
- Make sure you know what sort of calculator and other technological aids are allowed.
- If it is an open-book examination, be certain of what materials you are allowed to use in the examination. If you are not sure, ask the invigilator.
- Don't try to ask another student for help in the examination or copy another student's work.
- Don't let another student copy your work.
- If you've been reading revision notes before the examination, leave them at the front of the examination room before you go to your desk.
- Make sure that any permitted materials (e.g. ruler, calculator, text) are clear of additional notes and other recorded information.

In coursework

- Don't pass off anyone else's work as your own, including work from "essay banks". This is plagiarism and is viewed extremely seriously by the University.
- Don't submit a piece of work in whole or in part that has already been submitted for assessment elsewhere. This is called duplication and, like plagiarism, is viewed extremely seriously by the University.
- Always acknowledge all of the sources that you have used in your coursework assignment or project.
- If you are using the exact words of another person, always put them in quotation marks.
- Check that you know whether the coursework is to be produced individually or whether you can work with others.
- If you are doing group work, be sure about what you are supposed to do on your own.
- Never make up or falsify data to prove your point.
- Never allow others to copy your work.
- Never lend disks, memory sticks or copies of your coursework to any other student in the University; this may lead you being accused of collusion.

> **For more information about referencing see:** the Library's web pages at http://library.bcu.ac.uk and contact your Programme Co-ordinator.

11.   What support and guidance is available?

11.1 Study Support

College Administrator, Edel Foster

All staff teaching on the programme will have their tutorial availability times on the notice boards adjacent to their staff rooms. Outside the published times, you may need to book an appointment with the tutor in person or via email or telephone.

Should you have problems contacting your tutor please contact the Course Administrator.

If you have any query about the course, first consult your Student Handbook, the Programme Website and/or notice board as relevant information may be displayed for you.

If this does not resolve your problem, contact the programme administrators as they can answer many of the day-to-day questions about the course and are responsible for issuing course information and documentation (such as examination timetables).

All copies of forms (such as letter request or change of detail forms) have to be obtained from the Programme Office.

11.2   Library and Learning Resources

The College library offers a range of printed and electronic resources and services to help you through your course.

The library has a wide range of stock supporting the subjects taught.

Students can also benefit from access to the Birmingham City University electronic resources

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For more information: Help in using the library and its extensive range of services are available on the library web pages at http://library.bcu.ac.uk.

11.2.1 How to use Library and Learning Resources

There will be an introduction to the University's electronic library and learning resources for groups of new students by the University's Link Tutor for the course or a representative. In addition, students can also approach the College's Course Tutor for further assistance.

11.2.2 Lending Services

The College's Library contains a wide selection of relevant books for your course which you will be able to borrow.

For more information on the College's library facilities, speak with your librarian or your College Course Administrator.

11.2.3 Services to Users with Disabilities

For more information on the College's library facilities, speak with your librarian or your College Course Administrator

11.2.4 Digital Library

Library and Learning Resources is responsible for the maintenance and development of the University's digital library (**UCEEL**). UCEEL is designed to help support research, teaching and learning across the University by providing access to a range of materials, including resources not previously available electronically. UCEEL provides access to extracts and chapters from key textbooks and journal articles as requested by course tutors. It is the central repository for all University produced past exam papers and abstracts of Birmingham City University Research Degrees (PhD and MPhils). UCEEL hosts digitised special collections, full text student dissertations (up to Masters level), visual images and illustrations. Video and audio material is available under exclusive license agreements.

Most UCEEL collections are only accessible to current staff and students of the University and you need your library borrower card number and PIN to access them all.

For more information about Library and Learning Resources contact: Your College Administrator, Edel Foster.

11.3   Birmingham City University Network

The Information and Communications Technology team is responsible for the data network, email and access to the Internet. To be able to access these you require a Network ID and password. These will be issued to you before or soon after you enrol and accept the conditions of use, or "Code of Conduct".

When you have access to the network you will have a personal email address (account) available to you. This email address may be used by many departments of the University to communicate useful and official information relating to your course and work at the University. You can access this email address from anywhere on the internet at http://owa.bcu.ac.uk. **You should check this email account on a frequent basis**.

(When you have completed your course, access to the Birmingham City University network will be removed automatically).

For more information visit: http://www.resnet.bcu.ac.uk/ from any networked computer within the University.

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12.   Academic Skills Centre

Limerick City College provides learning support for all students as required on an individual basis.

12.1   Pre-Sessional English Courses and In-sessional English Classes
for International Students
English language courses are available in the college at a variety of levels including:
- General English
- Business English
- English for Job Seekers
- ESP (English for Specific Purposes)

13.   Birmingham City University Students' Union

The Students' Union exists to act on our members' voices and cultivate vibrant and united communities for better student life.

All students at Birmingham City University are automatically members of the Union and as such, each member can benefit from the Union's services and facilities and have a say on how it should be run. Students from our partner institutions are also very welcome to use the facilities and services provided by the Union.

The Union's website www.birminghamcitysu.com is packed with useful information about the Union and news relevant to students. It also provides entertainment reviews, videos and copies of our student magazine. Register on the site so you can receive details of the Union's current activities.

13.1   Representation

13.2.1 Student Reps

Student Reps are students who gather opinion from their fellow students, and represent their views at various college meetings. They also feed back the outcome of these meetings to students in order to help improve the quality of their experience at City College. They are a link between the Students' Union and students on their course, keeping students up to date with what the Students' Union is doing as well as informing the Union of any concerns regarding their course. As a Student Rep you are in place to ensure that any student, no matter what course or campus, can have their say on issues affecting their education.

This year we also have opportunities for students to represent their faculty. Look out for these vacancies.

To find out more about becoming a Student Rep talk to your Programme Co-ordinator.

13.2.2 Campaigns

Birmingham City Students' Union is a campaigning organisation; this means that we encourage our members to participate in campaigns that they feel strongly about, either to make a change or to create awareness.

If you would like to get involved with a campaign, or you have an idea of a campaign you think we should run, please get in touch with the Education and Welfare Officer. You can also visit the website for more information at: www.birminghamcitysu.com/

Contact the Education and Welfare Officer: email union.education@bcu.ac.uk or call 0121 331 6815.

13.3   Democracy

13.3.1 Student Council

Made up of up to 66 students who meet six times a year, Student Council is there to make sure students have their say on everything that happens at the Union throughout the year. By debating and voting on new ideas for what the Union should do, Student Council is able to have a huge impact on what is on offer for students across the University. This is also the place where students can hear what the Executive officers have been up to on your behalf.

Becoming a Councillor is a great way to make sure your voice is heard and the Union is acting the way you want it to. To find out more about Student Council, please visit: www.birminghamcitysu.com or email union.comms@bcu.ac.uk.

13.3.2 Annual General Meeting ('AGM')

AGM is the Union's highest decision making body and it is where students can have a direct impact on how the Union works. Every year, in the third term, all students are invited to attend the AGM. This is a great opportunity to find out what the Union has been up to and shape the Union's future.

13.3.3 Elections

Each year we ask you to decide which students will be running the Students' Union for the next academic year. As a democratic organisation it is really important to us that our members have a say in which students will be on the Executive Committee, after all, they are the students in charge of pretty much everything the Union says or does.

We hold elections for the Executive Officers from the end of February each year and all of you get a vote.

If you are interested in finding out more or standing for one of these positions please visit www.birminghamcitysu.com

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For more information contact: any of the current Executive Officers on 0121 331 6801 or email union.president@bcu.ac.uk

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13.4   The Advice Centre

The Advice Centre is a FREE service for students and is staffed by professional advisers who are able to provide information, advice and representation on a variety of issues. We have comprehensive information and resources relating to a wide range of student welfare issues. Most of our queries are related to money, housing and academic matters. In addition, advice is also available on issues such as consumer matters, employment, and international student concerns.

The Advice Centre guarantees absolute confidentiality to all of its clients and provides independent, impartial advice. Enquiries are welcomed from all Birmingham City University students.

Contact the Advice Centre: Tel. 0121 331 6801 or email union.advice-centre@bcu.ac.uk. You can also visit the website for more information at: www.birminghamcitysu.com/advice

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13.5   Working for the Union

The Union employs well over 100 staff, many of them are students. If you are looking for work and interested check out www.birminghamcitysu.com/jobs

13.6   Student Groups & Volunteering

13.6.1 Societies

The Students' Union has many different clubs and societies catering for a wide range of interests. These give you the chance to try out new activities and meet other students with similar interests. If you have a particular interest not already catered for, we will help you start up your own society or club.

To join any of the Union's clubs or societies log on to www.birminghamcitysu.com or visit any Union office around the University. Most societies will be present at the Freshers Fayre, so come along to meet them and join on the day.

For more information on societies: e-mail union.activities&sports@bcu.ac.uk or call 0121 331 6804

13.6.2 Volunteering

The Union's volunteering programme offers every student the opportunity to make a real difference in the local community. You can also gain key skills that employers are always seeking, as well as meeting lots of new people.

We have a large selection of different projects on offer and all the information you need to get started is available on our website www.birminghamcitysu.com.

If you are not interested in any of the current volunteering opportunities, do get in touch and we will try and find a project to suit your interests or help you create your own Student Led Project.

For more information: email us at union.arc@bcu.ac.uk or call 0121 331 6804

13.7   Media and Communication

13.7.1   www.birminghamcitysu.com

To keep up to date with a whole range of things of interest to students, simply make our website your homepage – it changes constantly. Whether it's news about your favourite society, how to contact the Union, basic advice or what's on in the Union bars, this is the place to look.

13.7.2   Union Newsletter

The Union Newsletter is a fortnightly publication which came to life following students' suggestions for more up to date news from their Union.

The newsletter is emailed to students and includes sports and societies' news, latest campaigns, entertainment events, skills development sessions, student representation and advice as well as feedback on students' suggestions.

The Union also produces a number of other useful publications including 'The Essential Union Guide', the 'Student Activities Handbook' and Advice handbooks which are packed with handy information. We're also on Twitter (@bhamcitysu) and Facebook – of course, so join our groups for all the latest news.

13.8   The Small Print

At enrolment you will be given the opportunity to opt-out of the Students' Union if you wish. Assuming you remain a member (most students do), information contained on the enrolment form will be shared with the Union for membership purposes and to comply with the Companies Act 1985. The Students' Union is governed by the principles of the Data Protection Act 1998.

The Union is a Company Ltd by Guarantee. Since our students are the members, they are also the guarantors. You will not notice this. It only has any impact if the Union should close. In that unlikely event, every member will be required to contribute up to £1 to pay debts. The actual text of the rules is here, should you wish to understand it better:

> 'Every member of the Company undertakes to contribute to the assets of the Company, in the event of the same being wound up while he/she is a member, or within one year after he/she ceases to be a member, for payment of the debts and liabilities of the Company contracted before he/she ceases to be a member and of the costs, charges and expenses of winding up and for the adjustment of the rights of the contributories among themselves, such amount as may be required not exceeding £1.'

14.   Student Services

Whatever aspect of student life you have a query with, just ask. Student Services is here to provide Advice, Support and Knowledge making us a useful first port of call for a broad variety of issues.

In essence, we are a University service that provides assistance to all students during their time of study at Limerick City College. We can help with topics relating to:

- Health & Wellbeing
- Job Prospects
- Money Matters
- Visas & Immigration
- Childcare

14.1   Ask us about … Health & Wellbeing

14.1.1   Healthcare

If you are arriving at college from outside the area, it is very important to register with a local GP as soon as possible; don't wait until you feel unwell.

14.1.2   Mental Health and Wellbeing support

Coping with the demands of college whilst living with mental health issues can be challenging. Whether you have a history of mental health difficulties or are experiencing problems for the first time, our professional Mental Health Advisers (MHAs) can help. Our Student Wellbeing Adviser (SWA) can also help with more general well-related concerns, e.g. lifestyle, relationships, welfare issues, physical or emotional issues, etc.

Our advisers provide a confidential service offering one-to-one practical support and advice. They can assess your support requirements, liaise with your Faculty for practical support if required (only with your consent) and give advice about eligibility for funding additional support.

14.1.3   Care leavers

If you have been a looked after young person and recently left local authority care, our Student Wellbeing Adviser offers one-to-one advice and guidance about further support that may be of interest to you.

14.1.4   Counselling

Counselling is a way of addressing problems by talking them through with someone who is able to be supportive and who is not directly involved in the situation. Our counsellors are fully qualified and accredited by the British Association for Counselling and Psychotherapy. We offer appointments at the City South campus, City North campus, and at Gosta Green. Our counsellors listen to what you have to say in confidence, encourage you to explore and understand your difficulties and help you find ways of managing your difficulties more effectively.

14.1.5   Chaplaincy

Our Chaplains offer approachable, non-judgemental and confidential support, available to all students, whether they are of any faith or none and can be contacted 24 hours a day. The Chaplaincy team is inter-faith, representing the Roman Catholic, Anglican, Free Church, Quaker and Jewish communities. The Chaplaincy also has advisers for Sikh, Muslim and Chinese students.

Our Chaplains host regular prayers, organising events marking religious celebrations and important dates and can also provide information on local places of worship for all religions.

14.1.6   Disability Support

Our experienced disability advisers offer information, advice and practical support to students with any form of disability to help you succeed in your studies:

- Advice, screening and diagnostic referrals for students who think they may have dyslexia or some other specific learning difficulty.
- Advice and guidance to your Faculty about support for exams, assessments, teaching sessions and access to course materials and information.
- Information about campus accessibility

We offer a confidential service, but we strongly encourage disclosure of your disability so we can advise and support you more effectively from the earliest point during your time at university.

14.2   Ask us about … Job Prospects

Our advisers have the resources and the expertise to enable you to develop the career management skills you need to succeed. We provide individual careers guidance, careers information and our services are available for you to use both during your studies and after graduation. We offer face-to-face, telephone and email consultations, plus group workshops on specific, useful topics such as employability skills and employment rights.

You can get help with: CV's, job applications, preparing for interviews, deciding what to do after your course, postgraduate study, placements and work experience.

Student Placement

Limerick City College may arrange job interviews for successful part-time / full-time students on completion of their studies through Limerick City College Recruitment Service. Positions have been gained in the following sectors:
- Business
- Office & Administration
- Information Technology
- Travel
- Tourism
- Hospitality
- Marketing
- Media
- Childcare

Limerick City College Recruitment Service also offers advice and guidance to all students both full and part-time when seeking a job change or when preparing for interview. Appointments to discuss recruitment issues should be made at Reception.

Mock Interviews

We believe that good planning and preparation are the keys to being successful in an interview. We advise people to get as much practice as possible prior to interview.

We offer a mock interview session to all full-time students and part-time students on administrative programmes during the academic year. Students will then be given constructive feedback and advice on how to present themselves and their CV to secure that position.

Job Placement

- Students will get the opportunity to go for interview(s). As part of their course students will get appropriate interview training, but the success of the interview depends on the individual's preparation, skills, training and his / her ability to communicate effectively.

- While students will receive assistance in the preparation of curricula vitae, it is each student's individual responsibility to ensure that his / her CV is accurate, free of errors and up-to-date at all times.

- Employers contact Limerick City College Recruitment Service for staff on a regular basis. A limited number of CVs are forwarded to the employer. The selection of CVs is based on students' personality, skills, aptitude, performance and suitability for the position in question. On receipt of the CVs the employer decides which students he / she wish to interview. The interviews are normally arranged by Limerick City College Recruitment Service.

- When an interview has been arranged for a student and the student cannot attend on the particular date and time, he / she must immediately inform Limerick City College Recruitment Service and / or the potential employer. Students failing to do so will be removed from the placement list and will not be considered for future job opportunities.

- Those students who gain employment, whether through Limerick City College Recruitment Service or otherwise, must inform the College so that their name is removed from the job seekers list.

- Limerick City College Recruitment Service offers a continual job placement service to all its graduates. You should email your up-to-date CV to the College if you are job hunting after you leave the College.

- It is the responsibility of the student to keep in regular contact with Limerick City College Recruitment Service when seeking employment.

14.3   Ask us about … Money Matters

Our experienced advisers offer financial expertise to help you keep control of your finances so they don't end up affecting your studies. Information and advice is available on all student finance issues including fees, grants, loans and bursaries. Staff can give advice on social security benefits and tax credits and help you to plan and manage a realistic budget to suit your individual circumstances. If you are experiencing difficulties with debts, staff can help you structure your finances in order to maintain creditor repayments and can negotiate with creditors on your behalf with your agreement.

Limerick City College students can benefit from a range of advice on issues such as budgeting and government finance at www.studentfinance.ie and http://www.mabs.ie .

15.   Academic Registry

When you have completed your course the Academic Registry will confirm your award and issue your certificate. The Academic Registry is responsible for arranging the awards ceremonies and will send you details for your ceremony nearer the time.

Opening Hours - Monday - Friday   09.00am until 17.00pm

For more information: See the Key Contacts list at the end of this Handbook.

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16.   Requesting a reference

The College provides staff with guidelines on providing references for students. If you need an official College reference, please contact your Programme Co-ordinator in the first instance. He/she will advise you of the appropriate procedure to follow.

17.   How do you make a complaint?

17.1   Student Complaints Procedure

The College wants to know if you are unhappy about any aspect of your educational experience at City College and has procedures for you to use to raise issues when necessary. It is the policy of the College to resolve as quickly and fairly as possible any grievance a student may have, as an individual, about treatment by any staff member of the College or by the Students' Union.

If you are unhappy about any aspects of your experience at City College, as a first step, you should raise the issues with your course tutor. In many cases, your tutor will be the best person to help you. You should make an appointment to see your tutor to discuss the matters about which you are unhappy.

If your tutor is unable to resolve matters to your satisfaction, it may be appropriate for you to use the formal complaints procedure. Before starting the formal process, you are strongly advised to contact the Course Administrator who can discuss your case with you and advise you on the processes involved in making a complaint.

Should you wish to take your complaint further to Birmingham City University you can get in touch with the College Course Administrator for this course.

Please note that the Student Complaints Procedure only applies to complaints:

- from students about their educational experience;

- about a service provided by the College;

- concerning discrimination by the College on the grounds of gender, race, faith, age, disability or sexual orientation;

- about the behaviour of a member of staff towards a student. Such complaints may be referred to the Staff Disciplinary Procedure at the discretion of the College;

- about the behaviour of a student or students. Such complaints may be referred to the Student Disciplinary Policy at the discretion of the College;

- from a student who believes that she or he has suffered an injustice as a result of action taken or not taken on behalf of the College;

- from students who are dissatisfied in their dealings with the Students' Union or who consider themselves to be unfairly disadvantaged as a result of choosing not to be a member of the Union.

The above list is not intended to be exhaustive and, where appropriate, complaints about other matters will be considered under the Student Complaints Procedure.

Anonymous complaints will not be considered by the University and all parties involved in a complaint are expected to act courteously, fairly and reasonably towards each other. Where the University receives a complaint or appeal that it believes to be malicious and unfounded, this will be dealt with under the provisions of its Student Disciplinary Policy.

Full details about the University's Student Complaints Procedure and relationship with other procedures can be obtained from the University's website www.bcu.ac.uk/student-info under 'Academic Regulations and Policies'. The Procedure can be found in Part II of the University's Academic Regulations and Policies).

For more information contact: Edel Foster, College Administrator.

17.2. Office of the Independent Adjudicator for Higher Education

If you have exhausted the University's processes and you remain unhappy you may be able to apply to the Office of the Independent Adjudicator (OIA). This is an independent complaints service provided free of charge for anyone who was or is registered as a Birmingham City University student.

For more information about the OIA: Visit http://www.oiahe.org.uk/ or call 0118 959 9813.

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18.   Student Conduct

Students and staff are expected to treat each other with respect and to behave in a manner that creates a harmonious and safe environment in which everyone can work, study and live. This means acting courteously, complying with any rules and codes of conduct for behaviour which are laid down and not behaving in any way that adversely affects the reputation of the College. These requirements extend to times when you are not on the College's premises such as when you are working in another institution on placement as part of your course or when representing the University at an off campus sporting event.

There are regulations which you must follow when you are using the University's Libraries. These regulations can be accessed on the University's library internet pages at: http://library.bcu.ac.uk

Behaviour that will cause the formal disciplinary procedure to be invoked includes, but is not limited to:

- violent, threatening, indecent, offensive or reckless behaviour;

- undesignated possession of an offensive weapon on College premises;

- fraud or deception;

- damaging College property;

- theft or misuse of College property;

- action likely to cause injury or impair safety on College premises;

- cheating in an assessment;

- breaching the Code of Conduct relating to Meetings on College Premises, (freedom of speech);

- conduct which constitutes a criminal offence where that conduct takes place on College premises.

If you are found guilty of inappropriate behaviour, penalties include written warnings, recovery of the cost of repairing any damage caused, suspension and the permanent expulsion from the College.

For more information: Access the Student Disciplinary Procedure is on the University's website www.bcu.ac.uk/student-info under Academic Regulations and Policies'.

- click on the link to the left of the screen entitled 'shortcut to key documents'
- you will see a list of folders
- click on the folder entitled University Academic Regulations and Policies
- click on the sub folder entitled Part II Academic Policies, Procedures & Notes of Guidance.

Regulations for the use of the University's Libraries and IT Labs can be found on the library's internet pages at: http://library.bcu.ac.uk

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19.   What do you need to know about health, safety and security?

19.1   Your Safety and Security

The College has an approved Safety Policy. You can obtain a copy of this from College Administrator.

Responsibilities

The College is responsible for providing a healthy and safe working environment for learning and working.

You are responsible for taking reasonable care for your own health and safety and that of others.

You should be aware of your responsibility to observe safety requirements whether or not you work in a particularly hazardous environment.

You should not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

19.2   Emergency Evacuation of College Buildings

It is important that you know what to do in case of an emergency. This is why you will see fire instruction notices across the College and next to every fire extinguisher.

Take some time to read through these instructions, and make sure you know how to get out of the building and where you need to meet outside, together as a group, during an emergency. Your tutor will also give you fire safety information during your induction period.

In case of an emergency you will hear a continuous fire alarm and you must:

- leave the building immediately and calmly - do not stop to collect your belongings;
- use the stairs. Lifts must not be used. Special evacuation chairs are available for disabled students;
- stay at the assembly point outside (even if the alarm stops) until you are told by a College Fire Officer that it is safe to re-enter the building.

19.3   Accident and Incident Reporting

Injuries

If you are injured you should go to a nominated first aider.

Accidents

A College accident report form must be completed to record details of any accident, however trivial it may appear and whether or not anyone is injured.

If you have an accident, or are involved in an incident, it is your responsibility to ensure that a form is completed. In the case of a severe injury, the form should be completed by your Programme Co-ordinator.

Forms are available from Edel Foster, College Administrator.

If you see anything which you consider to be dangerous, you should report this to a member of staff.

19.4 Security of Personal Property

You are responsible for the safety/security of your personal property. All personal property (including motor vehicles) is brought onto College property entirely at owner's risk. The College does not accept responsibility for any loss or damage to property howsoever caused.
Any thefts of, or damage to, personal property should be reported immediately to the College Administrator.

19.5 Your Health

As stated in section 14.1.1 above, medical services are available. The University's Mental Health Adviser and Student Services Counsellors offer a confidential support service to help you to manage any personal problems and difficulties (see section 14.1.4 above) and Disability Advisers are available to support students with disabilities.

For more information contact: The University and Safety Administrator, Human Resources, Edge Building, City North campus, telephone 0121 331 5360, or your Faculty Office.

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20.   How to interrupt your studies

20.1   Interrupting your studies/withdrawing from the course

An **interruption of studies** is an approved leave of absence from all study for a defined period and may be taken for a number of reasons e.g. health, financial, academic or personal reasons. Your College has to approve requests for interruptions of studies, so if you're thinking about interrupting, you should talk to your Programme Co-ordinator. If you decide to interrupt your studies you **must** complete a student interruption of studies form, and provide evidence to support your reasons for wanting to interrupt. Once you've completed this form and handed it in to your Programme Co-ordinator, they will let you know whether they've approved your request or not.

If you decide that you can no longer continue with your course, and would like to **withdraw**, we also think it would be a good idea to talk it through with your Programme Co-ordinator first. If withdrawing turns out to be your best option, you **must** complete a withdrawal form and hand it into your Programme Co-ordinator straight away.

For further information and advice on interruption of study and withdrawal from your course: Contact your College Administrator.

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21.   Change in Personal Details

If you change your name during your studies and would like your new name to be used on your College records and award certificates, you must make a formal request to your College Administrator. **You must make the request before you finish your course.** No changes can be made to your student record after the final examination board for your course has met.

You must provide evidence of your change of name. Acceptable forms of evidence are:

- Passport
- Marriage certificate
- Birth certificate (original birth certificate issued within 12 months of birth)
- Divorce decree absolute.

Please note that your student number will remain the same throughout your course, even if you change your name.

For further information contact: Your College Administrator: *Edel Foster, efoster@limerickcc.ie* or Birmingham City University Academic Registry.

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22. Key University Contacts

	Telephone	Email (if available)
Academic Registry		
Reception (9am til 5pm Monday to Friday)	0121 331 5679	
Student Loans/Grants	0121 331 5679	
Award Certificates	0121 331 5387	
Awards Ceremony enquiries	0121 331 5387	
Accommodation Services		
Advice Centre – Students' Union	0121 331 6801	union.advice-centre@bcu.ac.uk
Careers Service (see Student Services below for telephone numbers)		careers@bcu.ac.uk
Chaplaincy		www.FAITH.bcu.ac.uk
Disability Services	0121 331 5588	disability@bcu.ac.uk
Health Centre		
International Advice Service		
Academic Skills Centre		
Library		
Enquiry Desk, Kenrick Library, City North Campus, Birmingham, UK	0121 331 5289 or 6374	kenrick.library.enquiry.desk@bcu.ac.uk
Security Manager	0121 331 7696	
Student Finance	0121 331 6387	student.finance@bcu.ac.uk
Student Services		
City North Campus	0121 331 5588	student.services@bcu.ac.uk
Extenuating Circumstances and Appeals against exam board decisions	0121 331 6250	
Students' Union	0121 331 6801	www.birminghamcitysu.com

23. Key College Contacts

College Director: Mr G. Anderson	ganderson@limerickcc.ie
College Administrator: Edel Foster	efoster@limerickcc.ie
IT & Facilities Administrator: Suman Sesham	ssesham@limerickcc.ie
Undergraduate Programmes Co-ordinator: Ciara Brennan	cbrennan@limerickcc.ie
Postgraduate Programmes Co-ordinator: David Sheehan	dsheehan@limerickcc.ie
Further & Professional Course Co-ordinator: Glen Anderson	ganderson@limerickcc.ie

24. Appendices

- Appendix A - List of Documents available via the University's website
- Appendix B – Guidance notes for staff on regulatory matters
- Appendix C – Programme and Module Specifications

Appendix A

Documents Available on the University's website

All of the documents listed below can be accessed via the University's website www.bcu.ac.uk/.

Click on the 'Student Info' tab, and then on the left hand site of the screen click on 'Academic Regulations and Policies'. This will take you to 'SharePoint' where the documentation is stored. You will be asked to enter your ID and Password. Please ensure you type in STUDENTS\ before adding in your id (as below):

| User name: | STUDENTS\ |
| Password: | |

Click on 'Shared Documents' on the left hand side of the screen. You will then be able to see the following documents and folders:

- Foreword
- University Mission Statement
- Equal Opportunities Statement
- Learning, Teaching and Assessment Strategy
- Scope and Application of the Principles and Regulations

FOLDER: Part I: Principles and Regulations
- Principles governing the provision of programmes of study leading to awards of the university
- Awards of the university
- General regulations governing the design of programmes of study leading to awards of the university
- The admission of students
- The assessment of students
- Regulations on external examiners
- Regulations for the award of university's degrees of master of philosophy and doctor of philosophy
- Regulations for the conferment of awards
- The validation, approval, annual monitoring and review of programmes of study leading to awards of the university
- The Standard University Assessment Regulations

FOLDER: Part II: Academic Policies and Procedures and Notes of Guidance
- Assessment policies and procedures
- Recruitment information
- Collaborative policies
- Academic Titles
- Codes of Practice on the conduct of examinations and invigilation
- Guidance notes for students on submitting claims for EC's, and requesting coursework extensions and claims of error in the conduct of assessment processes.

FOLDER: Part III: Information Security Policy

Folder:
Equal Opportunities and Race Equality Policy
Race Equality Policy
Documents:
Student Disciplinary Procedure
Student Complaints Procedure

Appendix B

Guidance notes for faculties on further regulatory matters to be included in Student Course Handbooks

The Academic Regulations and Policies identify a number of matters which should be explained in the Handbook.

Examination boards and external examiners:

- If the Faculty uses a tiered structure for its Examination Boards, whereby module results are considered before award decisions, this should be explained.

- The role of the external examiner can be explained. If he or she has a reporting line to another body, for example a professional body, it might be helpful to explain to students how this works.

The Standard Assessment Regulations specify a number of matters which must be recorded in the Handbook:

- If the course has been granted an exemption from the standard regulations the nature of the exemption and its rationale, e.g. professional body requirements, should be specified. Where a course has been permitted to use alternative regulations, for example, in relation to the determination of the classification of the award, the alternative regulations must be recorded in the Handbook. Exemptions and alternative regulations must be approved by the Senate or the Director of Academic Quality and Support on behalf of Senate before they are included in the Handbook.

- The credit rating of each module must be specified.

- Core, optional modules and any pre-requisite or co-requisite modules must be identified. The process for selecting optional modules should also be described.

- Modules in which failure cannot be compensated must be identified.

- If additional grading schemes, to supplement the information provided to students about their assessed work, are used the system should be described.

- If the course includes negotiated modules the maximum number of negotiated modules which can be included and the procedures for approving the content of those modules should be defined

- The Handbook should include details of the requirements for the dissertation/project and must specify the number of modules that comprise the dissertation/project

- Where, in order to comply with the requirements of a professional or accrediting body, an aegrotat award is not available for a particular course of study this should be specified.

- In relation to higher national courses on which common skills are assessed, the procedures and criteria for assessing competence in each common skill should be set out in the Handbook. The level of performance required to achieve a pass in each of the common skills should also be explained.

University Standard Module Template

This statement and the guidance given below in italic type should be removed before the template is issued to students

Faculty:	School/Department:
Module Title:	
Programme(s) on which the module is delivered:	
Date of publication of template to students:	

Module Code:	Level (e.g. level 3, 4, 5, 6 or 7):
Credit value:	
ECTS Credit Value[1]: *The ECTS credit value will be 50% of the credit value under the university's assessment regulations*	
Module Leader:	
Module start date(s) during the current academic year:	
Module finish date(s) during the current academic year:	
Assessment weightings:	

For SRS Team Use Only:	
Created By:	**Date:**

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[1] ECTS is the European Credit Transfer and Accumulation System which was developed to promote the international recognition of qualifications and student mobility within Europe.

Relationship with Programme Philosophy and Aims

State how the module contributes to the delivery of the philosophy and aims of the programmes in which it is delivered

Indicative content

List *the broad subject topics and/or skills students have the opportunity to learn through studying this module*

Study mode / delivery method(s):

Explanation of how the module will be delivered, including, where applicable, how the content of the module will be made available through different modes of delivery.

Intended Learning Outcomes and the means by which they are to be achieved and demonstrated.
All learning outcomes must be assessed but one assessment may cover more than one learning outcome. The learning outcomes should reflect the aims of the module and its contribution to the programme, and should inform the assessment methods used for both formative and summative assessments. Learning outcomes should be designed to ensure that a range of knowledge and skills is developed and assessed. It is not advisable, however, to have overly complex or too detailed learning outcomes. The number of learning outcomes should also be limited (normally a module should have no more than four learning outcomes)

Learning Outcome	Learning and Teaching Methods
1.	
2.	
3.	
4.	

Assessment and feedback

Identify below the nature and timing of the formative and summative assessment opportunities available to students studying the module. Where there is more than one summative assessment please explain the learning objectives that will be assessed by each item of assessment and specify the weighting of each assessment. Assessment criteria do not need to be shown here but must be included in the assessment brief.

Formative Assessment

Formative assessments are those interim assessment opportunities whereby students can gain an enhanced understanding of how well they are progressing with their learning; such opportunities may include some tests being offered for the purposes of generating some feedback. Any mark generated through formative assessment is for feedback purposes only and will not contribute to the overall module grade. Formative assessments also allow tutors to focus on the needs of the student group.

Summative Assessment

Summative assessments are used to make judgements about what students have learned from studying the module. Therefore, they contribute to the overall mark for the module and for progression or the award. Summative assessment may be taken partway through the module (when students have had the opportunity to complete the learning needed for that assessment) or at the end of the module. For each assessment it is important to identify which of the above learning outcomes are being assessed.

Where a module has more than one summative assessment the weighting of each item of assessment should be specified below.

Feedback

In relation to both summative and formative assessment, at what point(s) and in what form will feedback be available to students.

In addition to feedback associated with formative and summative assessments, what other opportunities will there be for students to receive feedback? (e.g. seminars, tutorials, online forums etc)

Related Modules

If applicable, offer an explanation of how the module relates to learning in other modules – you should include details of any pre-requisites, co-requisites or excluded modules where they exist.

Where an assessment is shared between this and other modules, name those modules here.

Learning Resources

(Refer to course resource list)

Include indicative reading and refer to any electronic resources with particular reference to any non-standard critical resources – i.e. those resources which are essential to the delivery of the module and which are not part of the University's core provision - e.g. you may wish to identify specialised teaching space which is required to run the module.